

# T-LEVEL DIGITAL BUSINESS SERVICES



## T-Level Digital Business Services

### What is it all about?

Digital Business Services is the study of how businesses and organisations use digital systems to help them stay at the forefront of technological innovation and development.

During a T-Level in Digital Business Services you will learn a wide variety of business and technical skills which will help you transition into further study or a career in Business or in an IT sector. You will study a variety of data analysis skills which will help you provide appropriate solutions to numerous different problems faced across a variety of different business sectors.

During this course, not only will you complete class-based theory and practical hands-on activities, you will also take part in a minimum of 315 hours of industry based work experience, learning the tricks of the trade through first-hand practical experience.

This course has been developed in collaboration with employers and business so the content meets the needs of industry. This provides you with the knowledge and experience needed to open the door to highly skilled employment, an Apprenticeship or higher-level study including university.



### Worth taking note!

A T-Level is equivalent to 3 x A-Levels. This means you would only study your T-Level in Digital Business Services across all of your sixth form lessons. At the end of this course you will gain the equivalent UCAS points of 3 A-Levels.

### How is the course structured?

The course is broken down into two main strands, the 'Core Element' and the 'Occupational Specialism'.

The core component is broken down into 12 areas of study. These twelve areas are interwoven amongst each other so will be continually revisited whilst studying for the Core Component assessment. Some of these skills will also be developed during the industry placement.

The occupational specialism focuses on the role of a 'Data Technician'. This role focuses on how different data and systems can be used to support business decisions and to know how/when/where appropriate, trustworthy and useful data comes from.

Each 'Performance Outcome' is broken down into specific 'Knowledge' students require in each section and a series of 'Skills' that students need to be able to demonstrate.



# Core Components

## R1: Business Content

In this unit you will learn about all of the core elements that make up a business. This includes the different types of businesses which exist, the different stakeholders who play a part in business decisions, influences that affect different types of businesses, the importance of digital systems within business and the different risks associated with operating a business.

## R2: Culture

In this unit you will learn about how the reliance on digital technologies is creating a range of ethical and moral implications across both business and general society. You will study different ethical issues and will look at the impact of unsafe, or inappropriate uses of digital technology, and mitigation techniques to reduce the impact of these issues.

## R3: Data

In this unit you will learn all about data, including how it is stored, how it is created, what different sources this data comes from and how to appropriately store data into appropriate systems such as Databases.

You will look at appropriate techniques for the presentation of data including how tools such as Webinars, Virtual Reality, Augmented Reality, Videos, Sounds and Animations can be used to visualize data for a target audience. This will include how businesses use data for areas such as marketing, promotion, financial forecasting and informing decision making.



## R4: Digital Analysis

In this unit you will study how different tools and techniques can be used to analyse data, including the use of standard and custom algorithms and programs created to automate this process.

You will look at problem solving and decision making and how tools in these areas can be used to demonstrate appropriate solutions for business issues.

### **R5: Digital Environments**

In this unit you will study the different physical hardware components and peripherals, and software environments which are used across a variety of different business contexts.

This includes the different types of networks which are created to share information and resources and how the internet is continuing to revolutionise the way in which business and organisation access software and resources including the use of SaaS (Software as a Service), IaaS (Infrastructure as a Service), PaaS (Platform as a Service) and FaaS (Function as a Service).

### **R6: Diversity and Inclusion**

In this unit you will learn about digital inclusion and legislation relating to equality and diversity.

This will focus on ensuring that no one is left disadvantaged by the use of digital systems and ensuring that businesses systems are fully compliant. This includes looking at how businesses can benefit from diversity and inclusion within the workplace and how businesses can address any imbalances.

### **R7: Learning**

In this unit you will spend time developing knowledge about how a wide understanding of the digital sector can benefit you from a personal and professional standpoint.

You will learn about a variety of new and emerging technologies including DNA data storage, quantum computing, XR (extended reality), blockchains, 3D printing, 5G and drone technology. You will also explore how different reflective and creative techniques are influences and practiced within the digital sector.





# Core Components continued...

## R8: Legislation

Within this unit you will learn about the numerous different laws which must be followed by business and organisations who utilise digital technologies, across a variety of different sectors.

This includes laws specific to the use of technology by employees within a business, and laws that govern the safe use of digital technologies within the workplace. This section looks at how specific organisation types adhere to these laws and the codes of conducts and standards by which users of digital technology should live up to.



## R9: Planning

In this section you will learn about a variety of different tools and techniques which underpin the project planning processes carried out by numerous different business and organisations.

This includes areas such as project scoping, resourcing, budgeting, cost-benefit analysis, project lifecycle development, risk and issues management and quality management. You will study the negative business impacts of ineffective project planning and how to apply these planning tools into a business context.

## R10: Security

In this unit you will learn about the different types of information stored by a business or organisation including items of data which could be classified as commercially sensitive.

You will learn about the importance of maintaining data within your systems and about the potential



consequences of not maintaining confidentiality, integrity and availability (CIA) e.g. fines, lawsuits and reputational damage. You will also study a wide variety of different security threats which could damage a business or organisation including technical (hacking, viruses etc.) and non-technical (e.g. theft of data, physical damage) techniques. You will learn about the different techniques which can be used to protect against these issues and the interrelationship of these components in creating effective system security.

### **R11: Testing**

In this section you will learn about the different tools which can be used to adequately test any digital systems either at: the point of purchase, or at the point of development.

You will look at techniques used to carry out a variety of testing including: concept testing, usability testing, stress testing, penetration testing, and 'black and white' box testing.

### **R12: Tools**

In the final core content unit, you will spend time looking at how digital tools can be used to aid business in a variety of scenarios such as presentations, project management and communication.

You will look at a variety of ways in which these tools can aid productivity and subsequently increase efficiency in a work environment.



# Occupational Specialism

## Performance Outcome 1: Source, organise and format data securely in a relevant way for analysis

**Knowledge:** In this section you will study a variety of different types of data which will be present across a range of business types e.g. Education, Retail, Healthcare, Hospitality, Technological.

You will look at how this data is being used within these business areas and what different tools and techniques can be used to store, process and transfer this data between different systems. This will involve developing further understanding of Database, Spreadsheet, Social Media, Website and Programming based tools. You will learn about how this data is managed over time and the different issues which arise from storage of large volumes of data.

**Skills:** Once you have developed an understanding of the different types of data which exist and the different methods used to create, retrieve, update and delete data, you will then learn the skills to be able to identify a variety of appropriate data sources for a business or organisation.

This will include demonstrating the techniques which can be used to collect data using various digital tools e.g. online forms, social media analytics, databases. You will then have to learn how to analyse the collected data using a variety of tools and techniques to identify patterns and trends apparent within the data set. You will then demonstrate how you have ensured your data processing has conformed with all appropriate data protection legislation.

## Performance Outcome 2: Blend data from multiple sources

**Knowledge:** In this section you will learn about the different systems that support data operations and how data can be drawn from these multiple sources.

You will then learn about how these different sources can be combined or blended together

**Skills:** Once you understand the different tools and techniques to blend a variety of data sets from numerous different sources you will then develop the skills to combine datasets together to form a source of data for a specific business requirement.



to form new data sets. This includes learning about advanced database techniques used to store and search through this data. You will learn about the creation of analytical workflows and how you can draw subsequent conclusions from the analysis carried out.

This will involve developing advanced database skills and advanced spreadsheet skills. You will develop the necessary skills to be able to create business reporting tools which can be used to aid in the decision-making process and will develop automated routines to analyse data.

### Performance Outcome 3: Analyse structured and unstructured data to support business outcomes

**Knowledge:** In this learning outcome you will develop a knowledge of how different data analysis tools and techniques which can be used to solve a variety of business problems.

This includes techniques which using machine learning, artificial intelligence and data mining operations. You will study about the value of data and how it's correct or incorrect use can play a significant role in the profitability and continued growth of businesses.

**Skills:** Once you understand a variety of different data analysis techniques you will learn to apply these techniques to statistical models to be able to identify patterns and trends in data sets so that you can provide appropriate solutions for business problems.

You will look at a wide variety of different business problems and identify potential data sets which can be used to help meet a business requirement.



# Occupational Specialism

## Performance Outcome 4: Interpret data and communicate a result appropriate to the audience

**Knowledge:** After having learnt about the methods used to analyse data, you will learn about the tools which can be used to appropriate format data for communication within a business context.

This includes a variety of different communication tools including charts, graphs, heat maps, social media, extended reality and 3D modelling. You will look at how to make the report data tell a story and how to use data to influence decision making.

**Skills:** Once you understand the correct communication techniques which can be utilised, you will develop a range of skills demonstrating the use of these skills across a variety of different data sets.

This will include one-way and two-way communication between a client and analyst. You will then review the communications to ensure they have been fit for purpose, appropriately visualised and contextualised and then developer further specifications for business solutions.

## Performance Outcome 5: Can apply legal, ethical and professional principles when manipulating data

**Knowledge:** You will extend on your knowledge learned from the core content by delving deeper into how appropriate legislation is applied to data collection and data analysis.

This will include ensuring that appropriate codes of practice are put in place inside of a business and that all potential risks are managed when processing or communication potentially sensitive data. You will study about the ethical and moral issues which could be raised by processing data in this way and what the potential

**Skills:** Once you understand the appropriate legislation you will be required to develop your skills in applying this knowledge to a range of business contexts and scenarios.

This includes the implementation of appropriate guidelines and rules in relation to data handling regulations, demonstrating safe and ethical data processing and showing that risks have been considered through the development of risk assessment documentation. You will build skills in the

consequences would be of cyber attacks on your business or organisation.

development of skills which highlight appropriate risk management techniques which can be suggested to businesses.

### Performance Outcome 6: Discover, evaluate and apply reliable sources of knowledge

**Knowledge:** In this final occupational specialism aspect, you will develop an understanding of how different businesses occupy various different digital landscapes, e.g. making a payment to a bank is different to video streaming, but both utilise digital technology and large amounts of data.

You will then learn about various online platform areas including search engines, websites, blogs/vlogs, e-learning etc. and their application within a business context. You will then learn about the different ways in which online content can be biased or compromised and learn evaluative skills to be able to identify legitimate, trustworthy sources of information which can be used within a business context.

**Skills:** You will utilise your knowledge in this area to develop your skills in identifying and selecting a variety of different sources of knowledge which meets a specific users' requirements.

You will learn to be able to search through vast sources of knowledge to be able to retrieve the relevant information you require and will be able to create an evaluation which identifies how appropriate a data source is based on whether or not it demonstrates bias, is valid and is from a reliable source.



# Industry Placement

## 315 hours of industry experience!

In your work placement you will go into industry to one (or potentially two) different places of employment.

Whilst in this employment you will learn a series of on the job skills related to the role. Every industry placement will have a specific focus on the use of digital services within a business but will vary depending on your job placement. Prior to going to your industry placement, you will learn about appropriate workplace etiquette including how to conduct yourself in a professional business environment. You will also utilise personal networking tools such as LinkedIn to begin to build your own development profile showcasing your job talents and skills. Whilst in your industry placement you will complete an employer set task which tests your knowledge of the core component in a specific way related to your work placement.

## Assessment

### Core: Paper A - 2-hour written examination (35% of core component)

Section A: Culture and context: multiple choice questions, short-answer and extended writing.

Section B: Diversity, inclusion and digital environments: multiple choice questions, short-answer and extended writing.

Section C: Learning and planning: multiple choice questions, short-answer and extended writing.

### Core: Paper B - 2-hour written examination (35% of core component)

Section A: Tools and testing: multiple choice questions, short-answer and extended writing.

Section B: Legislation and security: multiple choice questions, short-answer and extended writing.

Section C: Digital analysis and data: multiple choice questions, short-answer and extended writing.

### Core: Employer Set Task - 15-hour externally set task (30% of core component)

A01 - Plan their approach to meeting the project brief

A02 - Apply core knowledge and skills to business and data analytics

A03 - Select relevant techniques and resources to meet the brief

A04 - Use English, mathematics and digital skills as appropriate

A05 - Realise a project outcome and review how well the outcome meets the brief

Occupational Specialism: Synoptic Assessment - 29-hour assignment

(100% of occupational specialism)

Task 1 - 5 hours

Task 2 - 10 hours

Task 3 - 8 hours

Task 4 - 6 hours

All core components are graded A\* to E and the occupational specialism is graded Distinction\* to Pass. You must gain a passing grade in both units to achieve an overall qualification.

80%

CLASSROOM

20%

WORKPLACE



# T-LEVELS

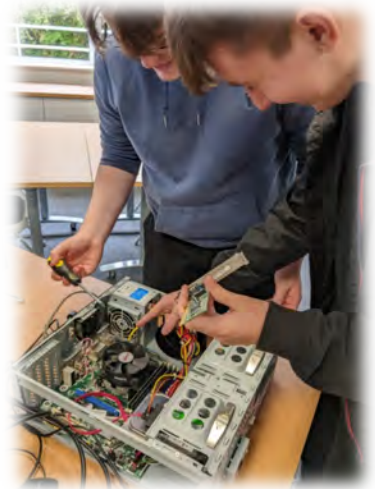


## Where will you study?

### Brand new purpose built facilities

The T-Level in Digital Business Services will be taught in our brand-new T-Level sixth form facilities being built specifically for the delivery of this course at Hedingham Sixth Form.

You will have access to new and emerging technology designed to aid in the delivery of your course content and to help strengthen and develop your understanding of the applications of this technology within a digital business context.



## Next steps?

### Pathways/Careers/ University courses

This could lead to a career working as an IT Practitioner (e.g. Systems Administrator, Network Technicians) and could lead to IT related traditional University Courses e.g. IT Management for Business (BSc), Interactive Technologies (BA), Digital Technology Solutions (BSc), or for Apprentice Degrees such as Digital Marketer (BSc) or Digital and Technology Solutions (BSc).





# Important Information

## Entry Requirements

Five Grade 4's or above at GCSE (Inc. English and Maths). A Level 2 Pass/Grade 4 in an IT or Computer Science qualification is also preferred, however students without a prior IT or Computer Science qualification will be considered if they demonstrate commitment to the subject area.

## Contact

If you have any further questions about the course please get in touch.

The below people will be able to assist with your enquiry.

### **Mrs Ravi**

Leader of Computer Science and ICT

Email: Hed.ravia@hedingham.essex.sch.uk

### **Mr Daniels**

Assistant Headteacher & T-Level Teacher

Email: Hed.danielsr@hedingham.essex.sch.uk

### **Mr Batch**

Leader of Vocational Education

Email: Hed.batchd@hedingham.essex.sch.uk

### **Mr Hyde**

Head of Sixth Form (shown on the right)

Email: Hed.hyder@hedingham.essex.sch.uk





**GIVING  
STUDENTS  
THE SKILLS  
EMPLOYERS  
NEED**