T Level Technical Qualification in Digital Support Services

Employer set project (ESP)

Core skills

Digital Support

Project Brief – Task 1

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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 (ESP)

- you must clearly name and date all work that you produce during each supervised session

- you must hand over all 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

- to achieve a grade for the core component, you must attempt both 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:

  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 ESP 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 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 booklet 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 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:

  o 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 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

Scenario

Spring Leaf have a head office in London and provide a sales/marketing support for other companies in the local region. The IT team are based at the London head office. They have recently opened a new office in Edinburgh and have hired new employees consisting of 5 senior managers and 15 staff. All staff are office based and have been issued with company computers and most staff have been issued with a company mobile phone.

Brief

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

You have been asked to investigate two helpdesk tasks relating to computer issues within the business. You will identify the fault and resolve each issue.

Following this you will research and propose an effective solution to the major change project. The aim will be to allow the company to migrate towards a more standardised solution.

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 colleague who is new to Spring Leaf, and you have been assigned two helpdesk tasks.

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

The user of computer 1 has reported the following:

'When I turn on my PC the machine gets to basic input-output system (BIOS) screen and then reboots with an error'.

'This drive can only boot in unified extensible firmware interface (UEFI) mode, it won't go any further than this'.

The second helpdesk task requires you to support your colleague by undertaking a root cause analysis and then designing a test plan to propose changes so your colleague will be able 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:

'When I turn the computer on it won't start up and gives the error "A disk read error occurred"'.

The manager would like you to design a test plan that could be followed by a colleague to resolve the issue.

Instructions for students

Computer 1

You have been provided with computer 1 and should investigate and identify the root cause of the boot 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
- the 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 design a test plan that can be followed by your colleague to test whether your proposed changes have resolved the fault. You are not required to undertake the tests.

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

- user details

- test dates

- proposed tests

- expected outcomes of tests

- the ability to record changes based on test outcomes

- user acceptance of work completed

Evidence required for submission to NCFE

- troubleshooting document

- test plan

When you have completed this task, you must save it 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