



T Level Technical Qualification in Digital Business Services

Employer set project (ESP)

Core skills

Digital Business

Project brief - Task 1

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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 will be issued with your pre-release research carried out in response to the pre-release task and this will have been checked for suitability by your tutor
- you must clearly name and date all of the work that you produce during each supervised session
- you must submit all of your work to a secure area provided by your tutor at the end of each supervised session following the instructions for each task
- you must not work on the assessment in between supervised sessions
- some tasks will permit the use of the internet for specific reasons – this information will be provided, where relevant, in the additional guidance section for each task

Student information

- this employer set project will assess your knowledge, understanding and skills from across the core content of the qualification
- tasks 1 and 3 will also assess your English and task 3 will assess your digital skills
- 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 this employer set project is 15 hours:
 - 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.

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, and within standard border sizes unless the task requires you to use other forms of presentation, for example in the context of a digital slideshow presentation
- 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_learner number_Task number_evidence reference, for example Smith_J_123456789_Task1 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 when it is submitted
- you must submit your evidence to the secure area at the end of each session

Brief

You are a digital data technician working for a data consultancy firm which offers advice and guidance to businesses as to how data analytics can be used to inform change.

Your client, EWJR Services, is a group of solicitors dealing with motor injury claims within the UK. EWJR Services now employs five teams of solicitors in regional sites across the UK. The company has 220 employees, including support staff. The offices, owned by EWJR Services, are located in Newcastle, Leeds, Birmingham, Essex, and Somerset. The company's primary objective is to capitalise on motor injury claims across the UK.

Customers are generally referred by motor insurance companies which are paid a referral fee for providing the customer's details. Customers can contact the organisation direct through their website and social media, removing the need to pay a referral fee.

The company's future goals are to increase the number of customers contacting direct through its online referral services, while diversifying its personal injury portfolio into areas other than motor insurance. The primary aim is to increase direct referrals whilst still maintaining and growing the insurance company.

EWJR Services keep a significant number of sales and performance data including:

- sales figures from office locations and online
- customer data linked to its online business
- insurance claims referrals (ICR) data
- Department for Transportation (DfT) cost per accident
- results from satisfaction surveys

The head of operations has reviewed the sales figures for the previous year and has noticed an increase in direct referrals, but not at the expected rate.

They have heard the term data analytics but are not sure what the term means or if it could help the business.

The directors would like you to show them how to use the company's data along with external data sources to help inform their future decision making and to confirm whether direct referrals will be cost effective.

You have been asked by EWJR Services to inform them of how they can use data analytics to increase customer referrals, injury type and claim value achieved. You should also consider how this could inform their future online plans.

Task 1

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

(18 marks)

This includes 2 marks for English skills

Scenario

Your line manager has held an initial planning session with EWJR Services' team and has emailed you the output from this meeting. The purpose of the project is to support EWJR Services to use data analytics to understand current performance and to inform future plans. As a result of the initial planning session, the team has collectively identified the considerations of the project. The table below details the key milestones and tasks discussed within the meeting. This was an initial meeting, but the details for each element have not yet been fully agreed:

Project start date: 06/11/2023

Project length: 60 days maximum

Milestone description	Category	Days	Dependencies
PROJECT PLANNING	Goal		
Develop project plan	Milestone	1	Scoping Meeting
Project Kick Off	Medium Risk	1	
Detail Requirements	Low Risk	1	
Scoping meeting	Medium Risk	1	
Stakeholder Feedback	Medium Risk	1	
Agree Project plan	Milestone	1	Stakeholder Feedback
Aims and Objectives	High Risk	2	
DESIGN	Goal		
Build Specification	High Risk	10	
Create secure drive for access	Low Risk	10	
Identify and agree Risks, Assumptions, Issues and Dependencies (RAID) log	High Risk	5	Scoping Meeting
Data Protection considerations	High Risk	1	
Consider staffing requirements	Medium Risk	1	
Consider distribution channels	Low Risk	5	
Create Communication plan	Low Risk	1	
BUILD	Goal		
Gather Data Sources	High Risk	5	Aims and objectives
Cleansed datasets	Medium Risk	5	
Create Initial Analysis	Low Risk	5	
IMPLEMENT	Goal		
Initial recommendations	Milestone	5	Cleansed data sets
Second pair of eyes check	Low risk	5	
ADOPT	Goal		

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Meeting to discuss findings and recommendations	Low risk	5	
Agree actions to take forward	Low Risk	5	

Your line manager would like you to:

- evaluate the project considerations, dependencies, and potential risks (as detailed in the table above) alongside the detail provided in the brief
- create a Gantt chart
- update your line manager by providing an email response which justifies your decisions

Instructions for students

Using the information provided above and, in the brief, you should create a Gantt chart which structures the order of the project considerations. You then need to email your line manager, using the provided template, with your justifications for your decisions.

1. Your Gantt chart should:

- demonstrate all key points and priorities
- have clear milestones and goals for the project
- demonstrate a timeline for the successful completion of the project

(8 marks)

2. Your email should:

- provide justification for the order of project considerations presented in the Gantt chart
- identify any key considerations and potential risks that are evident from the plan
- identify any dependencies which may affect the project

(8 marks + 2 marks for English skills)

Evidence requirements

When you have completed this task, you should save your work in the formats listed below:

- a Gantt chart submitted at the end of task 1 in a .pdf format
- an email, using the template provided, saved in a .pdf format
- A copy of your internet browsing history, saved in a .pdf format

You should title your work as below:

- Surname_Initial_learner number_Task number_evidence reference

For example:

- Smith_J_123456789_Task1_Gantt chart.pdf

Additional guidance

You will be provided with your pre-release research at the start of this task for reference only.

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Internet access is available for this task to allow you to use online resources to help you create your Gantt chart, if needed. A copy of your internet browsing history must be submitted as part of your evidence for this task.

You will be provided with an email template for this task.

You will have access to a word processing application or other suitable software to enable you to complete this task.

On completion of the task, you should save your Gantt chart and email in a .pdf format before submitting to a secure area. Your tutor will provide you with further details.

The evidence for Task 1 will be marked in this form; however, you will be able to refer to your submitted work for future tasks where relevant.

Access to previous class notes/teaching materials is not permitted.

All the materials from the pre-release and the brief will be available throughout the duration of task 1.

You are permitted to have up to a maximum of 15 minutes rest break during this task. This must be supervised.

Time for completion

Maximum of 3 hours.

Document information

All the material in this document is © NCFE.

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