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 2

v1.1: Specimen assessment materials
17 November 2023
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NCFE

SAMPLE

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Project brief

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Task 2

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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 must 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_Task2 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

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Task 2: 2 hours 10 minutes

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

(12 marks)

Scenario

Early in the planning phase of the project, you are asked to have a meeting with the Head of IT from the car manufacturer. The aim of this meeting it to ensure that the IT facilities being implemented into the dealership align with both the demands of the manufacturer and ensure the best possible sales experience for customers.

This meeting is an initial fact-finding session that will cover everything from hardware, software and connectivity required. The information from this meeting will be used to design and implement a solution for the dealership, so your questions need to cover a wide range of topics.

After your meeting, you are required to create two emails. The first email will outline the findings from the meeting written for the Sales Manager using non-technical language. It is important that they understand what was covered in the meeting. The second email will be solely for the members of the Technical User Group and will outline the technical requirements for the IT systems.

Instructions for students

The meeting with the Head of IT will be a recorded, simulated interview in which your tutor will play the role of the Head of IT. It will last no longer than 10 minutes. (6 marks)

The total time for the task is 2 hours and 10 minutes, which will be broken down as follows:

You will be allocated 1 hour to prepare your questions.

You should

- prepare a list of key questions you want to ask to gather information from the Head of IT prior to your meeting with them

You will be allocated 10 minutes to conduct your interview.

After your meeting with the Head of IT, you need to create the two emails (6 marks) and you have 1 hour in which to do this.

The first email for the Sales Manager (non-technical user) should cover the following:

- questions asked forming the agenda
- summary of answers gathered

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The second email for the Technical User Group should cover the technical specification, and include:

- hardware required
- software required
- methods of connectivity
- data security

Evidence required for submission to NCFE

- Head of IT interview audio recording (saved as an appropriate audio file, for example, MP3)
- email sent to Sales Manager detailing questions asked, responses, and summary of issues that have been identified (using the provided template document) in .pdf format
- email sent to the Technical User Group with an overview of the technical requirements that have been identified (using the provided template document) in .pdf format
- all completed work must be submitted at the end of this task

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_Task2

Additional guidance

This task will also assess your English skills.

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

Use the email template provided to construct your emails; do not use your own email account.

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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Document information

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Change History Record

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