

# Chief examiner's report

**T Level Technical Qualification in  
Digital Support Services (Level 3)  
(603/6901/2)**

**Summer 2023 – Digital Support**

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### Summer 2023 – Digital Support

Assessment Dates: **17–26 May 2023**

Paper number: **P001660**

**P001661**

**P001662**

This report contains information in relation to the externally assessed component provided by the chief examiner, with an emphasis on the standard of student work within this assessment.

The report is written for providers, with the aim of highlighting how students have performed generally, as well as any areas where further development or guidance which may be required to support preparation for future opportunities.

#### Key points:

- grade boundaries
- standard of student work
- evidence creation
- responses to the external assessment tasks
- administering the external assessment

It is important to note that students should not sit this external assessment until they have received the relevant teaching of the qualification in relation to this component.

#### Grade boundaries

Grade boundaries for the series are:

	Overall
Max	152
Distinction	111
Merit	93
Pass	75

Grade boundaries are the lowest mark with which a grade is achieved.

For further detail on how raw marks are scaled and the aggregation of the occupational specialist element, please refer to the qualification specification.

## Standard of student work

In this OS, students generally performed well. Overall, students attempted the majority of tasks across the three assignments. However, with some students, there were big chunks of a task not attempted by a large number of students.

There was a range of achievement seen throughout all three assignments, including some exceptional answers from a small selection of students/providers.

It is worth noting to providers that this paper can be accessed digitally. There were a few paper scripts where students had access arrangements and had typed out their answers and attached it to the physical script. This could have been accessed remotely.

## Evidence creation

There was a range of responses and evidence seen, from digital recordings, Word documents, pro-formas and so on.

## Responses to the external assessment tasks

### Assignment 1 [Task 1a]

Overall, students performed very well with this task. Students were able to provide recommendations on implementing business control techniques, including providing reference to the 7 principles of GDPR/DPA.

Students generally had a good understanding on implementing a range of business control techniques within the workplace (physical and administrative) and there was good explanation, demonstrating a clear understanding on how to operate the data systems effectively and securely.

Students had good knowledge and had good reference to GDPR/DPA 2018.

Most students generally achieved marks within the band 3 category, with many reaching band 4.

### Assignment 1 [Task 1b]

The second part to task 1 was another task where students performed well.

Students included a good health and safety risk assessment, using a range of methods with appropriate actions to control risks.

Generally, there was good evidence of planning on setting up a network with good evidence of timescale planning, a good inventory and detailed network design including IP addressing schema.

Students generally included a good security risk assessment for the work that was undertaken that follows most ISO 27001:2017 principles and identifies most mitigations.

Again, most students generally achieved marks within the band 3 category, with many reaching band 4.

Some areas of improvement for some students, is to include a health and safety risk assessment including a full range of methods, such as: policies and standard operating procedures, lone working, manual handling/safe lifting, working at height, fire safety, Reporting of Injuries, Diseases, and Dangerous Occurrences Regulations (RIDDOR) and display screens. Whereas some students only mentioned a couple of these points.

### **Assignment 1 [Task 2a]**

This task was focusing on installing and configuring a small-scale network.

Within this section, the majority of students unfortunately did not show any evidence of implementing physical network and network security measures. This part was missed by most students completely.

There was good evidence of installing a Windows server, with many achieving 2 or 3 marks for this section.

There was good evidence of creating active directory, however it would have been good to see detailed evidence of creating active directory with detailed and well explained measures. Whereas students mostly achieved 3-4 marks for this task, due to lack of detailed explanations.

There was good evidence of setting up necessary user accounts and groups, with many achieving 2 or 3 marks for this task.

Finally, there was very limited evidence of software licence management. It would have been good to see detailed evidence of managing software licenses.

### **Assignment 1 [Task 2b]**

This task was focusing on installing and deploying.

With this section, most steps required were achieved by most students. However, there were many tasks within this section not attempted.

Students were required to carry out installation and deployment along with the source of the image. Most students achieved 3-4 marks for this section, due to lack of detailed evidence of operating system installation with extensive configuration, patching and anti-virus software including signature update and using correct terminology.

Most students successfully achieved full marks for installing application software (office software, project management software, instant messaging software, and email client software).

Most students unfortunately did not show evidence of implementing suitable back up security controls. Students were required to provide evidence that back-up procedures have been set up.

Most students successfully provided evidence of installing necessary drivers and evidence of wireless data network.

Most students successfully provided evidence of configuring a mobile device including suitable security measures.

Unfortunately, there was lack of evidence of students demonstrating how to configure cloud back-up.

### **Assignment 1 [Task 2c]**

This task was focusing on the installation notes. Most students generally performed well within this section and achieved marks within band 3.

There was good knowledge, including sufficient comments on the installation notes for the software installations. Installation notes were generally detailed and recorded most software installations, upgrades, uninstalls and major configuration changes for the workstations and mobile device.

Students identified most key vulnerabilities to the current system/network with good recommendations.

The technical language was generally good and appropriate for the digital support team.

There was good use of English – spelling, punctuation and grammar.

### **Assignment 2 [Task 1]**

Overall, students performed well with this task. However, there were some tasks which were omitted.

Task 1a – most students logged all requests, prioritised in order of importance along with timings, and justified the reasons for prioritising jobs. Many students achieved 2 or 3 marks for this task.

Task 1b – students attempted all 3 job requests, and it was pleasing to see many achieved full marks for some of the job requests. However, there were common trends with missing evidence.

Fault 1 – students generally achieved full marks for this section, installing business email applications, configuring intranet access and evidence of implementing suitable security measures on the mobile device.

Fault 2 – most students achieved most of the marks for this section. Unfortunately, many students lacked evidence of ensuring automatic updates are turned on, running tests on the machine and advising of any suitable upgrades.

Fault 3 – most students achieved most of the marks for this section. Unfortunately, many students lacked evidence of removing and restoring files from the network drive.

### **Assignment 2 [Task 2]**

This section required students to create an instructional document and a screen share video, although unfortunately, many students failed to submit evidence of a screen share video.

The evidence of the instructional document was often very good, with some detailed points and explanations. Technical language used was good and mostly appropriate. There was generally good use of English with minor errors in spelling, punctuation and grammar.

However, many students did not submit a screen share video, and for those that did, often failed to include all of the requirements of the video such as:

- step by step instructions on how to connect to the VPN service
- how to open the anti-virus
- how to perform an update on the anti-virus solution
- how to perform a full scan using the anti-virus solution
- how to configure the anti-virus to scan on a regular basis

### **Assignment 3 [Task 1]**

Students generally performed well for this task. Many students provided good maintenance notes that covered all installations in good detail.

The infrastructure log was sufficient, and the testing was generally detailed by most.

Students completed the penetration test remediation log with minor omission/errors demonstrating good analysis of penetration test report.

All 7 vulnerabilities transferred but some proposed mitigation was either missing or vague. However, some students did not show evidence of all 7 vulnerabilities, which often lost them marks.

Future planning was generally in-depth and considered the penetration test.

### **Assignment 3 [Task 2]**

Students generally performed well within this task.

Students achieved top marks for creating an image and uploaded the image to a distribution system.

However, for deploying and testing the image, many students unfortunately did not show evidence of logging into the client and testing network connectivity or, checking the image quality and ensuring all applications functioned as expected. This was not evidenced by many students.

Students generally provided good windows functionality testing and application testing and included good use of terminology throughout.

### **Administering the external assessment**

The external assessment is invigilated and must be conducted in line with our [Regulations for the Conduct of External Assessment](#). Students may require additional pre-release material to complete the tasks. These must be provided to students in line with our regulations.

Students must be given the resources to carry out the tasks and these are highlighted within the [Qualification Specific Instructions Delivery \(QSID\)](#).