



T Level Technical Qualification in Digital Support Services

Employer set project (ESP)

Core skills

Digital Support

Project Brief – Task 2

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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 (ESP)
- 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 ESP 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 ESP
- 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 ESP 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 ESP 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 mathematics 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 booklets at the start of each task

Plagiarism

Plagiarism may result in the external assessment task being awarded a U grade.

The use of artificial intelligence (AI) during the assessment is considered plagiarism, with the use of AI potentially resulting in disqualification/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 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_Task2_teamleaderemail.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 tutor at the end of each session

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

You have resolved the individual computer issues and you have been moved onto a larger project by your team leader. Your team leader has informed you that the existing head office in London and the new office environments in Edinburgh must be connected. Ease of use and security is to be a focus in this procedure. You have been asked to research and identify appropriate hardware and software to allow staff to work and communicate effectively with each other; therefore, you need to gather information that will help you plan and put your recommendations forward for a remote working platform.

You organise a meeting with Spring Leaf's network manager to discuss requirements and better understand the overall computer usage and problems. Before the meeting, you decide to prepare some questions that will help you gather the appropriate information in the meeting.

After your meeting, you must update your team leader and the company owner with your findings by sending them each an email.

Instructions for students

The meeting with the network manager will be a recorded, simulated interview in which your tutor will play the role of the network manager and 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 network manager prior to your meeting with them

You will be allocated 10 minutes to conduct your interview.

After your meeting with the network manager, you need to email your team leader and the company owner with your findings **(6 marks)**. You have the remaining 1 hour to complete both emails.

Your email to your team leader (technical audience) should:

- outline any questions and responses you have used or gathered
- summary of key issues identified

Your team leader has also asked you to email the company owner (non-technical audience). Your email should:

- include an overview of the issues that have been identified to enable him to include this information in the company future planning for remote workers

Evidence required for submission to NCFE

- network manager interview recording (saved as an appropriate audio file, for example MP3)
- email to team leader detailing questions asked, responses and summary of issues that have been identified (using email template provided)
- email to the company owner with an overview of the issues that have been identified (use the email template provided)
- all completed work must be submitted at the end of this task

When you have completed this task, you must save each of your documents in a .pdf format including:

- Surname_Initial_student number_task number_evidence reference

For example:

- Smith_J_123456789_Task2_teamleaderemail.pdf

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.

Document information

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