

# **T Level Technical Qualification in Management and Administration**

## **Employer-Set Project - Tasks**

**(8715-033)**

**First teaching from September 2022  
Version 2.0**

## Task 1.1 Investigate the project brief

### (i) Research

You have been provided with EducateGrowth's trustee report and business case document. To ensure you fully understand EducateGrowth's operating needs, the Project Manager has asked you to research how organisations operate within the Voluntary sector within the context of their use of digital technology engagement. Your research should contain both qualitative and quantitative outcomes.

Wider consideration is required around:

- Structure, people and management
- Legal and funding frameworks
- Digital technologies and tools
- Customer relations management
- Social media trends

As part of your research, undertake a PESTLE analysis, then identify 5 key external factors that could impact both the outputs and outcomes of the project.

### (ii) Outcome of research

Produce a research outcomes summary table to capture your PESTLE analysis and qualitative and quantitative research outcomes. The research outcomes summary table will be used to aid your decisions around Digital Technologies/Tools that may be used specifically to meet the charity's objectives and consider the quality of the Digital Technologies/Tools you have found in your research.

### (iii) Determine a solution

As a result of your research, the Project Manager has requested that you find a solution to address the need as outlined in the business case:

- Outline **two** possible solutions that meets the business need
- Using the two solutions you have outlined, undertake a cost vs. benefit analysis in order to consider the advantages and disadvantages of each of the possible solutions and assess their financial viability. You should include payback and return on investment calculations.
- Select the best of these possible solutions to meet the business need. You will use this chosen solution for Task 1.2.

### Timing of assessment

- You will have **30 minutes** to read and review the project brief and resources before the assessment begins for this task.
- You will have **8 hours** in total to complete this task. You will have:
  - **2 hours** to complete (i) Research
  - **4 hours** to complete (ii) Outcome of research
  - **2 hours** to complete (iii) Determine a solution

### **Conditions of assessment**

- Your PESTLE analysis, research outcomes summary table, and cost vs. benefit analysis must be completed working alone under supervised conditions. You will have access to the internet and source books.

### **What you must submit on completion of this task**

- PESTLE analysis
- Research outcomes summary table
- Cost vs. benefit analysis with your selected solution - file saved securely (as per guidance from your tutor).

### **Additional evidence of your performance that will be captured for marking**

- N/A

## Task 1.2 – Project Initiation Document (PID)

Produce a Project Initiation Document (PID) for implementing the solution you identified in Task 1.1.

The PID should consider the scope of the project, what needs to be undertaken and outlines how this solution will meet the charity's key needs.

Your tutor will provide you with a PID template supplied by City & Guilds.

### Timing of assessment

- You will have **3.5 hours** to complete your PID.

### Conditions of assessment

- Your PID must be completed working alone under supervised conditions. You will have access to your submitted materials for Task 1.1.

### What you must submit on completion of this task

- A PID - hard copy or file saved securely (as per guidance from your tutor).

### Additional evidence of your performance that will be captured for marking

- N/A

## Task 1.3 – Project Planning

You have now outlined your project aims and outlined your proposed digital technology solution. You are now required to consider how you would implement your solution.

### (i) Plan-on-a-page

With reference to the brief and your PID, produce a project plan-on-a-page to present to the Project Manager. The project plan-on-a-page should show how you will meet the charity's needs and charitable objectives outlined in the business case. This should be drafted using a spreadsheet format.

You must consider:

1. Project goals, objectives and key stakeholders
2. Project deliverables
3. Project schedule
4. Resource support plan
5. Communication plan
6. Risk management plan
7. Evaluation methods

### (ii) Justification

The Project Manager has also asked you to provide a written summary justifying your project plan-on-a-page. This should include how you would respond to any identified risks, and what actions you would take to resolve them.

The word count for the written summary is approximately 750 words.

### Timing of assessment

- You will have **4 hours** to complete your plan-on-a-page and written summary statement.

### Conditions of assessment

- Your project plan-on-a-page and written summary must be completed working alone under supervised conditions. You will have access to your submitted materials for Task 1.2.

### What you must submit on completion of this task

- Project plan-on-a-page – hard copy or file saved securely (as per guidance from your tutor).
- Written summary (approximately 750 words) – hard copy or file saved securely (as per guidance from your tutor).

### Additional evidence of your performance that will be captured for marking

- N/A

## Task 1.4 – Presentation

The project plan-on-a-page has been submitted to the Trustees of the charity and they are keen to meet with you to discuss the digital technology solution you have planned for. As part of the meeting, you will present your identified digital technology solution that will best achieve the charity's needs and objectives.

You must consider:

- Details of the chosen digital technology and why this is the most relevant solution for the project
- The expected impacts, both short and long term
- The impact of budget restrictions and challenges this may present
- How your digital technology solution will improve collaboration and quality of communication across stakeholders
- The approach you will take to deliver your project plan
- The objectives outlined in the business case and how these have been met

You will need to create a digital presentation that you will present to your tutor.

Your tutor will take on the role of one of the Trustees from EducateGrowth. They will ask you questions in relation to your findings from the perspective of the charity looking to achieve value for money.

### Timing of assessment

- You will have **3 hours** to prepare your digital presentation
- You will have **20 minutes** to present your findings and **10 minutes** to respond to questions

### Conditions of assessment

- You will be able to spend 3 hours preparing your presentation, which may be completed on a separate day to when you will deliver your presentation.
- Your presentation should be presented digitally and must be completed alone under supervised conditions.
- Your presentation will be presented to your tutor, acting in the role as Trustee of the charity.
- You will have access to copies of your research materials from Task 1.1, the Project Initiation Document in Task 1.2 and project plan-on-a-page in Task 1.3 as well as any presentation materials and preparation notes.
- You will need to submit your presentation materials before you are scheduled to deliver your presentation. Your tutor will advise you of when to submit these materials, and will print off a copy of your presentation slides so they have access to this as a printed handout during the presentation.

### What you must submit on completion of this task

- Presentation materials - digital file containing your presentation saved securely (as per guidance from your tutor), printed handouts e.g. slides.

### Additional evidence of your performance that will be captured for marking

- Video recording of presentation

## Task 2.1 – Collaborative Problem Solving

A national social media campaign advertising a charity fundraising event is facing a high amount of trolling which is threatening the reputation of the charity. It is also negatively directed towards the staff of the charity, which is starting to impact on their mental health.

The charity's trustees have requested your help in dealing with the issue and coming up with a future-proof solution. They have listed some possible solutions to handle this issue:

- Directly respond to the online trolls, making it clear the comments will not be tolerated, and reporting it if it continues
- Include social media within crisis management processes, and list it as part of the charity's risk and escalation plan

They have also asked for your input on any other ideas that could be used in dealing with the issue.

### (i) Group Discussion

In small groups, explore what solutions might be available to deal with this issue and discuss the potential advantages and disadvantages of each. Take notes of the discussion points raised when breaking down the issues. The discussion will be recorded by your tutor.

### (ii) Advisory Note

Following the group discussion, individually draft an advisory note to the trustees which is approximately 300 words and must include:

- Acknowledgement of the key themes and issues faced
- Recommendations for positive solution to resolve the issue, justifying the reason(s) why this is the most suitable solution
- Any potential impact or risks of implementing the solution

### (iii) Social Media Message

The charity's CEO wants to issue a social media message to boost positive publicity of the charity's work.

Messages on the online social media site are restricted to **280 characters**.

Write a message **within this character limit** aimed to raise awareness of the charity's aims.

### Timing of assessment

You will have **1 hour** to complete your group discussion.

The first **30 minutes** of the allocated 1 hour for the group discussion should be spent individually, allowing you to consider the task and make notes before taking part in the group discussion.

You will have **1.5 hours** to complete your advisory note and social media message.

### Conditions of assessment

- Your discussion will be completed working in small groups under supervised conditions. You will be marked on your contribution to work in the group discussion.
- Your advisory note and social media message will be drafted working alone under supervised conditions. You will have access to notes you made during the group discussion.

### What you must submit on completion of this task

- Your draft discussion notes
- Advisory note (approximately 300 words) and social media message (**maximum 280 characters**) – hard copy or file saved securely (as per guidance from your tutor).

### Additional evidence of your performance that will be captured for marking

- Video recording of discussions



## Task 2.2 Evaluation

In line with your project plan-on-a-page, provide a written summary reflecting on and evaluating your project considering your own performance and behaviours. You must consider:

- Whether all key project outcomes were achieved
- Whether there were any steps taken during the project that you would change next time
- Whether on reflection, your project plan-on-a-page would be the most suitable to use to implement the project
- How well your completed project and proposed digital technology solution met the requirements of the brief
- Whether your presentation to the Trustee on your proposed digital technology solution was successful, including anything you would change next time
- Whether the group discussion to solve the social media issue facing the charity was successful, including anything about your own contribution that you would change next time

The word count for the written summary is approximately 1000 words.

### Conditions of assessment

- You must complete this working on your own, under controlled conditions.
- You will have access to copies of all your submitted evidence for the other tasks.

### Timings of assessment

- You will have **3.5 hours** to complete your evaluation.

### What you must submit on completion of this task

- Written summary statement (approximately 1000 words) – hard copy or file saved securely (as per guidance from your tutor).

### Additional evidence of your performance that will be captured for marking

- N/A

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