



T Level Technical Qualification in Digital Support Services

Employer set project (ESP)

Core skills

Digital Support

Project brief - Task 3

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Task 3

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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.

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_Task3 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 must 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 form 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

SAMPLE

Task 3: 4 hours

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

(24 marks)

Scenario

You have been provided with a full specification of requirements (control document B) for the updated software build for the company computers by your line manager (technical audience) and a layout of the dealership (control document C).

Your line manager has asked you to assess the specification of requirements and prepare a project proposal that addresses the needs of the client.

Instructions for students

Your project proposal (24 marks) should include:

- an introduction outlining the scope of the project
- details of how the hardware and software will be deployed, along with how additional sales computers could be added based on demand
- details of how the mobile devices (tablets) will be secured and managed
- details of the capital expenditure required to implement the hardware, software, mobile computing, and networking elements
- an explanation and justification of any proposed software licensing arrangements
- an explanation and justification of the rationale for your choice of operating systems/software recommendations
- an explanation of any potential cyber security issues with recommended mitigations
- ensuring that the proposed solution protects company data and supports minimising unauthorised access to the computer
- a final summary, which includes details of potential emerging technologies that could affect work with the car dealership

When identifying costs, no preferred suppliers are identified, providing they are UK-based. All products must be purchased as new with costs provided.

Evidence required for submission to NCFE

- a detailed project proposal 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_Task3

Additional guidance

You will be issued with control document B and control document C for this task.

This task will also assess your English skills.

This task will also assess your mathematical skills which are worth 2 marks.

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.

You are permitted to have up to a maximum of 15 minutes rest break during this task. This must be supervised.

SAMPLE

Control document B: specification of requirements

Controlled document to be issued at the start of task 3.

Requirements

The requirements are:

- This is a brand new dealership, and we can select and install the latest new equipment. It is important that any equipment not only delivers on the requirements of the car manufacturer, but also looks right in a high-end car dealership.
- The showroom will have 20 underfloor ports containing power and network connectivity, spread around the showroom. This will provide the flexibility to move sales desks around depending on the cars in the showroom. Currently only 10 desks will be placed around the showroom for the sales team.

- **Software Requirements**

- All of the sales team, administrative, and technician computers should be running the same operating system.
- A standardised productivity suite should be installed to ensure a consistent platform throughout the dealership

- **Security**

- Standardised centrally managed endpoint protection implemented
- Users should not be able to install software on their work computers

- **10x Sales team computers**

- The sales team will need an all-in-one computer as desk space is limited
- The computer should have good performance capable of lasting at least three years
- It should have at least a 27" wide screen display

- **8x Administration computers**

- These are general computers suitable for administrative tasks eg word processing, spreadsheets, and email
- No requirement to be an all in one

- **10x Sales team tablets**

- The only requirement is that the tablet can be centrally/remotely managed
- It should have a good size screen and battery life

- **Network/Server Requirements**

- Reliable and robust connectivity is important as the sales recording is done through the manufacturer's web based system
- Public WIFI should be provided and secured from commercial traffic
- The business will need at least three servers as a domain controller, file and print server, and deployment/system imaging solution

Additional Requirements

- The sales team should have secure access to the manufacturers system when using the mobile devices
- The layout of the showroom can change depending on how many cars need to be displayed
- Centralised management and deployment of software to computer
- A local USB laser printer will be directly connected to each of the sales teams' computers to support the printing of agreements
- One central high-capacity network ready colour laser printer is required
- The network should be able to support potentially 20 sales computers and tablets along with public wireless access
- Any training or upskilling for staff to use the new systems should be considered
- Installation and future upgrading of the operating systems should be carried out with minimum interaction and in an efficient manner
- Additional hardware to facilitate remote installation should be specified as part of the project

Staffing

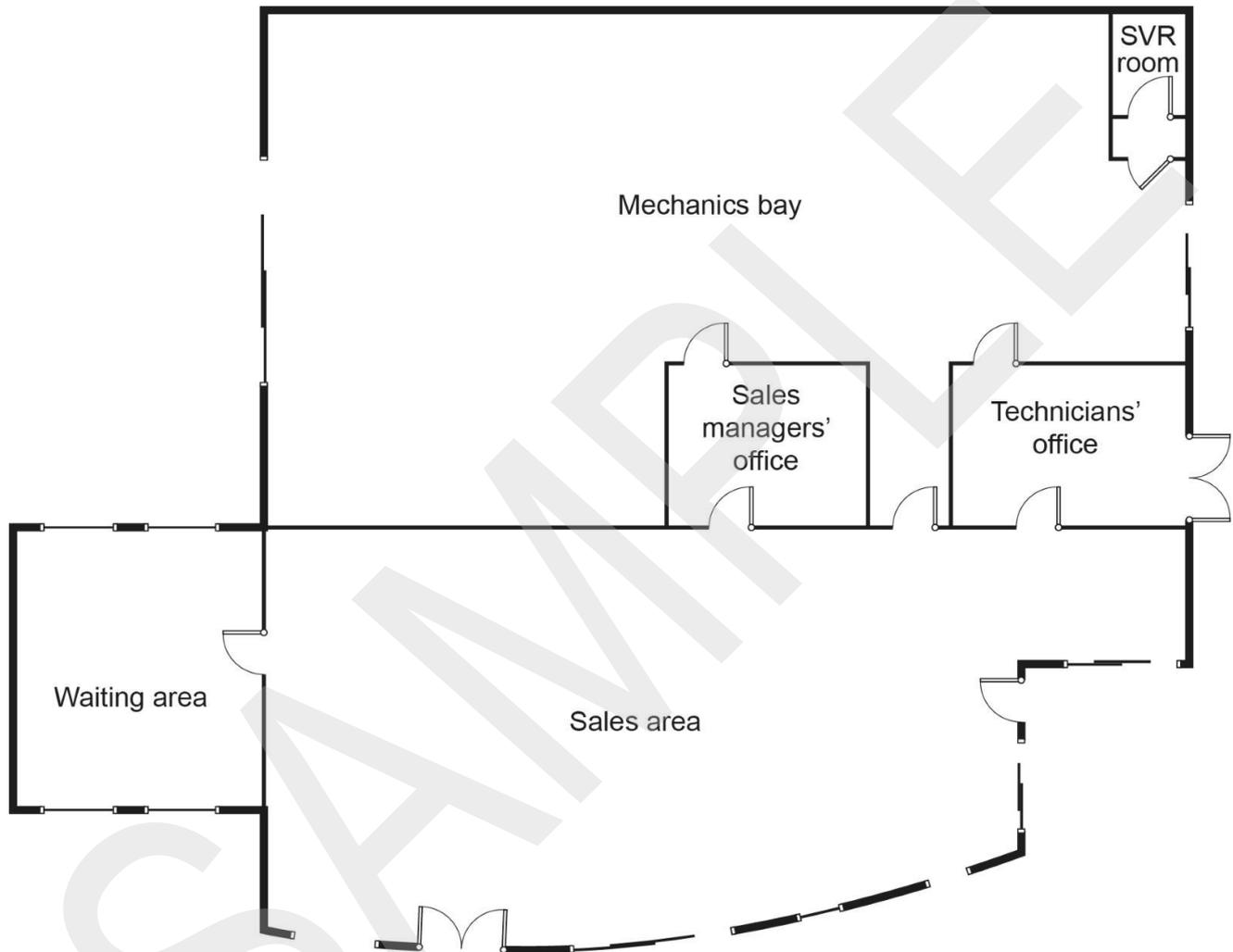
The company currently has 28 staff working in the following roles:

- 10 current sales staff
- 2 finance staff
- 2 service assistants
- 1 service manager
- 10 service technicians
- 1 marketing manager
- 1 dealership manager
- 1 receptionist

Control document C – layout of dealership

An early draft of the floor plan has been provided. The dealership measures approximately 50m in length and width at the widest part of the building.

The exterior forecourt spans a further 40m out from the front and right side of the building.



Document information

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Change History Record

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v1.0	Published		September 2022
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