T-LEVELS | Institute for Apprenticeships & Technical Education

T Level Technical Qualification in Digital Support Services

SAM

Employer set project (ESP)

Core skills

Digital Support

Project brief - Task 4

v1.1: Specimen assessment materials
17 November 2023
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NCFE

T Level Technical Qualification in Digital Support Services
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Task 4

Contents

Student instructions **3**
Student information 3
Plagiarism 3
Presentation of work 4
Task 4: 3 hours 30 minutes **5**
Document information **7**
Change History Record 7

SAMPLE

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.

SAMPLE

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_Task4 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 4: 3 hours 30 minutes

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

(12 marks)

Scenario

Your line manager (technical audience) wants you to prepare for a post project review and create a sample satisfaction survey that could be used with the sales team to gauge satisfaction and measure if your solution fulfils the desired outcomes.

As part of your own CPD and best practice, you are required to undertake a post project review. This should be a wide ranging review of your performance within the project.

Instructions for students

You should create a sample satisfaction survey (6 marks), that:

- is professionally formatted and suitable to be distributed to the non-technical sales team
- includes a range of questions to check ease of use, ability to process customer sales (both at the desk and around the showroom), connection speed, usability of mobile devices, and overall satisfaction with the network

Your post project review (6 marks) should include:

- a brief overview of the key issues present in the project
- your identified solution
- any security issues you have mitigated
- a brief evaluation of your own performance, including consideration of areas that could be developed or improved in a future project

Evidence required for submission to NCFE

- a sample satisfaction survey document in .pdf format
- a post project review 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_Task4

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.

You will have access to all of your previously completed ESP tasks, apart from the audio recording of the interview, throughout this task.

SAMPLE

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

Document information

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Change History Record

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v1.0	Published		September 2022
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