T-LEVELS | Institute for Apprenticeships & Technical Education

T Level Technical Qualification in Digital Support Services

Employer set project (ESP)

Core skills

Digital Support

Project brief - Task 1

v1.1: Specimen assessment materials
17 November 2023
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SAM

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Task 1

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Student instructions

- read the project brief carefully before starting your work
- you must work independently and make your own decisions as to how to approach the tasks within the employer set project
- you must clearly name and date all of the work that you produce during each supervised session
- you must hand over all of your work to your tutor at the end of each supervised session
- you must not work on the assessment in between supervised sessions

Student information

- the employer set project will assess your knowledge, understanding and skills from across the core content of the qualification
- in order to achieve a grade for the core component, you must attempt both of the external examinations and the employer set project
- the combined marks from these assessments will be aggregated to form the overall core component grade (A* to E and U), if you do not attempt one of the assessments, or fail to reach the minimum standard across all assessments, you will receive a U grade
- the maximum time you will have to complete all tasks for the employer set project is 12 hours 10 minutes
    - your tutor will explain how this time is broken down per task and will confirm with you if individual tasks need to be completed across multiple sessions
    - at the end of each supervised session, your tutor will collect all employer set project assessment materials before you leave the room
    - you must not take any assessment material outside of the room (for example, via a physical memory device)
    - you must not upload any work produced to any platform that will allow you to access materials outside of the supervised sessions (including email)
- you can fail to achieve marks if you do not fully meet the requirements of the task, or equally if you are not able to efficiently meet the requirements of the task
- the project is assessed out of a total of 76 marks (this includes 2 marks for your use of maths in task 3, and 4 marks for your use of English throughout tasks 2, 3 and 4); the individual task marks are also shown throughout the project brief booklet at the start of each task

Plagiarism

Plagiarism may result in the external assessment task being awarded a U grade.

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Presentation of work

- all of your work must be completed electronically using black font, Arial size 12pt, unless otherwise specified
- any work not produced electronically must be agreed with your tutor, in which case the evidence you produce should be scanned and submitted electronically
- all of your work must be clearly labelled with the relevant task number and your student details and be legible (for example, front page and headers)
- electronic files should be named using the following format – Surname_Initial_student number_evidence reference, for example, Smith_J_123456789_Task1 for identification purposes; where evidence reference is shown, this must be replaced with the task number for which the work reflects and saved in a .pdf format
- all pages of your work should be numbered in the format 'Page X of Y,' where X is the page number and Y is the total number of pages
- you must complete and sign the external assessment cover sheet (EACS) – declaration of authenticity and include it at the front of your assessment task evidence
- you must submit your evidence to the tutor at the end of each session

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Scenario

A major franchise for a leading car company is about to open a new car dealership in your nearest city.

As the IT support technician allocated to the project, you have been asked to consult and support on the implementation of the IT systems into the dealership.

The manufacturer will provide the dealership with access to an internal car ordering and customer management platform. This will be provided via a web browser, with a secure internet connection, as sensitive data will be stored (including customer and payment details).

Sales team members will serve customers from fixed desks. They will also be given tablet computers to enable movement around the dealership during the sales process.

In the back office, a number of administration staff will be handling car service bookings, accounts, and other day-to-day back-office processes using standard productivity packages eg word processing and spreadsheets.

This is an exciting project with no previous systems to implement or migrate; it is just about providing a solution that works for the dealership and the manufacturer.

Brief

It is only two weeks from the grand opening of the dealership. The new systems are starting to be implemented and will require testing. Other less crucial systems are still in the planning phase.

You will be required to undertake several different tasks to ensure the dealership is ready on time.

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Task 1: 2 hours 30 minutes

You must read the information on all pages provided for this task before starting your response.

(22 marks)

Scenario

You have been allocated two tasks to close on the helpdesk related to the build of the computers on the sales team desks.

Computer 1

The computer booted, and the server responded and started to download the sales system image that includes the OS, additional browser and finally the productivity suite. It had completed the OS and browser installation phase and then failed to install the productivity suite.

Computer 2

The computer recently received both a UEFI Bios and operating system update, however, when the computer turns on the USB keyboard and USB mouse both show activity, eg red light under the mouse. Once the operating system loads the keyboard and mouse no longer function.

Instructions for students

Computer 1

Investigate the problem and identify why the installation failed. Then document it on the call log sheet (Control document A).

You should document your troubleshooting steps (6 marks), identifying the issue and consider:

- use of troubleshooting frameworks
- tools used during the troubleshooting process

Computer 2

Using the information in the scenario and the internet, you should identify the root cause of the hardware failure and propose a remedy. You should design a test plan that could be followed by your colleagues to test that your proposed changes have resolved the fault. You are not required to undertake the tests.

Your test plan (16 marks) should include the following:

- user details
- test dates
- proposed tests
- expected outcomes of tests

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- ability to record changes based on test outcomes
- user acceptance of work completed

Evidence required for submission to NCFE

- a troubleshooting document in .pdf format
- a test plan document in .pdf format

When you have completed this task, you should save it in a .pdf format, and name your file:

Surname_Initial_student number_evidence reference, for example, Smith_J_123456789_Task1

Additional guidance

You will have access to a word processing application or other suitable software to enable you to complete this task.

Access to the internet is permitted.

Access to any online cloud storage is not permitted.

Use of online chat or emails is not permitted.

Access to previous class notes/teaching materials is not permitted.

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Control document A: Call Log Sheet

Call No.	12	Date of Call:	/ /	Time of Call:	:	Recorded By:	JSW
Initial Call Details:							
The computer booted, and the server responded and started to download the sales system image that includes the OS, additional browser and finally the productivity suite. It had completed the OS and browser installation phase and then failed to install the productivity suite.							
Troubleshooting Activities:							
Solution:							
Closed by:							

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Document information

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Change History Record

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v1.0	Published		September 2022
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