T Level Technical Qualification in Digital Support Services

Employer set project (ESP)

Core skills

Digital Support

Project brief – Task 1

NCFE

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Project brief

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Task 1

Contents

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:

  o 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

  o at the end of each supervised session, your tutor will collect all employer set project assessment materials before you leave the room

  o you must not take any assessment material outside of the room (for example, via a physical memory device)

  o 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 should 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 as an electronic piece of evidence

- all your work should 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_task number_evidence reference. For example: Smith_J_123456789_Task1_troubleshooting.pdf 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 supervisor at the end of each session

Scenario

You are working as a support technician for The Ethan Foundation, a charity that is focused on providing refurbished computers and equipment to students with a range of special educational needs and physical disabilities. The needs of the students are varied.

The Ethan Foundation have recently started working with Yorkhampton Academy and have agreed to provide computer equipment for 23 students. These students will need to be able to complete coursework at home, research information on the internet and actively join online classroom sessions. All equipment must support remote management and provide an appropriate level of security to minimise risks of malware and protect the student from accessing inappropriate material.

Brief

As part of your role, you are involved in larger IT projects as well as providing immediate technical support diagnostics and assistance to issues experienced by end users. You are due to work on a major project but must make sure that individual issues are resolved as they are logged.

You have been asked to investigate 2 helpdesk tasks relating to computer issues within the business, identifying and resolving the faults.

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 are working with a junior colleague who is new to the Ethan Foundation, and you have been assigned 2 helpdesk tasks.

The first helpdesk task requires you to troubleshoot and resolve an issue with computer 1.

The user of computer 1 has reported the following:

"I am trying to play an audio file on my computer but unfortunately there is no sound coming from my speakers. Other sounds do not seem to be working either".

The second helpdesk task requires you to support your colleague by undertaking a root cause analysis. You then need to design a test plan to propose changes, to enable your colleague to carry out the appropriate tests, and check if the fault has been resolved with computer 2.

The user of computer 2 has explained the following:

"The computer seems to work intermittently but responds slowly. A rhythmic clicking sound can be heard from the mechanical drive whenever an action occurs that reads or stores data."

Your manager has asked a junior colleague to complete the repair on this computer. Your colleague needs instructions on how to complete this task.

Instructions for students

Computer 1

You have been provided with computer 1 and should investigate and identify the root cause of the issue.

You should document your troubleshooting steps, identifying the issue and consider:

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

Your troubleshooting document (6 marks) should include:

- user details
- test dates
- proposed tests
- expected/actual outcomes of tests
- ability to record changes based on test outcomes
- record of diagnosis

Computer 2

Using the information in the scenario and the internet, you should identify the root cause of the hardware failure and propose a solution. You should create a detailed test plan document that shows your colleague how to complete the work and then test that the work has been completed successfully.

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

- an overview of the diagnosed fault
- step-by-step instructions on how to complete the work
- you should consider how to preserve user data and settings
- proposed tests
- expected outcomes of tests

Evidence required for submission to NCFE

- troubleshooting document
- test plan

When you have completed this task, you should save in a .pdf format including:

Surname_Initial_student number_task number_evidence reference

For example:

- Smith_J_123456789_Task1_troubleshooting.pdf
- Smith_J_123456789_Task1_testplan.pdf

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.

Document information

Owner: Head of Assessment Design