



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 and 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 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_tasknumber_evidence reference. For example, Smith_J_123456789_Task3_projectproposal.pdf for identification purposes; where evidence reference is shown, this should 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 form 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

Task 3: 4 hours

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

(24 marks)

Scenario

Following your meeting with the IT manager from Yorkhampton Academy, you have been provided with a full specification of requirements (control document A) for the hardware and software platform for use by the students.

Your team leader has asked you to assess the specification of requirements and prepare a project proposal that addresses the needs of Yorkhampton Academy.

Instructions for students

Your project proposal (24 marks) should include:

- an introduction outlining the current challenges faced by the students being issued with the computers
- a justification of any equipment, software or cloud services decisions you make which includes plans for:
 - installing an appropriate operating system on the student computers
 - efficiently managing the student computers remotely
 - providing software for the student to be able to complete coursework effectively
 - providing solutions to ensure the computers are protected from malware and other security threats
 - a solution to ensure software is kept up to date
 - proposals on how to protect the student from accessing inappropriate material
- estimated costs for any equipment, software or cloud services recommended; your decisions should provide value for money whilst meeting the brief (you should use the internet to research this)
- an explanation and justification of any proposed software licensing arrangements
- an explanation and justification of the rationale for your choice of hardware, software and management tools
- an explanation of any potential security risks with recommended mitigations
- a final summary which includes long-term solutions for Yorkhampton Academy

When identifying costs, the company usually uses PC World Business/Fortinet and Dell as preferred suppliers. Where possible, these suppliers should be used for all equipment or software recommendations before considering other suppliers. For cloud-based solutions, the company is very interested in solutions provided by Microsoft and Google but would consider other solutions if they were appropriate.

Evidence required for submission to NCFE

- project proposal

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

Surname_Initial_student number_task number_evidence reference

For example, Smith_J_123456789_Task3_projectproposal.pdf

Additional guidance

You will be issued with control document A 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.

Control document A: specification of requirements

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

The Ethan Foundation is a charity that focuses on recycling and repurposing computer equipment that has been donated by businesses to allow it to be used by school students with special educational needs and physical disabilities. The charity works with a number of schools and has recently reached an agreement with Yorkhampton Academy to provide computer equipment for 23 students.

Due to the nature of the charity, equipment comes from various sources and can vary in specification. It will include a mixture of desktop and laptop equipment.

Security

Due to the nature of equipment received it is important that all data on existing hard drives is securely erased and the computers are set up from the beginning.

Yorkhampton Requirements

Yorkhampton Academy have asked for the following to be considered when configuring the computers for their students.

All computers should be configured using the same operating system.

Students need to be able to complete and submit coursework and will need productivity software available to do this.

- students need to be able to open .pdf documents
- students need to be able to access the internet to complete coursework
- the academy is keen to protect young people and would like access to inappropriate material to be blocked
- the academy would like to be able to monitor the computers remotely to install software and assist students

The academy is willing to invest appropriately in software but are working to a very tight budget so would like to consider low-cost solutions and licencing.

The students will be participating in online teaching sessions and the academy would like you to consider appropriate solutions for an online classroom environment.

The Ethan Foundation has recently taken ownership of a number of computers. You should consider which machines are most appropriate for the scenario and recommend which should be repurposed for the Yorkhampton Students.

Available computers

Laptops

12 x **GEOBOOK 110 11** Intel Dual-Core 1.1-2.4GHz, 4GB RAM & 64GB eMMC., 11.6" FHD Display (1920x1080)

9 x **ASUS X705UA** Intel i3 2.2GHz (8130U), 8GB RAM & 1TB HDD, 17.3" HD+ Display (1600x900)

11 x **ASUS VIVOBOK F5** Intel i3 1.2-3.4GHz (1005G1), 8GB RAM & 256GB M.2 SSD, 15.6" FHD Display (1920x1080)

Desktop computers

16 x **LENOVO E50-00** Intel Quad-Core 2.41GHz, 4GB RAM & 500GB HDD, DVDRW

5 x **ASUS K30AD PC** Intel i3 3.4GHz (4130), 4GB RAM & 500GB HDD, DVDRW, Wireless Enabled

- the Ethan Foundation are happy to pay for appropriate hardware upgrades as needed to ensure the computers are fit for purpose

Document information

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