



# T Level Technical Qualification in Digital Business Services (603/6902/4)

## Core knowledge and understanding

### Paper A

### Specimen Assessment Materials (SAMS)

Specimen June 2022

Morning/Afternoon

Time allowed: 2 hours

#### Student instructions

- Use black or blue ink.
- Fill in the boxes at the bottom of this page.
- Answer **all** questions.
- Read each question carefully.
- You **must** write your responses in the spaces provided. There may be more space than you need.
- You may do rough work in this answer book. Cross through any work you do not wish to be marked.

#### Student information

- The marks available for each question are shown in brackets. This is to help you decide how long to spend on each question.
- The maximum mark for this paper is 106 (including 6 for the quality of written communication (QWC) and use of specialist terminology).
- In questions **9** and **17**, you will be assessed on your QWC and use of specialist terminology.

Please complete the details below clearly and in BLOCK CAPITALS.

Student name \_\_\_\_\_

Provider name \_\_\_\_\_

Student number

Provider number

To be completed by the examiner			
Question	Mark	Question	Mark
1		14 (a)	
2		14 (b)	
3		15 (a)	
4 (a)		15 (b)	
4 (b)		16 (a)	
5 (a)		16 (b)	
5 (b)		16 (c)	
6 (a)		17	
6 (b)		18	
7		19	
8 (a)		20	
8 (b)		21 (a)	
9		21 (b)	
10		22 (a)	
11		22 (b)	
12		23 (a)	
13 (a)		23 (b)	
13 (b)			
			TOTAL MARK

**Do not turn over until the invigilator tells you to do so.**

**Section A: Culture and context**

This section is worth 40 marks, plus 3 marks for QWC and use of specialist terminology.

Answer **all** questions in the spaces provided.

- 1 State **one** threat to privacy that individuals face as a result of using digital technology. **[1 mark]**

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- 2 J & M Mortgage Ltd is a mortgage brokers providing customers with mortgage advice, insurance and conveyancing services.
- Whilst the business has an office that employees can work from, the majority of employees are homebased and rely on digital technology to manage their customers.
- Describe **one** impact increased reliance on digital technologies has on company culture at J&M Mortgage Ltd. **[2 marks]**

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**3** Beautiful Tulips is based in the Netherlands. The managers of the business are planning to export flowers to the UK. They plan to set up a new distribution centre so flowers can be easily transported from the airport to the site.

The management team is not familiar with the British market and wants to understand factors such as interest rates, recession and UK inflation that could impact upon their business environment.

Explain **one** economic factor that could affect Beautiful Tulips.

**[2 marks]**

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**4** Bruno Bells Travel Ltd is an online travel agency. The company sells personalised holiday packages to a wide range of customers. Each employee who works remotely is supplied with office equipment such as headsets, workstations and screen filters.

The company uses a number of mitigation techniques to support the wellbeing and productivity of their staff, and to prevent injuries.

**(a)** Identify **one** mitigation technique that Bruno Bells Travel could use to support their staff.

**[1 mark]**

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**(b)** Explain how this mitigation technique could reduce the negative impact of remote working on employee wellbeing **or** productivity.

**[2 marks]**

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- 5** Jenky's is a family owned furniture manufacturer that has a long established workforce. A recent staff survey identified that many of the staff were unaware of the policies and procedures of the business.

Some of the longer-term staff were unaware of recent changes to working practices and that new policies and codes of conduct would have implications on how they currently work. All staff have access to a range of digital technology throughout the workday, including the internet.

All staff will be trained as part of the company development plan to ensure full understanding of policies, procedures and codes of conduct.

- (a)** Outline **two** different codes of conduct that they may have at Jenky's. **[2 marks]**

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- (b)** Describe the purpose of **one** of the types of policy or code of conduct for Jenky's employees and its customers. **[2 marks]**

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6 Juni's Pizzas are considering digitalisation of their operations. The business plan is to implement:

- a click and collect ordering service
- a loyalty card scheme that enables customers to collect points with each order they place, that they can then redeem against free menu items.

a) Identify **two** key considerations Juni's Pizza will need to make to ensure this technical change is successful?

[2 marks]

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b) Describe how **one** of these changes will improve efficiency.

[2 marks]

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Please turn over for the next question.

**7** Harley-Mays Consultancy is a cyber security business that specialises in providing analysts to clients wanting to outsource the protection of their digital assets. The analysts provide support in a range of areas including protecting consumer data, creating custom software coding and protecting sensitive information.

In more recent years, Harley-Mays have struggled to recruit in the UK as the applicants for these roles lack the level of skills and knowledge needed. Harley-Mays has decided to start their own training scheme to address these recruitment issues. The business has considered a range of economic issues that could affect the training scheme and have set money aside to cover this.

Discuss **two** other external factors that may influence the success of the training scheme in solving the recruitment issues at Harley-Mays.

**[6 marks]**

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**8** Lambery's Bakery Ltd manufactures bread and bakery goods. At present the bakery only offers an instore order and collection, but they have noticed that there has been a decline in sales. They have also received a large number of requests from their customers about being able to order via the internet. Customers have said they would like to be able to pre order bread and baked goods for delivery to their homes and offices.

Lambery's are keen to increase their sales and meet their customers' needs and so would like to investigate the impact of digitalisation on their business.

**(a)** Explain **one** way in which digitalisation could increase the sales at Lambery's Bakery. **[2 marks]**

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**(b)** Excluding an increase in sales, discuss **two** positive impacts that digitalisation could have on Lambery's Bakery. **[4 marks]**

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9

Beefly Books is a registered charity, which aspires to support education worldwide by donating books to children in developing countries.

Beefly Books has a website that enables schools or colleges in any of the 152 recognised developing countries to receive books. The website enables schools and colleges to request books they would like to be supplied and to access digital versions of books where available. Their website must be accessible to meet the needs of all customers.

The management at Beefly Books are aware that staff need to deal with a wide range of issues in a sensitive and professional manner. This includes areas such as international legislation, translation, values, and cultural differences in order to ensure that they meet the needs of all their international customers.

Evaluate the factors that Beefly Books should consider in order to meet the needs of their customers.

[12 marks, plus 3 for QWC]

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Please turn over for the next section.

**Section B: Diversity and inclusion and digital environments**

This section is worth 39 marks, plus 3 marks for QWC and use of specialist terminology.

Answer **all** questions in the spaces provided.

- 10** An employee has filed a complaint as she was overlooked for a promotion during her maternity leave.

Identify which legislation would protect the employee from being discriminated against?

[1 mark]

- A** Civil Rights Act 1964
- B** Employment Act 2008
- C** Employment Agency Act 1973
- D** Equality Act 2010

Answer \_\_\_\_\_

- 11** Identify **one** form of hardware computers can use for file storage.

[1 mark]

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- 12** Name **one** type of cloud computing service.

[1 mark]

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**13** Ajay has recently started work for a local school as their new IT Technician. As part of their role Ajay has been asked to run a session on network referencing models for a group of computer science students.

**(a)** Describe **one** network referencing model Ajay could feature in the session. **[2 marks]**

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**(b)** Explain the benefit of using the chosen network referencing model for Ajay in their job. **[2 marks]**

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14

Happy Feathers is a healthcare provider for the elderly. They supply care workers to patients requiring medical support in their own homes and in specialist care facilities around the country.

The company wishes to improve access to digital health records, so that staff are able to access patient records when with the patients and provide more effective care.

(a)

Explain **one** way in which digital inclusion would benefit the patients.

[2 marks]

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(b)

Discuss **two** ways in which digital inclusion will impact the staff at Happy Feathers.

[4 marks]

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**Please turn over for the next question.**

**15** Fenzo’s Exotic Jewellery provides multicultural, custom jewellery to clients from all around the world. They pride themselves on offering a range of different products that support all cultures and ethnic backgrounds, to create an inclusive customer base. The company has a team of buyers who focus on sourcing products and materials from overseas that are diverse and inclusive to meet all their customer needs.

The business wants a more diverse and creative team of staff to produce better products and enhance its business reputation.

**(a)** Suggest **three** ways a diverse and inclusive team could benefit Fenzo’s Exotic Jewellery.

**[3 marks]**

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**(b)** Discuss how these benefits will improve Fenzo’s Exotic Jewellery’s business.

**[4 marks]**

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**16** Megs Ltd is an architectural design consultancy that offers a range of architectural services.

Their current IT operation structure is outdated and very slow. There has been a number of recurring issues, including the loss of client data due to hardware failure and miscommunication owing to poor connectivity. This has also resulted in data breaches and the wrong information being sent to clients.

As a result of these problems the business has seen an increase in complaints and even a loss of clients to their competitors. Management has decided it is time to improve the IT infrastructure to create a more resilient digital environment.

(a) State **two** benefits to Megs Ltd of having a more resilient digital environment. **[2 marks]**

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(b) Describe **one** way a more resilient digital environment will reduce the number of complaints that Megs Ltd are experiencing. **[2 marks]**

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(c) Discuss how a more resilient digital environment would address the various issues that Megs Ltd are facing. **[3 marks]**

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SAMPLE

17

Cravens Cosmetics Manufacturers is a large business specialising in the cosmetics industry. It is looking at upgrading its servers including the software and hardware.

The management wants to investigate whether a virtual computer system is the right IT solution for the business. The business recently undertook a financial audit that identified the need to reduce business costs. Some areas in which overspend have been identified are:

- high overheads for software licensing
- high energy consumption and large overheads on hardware
- expensive maintenance of outdated business servers
- costs to recover data loss due to poor data management and security.

Assess the benefits and impacts to Cravens Cosmetics Manufacturers of using virtual computing systems.

**[12 marks, plus 3 for QWC]**

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**Section C: Learning and planning**

This section is worth 21 marks.

Answer **all** questions in the spaces provided.

**18** State **two** consequence of ineffective project planning. **[2 marks]**

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**19** Give **two** advantages of personal development to employees in the digital sector. **[2 marks]**

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SAMPLE

**20** LJD Security Ltd is a business that provides a range of digital and in person security solutions to its clients. LJD’s clients tend to be law enforcement agencies, private clients and organisers of large events, such as concerts and sporting events.

The business has decided to offer drone security services as an alternative to many of its customers.

Explain **one** reason why drones could be a suitable addition to LJD Security’s surveillance methods.

**[2 marks]**

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**21** Baxter's Research Ltd is a data analytics company specialising in competitor intelligence. They help clients identify their competitors’ strengths and weaknesses and to develop products, services, and experiences that their consumers want.

The research team uses a range of primary and secondary sources to source and clean data, so that it is reliable and valid. The data is then presented as a dashboard.

**(a)** Identify **two** sources of knowledge that Baxter's Research Ltd can access to research their client’s competitors.

**[2 marks]**

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**(b)** Explain why **one** of the sources of knowledge identified may not provide valid or reliable data about its client's competitors. **[2 marks]**

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**22** Zoniks is a consultancy and building firm that specialises in redesigning hotels. In particular, Zoniks specialises in introducing retail space into hotels to make use of underutilised space.

A new client has recently hired Zoniks to redevelop two of their hotels and to introduce retail space on the ground floor of each hotel. They have agreed the budget for each hotel and a timescale of 4 months for the work at both hotels to be completed.

**(a)** Explain why it will be important to the project that clear aims and objectives are set. **[2 marks]**

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(b) Assess which part of the project planning process the project manager will need to pay the most attention to, giving reasons for your answer. [3 marks]

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23 Crofty Ltd is a business that offers bespoke conservatories to a range of clients. The average conservatory project will take 3 months from start to finish with the actual install taking between 3 to 4 weeks.

The project stages involve:

- planning permission – 8 weeks
- construction work starts with base – 3 days
- install the conservatory frames
- put the glazing in
- carry out any electrical work
- plastering the walls, finish the electrics and add in the floor.

Crofty Ltd uses programme evaluation review technique (PERT) at each stage of the project to make sure it has the available resources and time, and meets the estimated deadlines agreed with its clients.

(a) Give **three** examples of how using PERT to plan the construction project could benefit Crofty Ltd. [3 marks]

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**(b)** Assess whether PERT or MoSCoW (Must have, Should have, Could have, Won't have) would be the better tool to use to ensure that the conservatory is completed on time and on budget.

**[3 marks]**

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## Document information

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Owner: Head of Assessment Design

### Change History Record

Version	Description of change	Approval	Date of Issue
v1.0	Additional sample materials		November 2022
v1.1	Sample added as a watermark.	November 2023	17 November 2023