



Department
for Education

Digital Route

Example industry placement objective templates for:

- **Digital Business Services**
- **Digital Production, Design and Development**
- **Digital Support Services**

July 2020

Table of Contents

T Level: Digital Business Services	3
Occupational specialism: Data Technician	3
T Level: Digital Production, Design and Development.....	6
Occupational specialism: Digital Production, Design and Development.....	6
T Level: Digital Support Services	9
Occupational specialism: Digital Infrastructure	9
Occupational specialism: Digital Support.....	12
Occupational specialism: Digital Cabling	16

T Level: Digital Business Services

Occupational Specialism: Data Technician

Role Profile [INDICATIVE EXAMPLE]

Role Title	Working Pattern	To be agreed between the provider and employer
Junior Data Associate	Duration	315 hours
Objective(s)		
To support the data function by collating and formatting data to facilitate processing and presentation for review and further advanced analysis by others to give clear understanding of a product, service or issue.		
Typical Activities		
<ol style="list-style-type: none"> 1. Support teams using data, on a regular basis (at least twice a week), by sourcing data from various in-house systems and external sources to a project brief by <ul style="list-style-type: none"> ○ meeting with teams to explore their requirements ○ identifying potential sources of data ○ receiving and confirming a brief 2. Work under supervision to carry out common data blending techniques (at least twice a week) with data from multiple sources by <ul style="list-style-type: none"> ○ collating and classifying data ○ quality assuring the data collected 3. Work in a team to present data in a relevant format (at least once a week) appropriate to the project task for different audiences by <ul style="list-style-type: none"> ○ understanding different audience requirements needs ○ selecting appropriate data visualisation methods 		
Learning goals		TQ Reference
On the placement, the student will need to further develop and hone through activity 1:		<i>[Insert corresponding reference from the TQ content]</i>
Employability Skills <ul style="list-style-type: none"> • Self-managing: monitoring, reflecting and inviting feedback on own performance, managing time, setting personal goals, referring to others for advice • Communicating: active listening, use of visual, oral and written methods, engaging an audience, sharing, building rapport, adapting style and tone • Planning: identifying discrete steps, estimating time and resources, prioritising, coordinating, sequencing activity 		

Technical Skills

- Receiving and confirming a brief
- Sourcing and migrating data from different sources which their team has already identified
- Collecting data from the web, social media, spreadsheets and/ or audio-visual sources on a given product or service and organising it into an easier to use format

On the placement, the student will need to further develop and hone through activity 2:

Employability Skills

- Self-managing: monitoring, reflecting and inviting feedback on own performance, managing time, setting personal goals, referring to others for advice
- Creativity: lateral thinking, making novel connections, handling ambiguity, taking acceptable risks, forming ideas iteratively, future proofing
- Decision making: clarifying logical choices, identifying likely impact, using evidence and advice, justifying, substantiating, concluding
- Recording: transcribing, noting, capturing, saving, storing

Technical Skills

- Under supervision, manipulating and linking different data sets
- Using tools and techniques to identify trends and patterns in data
- Under supervision, using cross checking techniques for identifying faults in the data results for data project requirements
- Under supervision, saving and storing data as required by the organisation
- Cleaning data for example by removing typos, duplicate entries, out of date data

On the placement, the student will need to further develop and hone through activity 3:

Employability Skills

- Presenting: conveying information to an audience to stimulate discussion, and/or secure consistent understanding.
- Communicating: active listening, use of visual, oral and written methods, engaging an audience, sharing, building rapport, adapting style and tone

<p>Technical skills</p> <ul style="list-style-type: none"> • Communicating to their peers in the data team and the wider organisation • Summarising and explaining the gathered data • Producing clear documentation using standard organisational templates • Using different data visualisation techniques e.g. tables, charts, graphs and/or 3D models 	
<p>Minimum starting requirements</p>	
<ul style="list-style-type: none"> • Attendance at induction day • Health and Safety Training (Mandatory) 	
<p>Suggested prior learning</p>	
<ul style="list-style-type: none"> • The Fundamentals of data • The basics of data security • Typical workplace behaviours needed for role, including: <ul style="list-style-type: none"> ○ Professionalism ○ Punctuality ○ Ability to work independently and to take responsibility ○ Initiative ○ Willingness to learn ○ Openness and honesty ○ A thorough and organised approach ○ Team participation 	

T Level: Digital Production, Design and Development

Occupational Specialism: Digital Production, Design and Development

Role Profile [INDICATIVE EXAMPLE]

Role Title	Working Pattern	To be agreed between the provider and employer
Junior Software Assistant	Duration	315 hours
Objective(s)		
To support the software development team by building simple software components (whether web, mobile or desktop applications) to be used by other members of the team in order to deliver a more efficient service.		
Typical Activities		
<ul style="list-style-type: none"> • Support the software development team, on a regular basis (at least once a week), to interpret simple software design for discrete components of a project by <ul style="list-style-type: none"> ○ taking part in team meetings to understand requirements ○ reviewing software designs • Support the software development team, on a regular basis (at least once a week), in the implementation of code, which other team members have specified by <ul style="list-style-type: none"> ○ identifying different ways in which risks can be assessed ○ receiving and confirming a brief • Support the software development team, on a regular basis (at least twice a week) in the testing of software for example, for user acceptance by <ul style="list-style-type: none"> ○ implementing a test plan ○ updating software testing records as appropriate 		
Learning goals		TQ Reference
On the placement, the student will need to develop and hone through activity 1:		[Insert corresponding reference from the TQ content]
Employability Skills <ul style="list-style-type: none"> • Team working: working with others with different skills, expertise and experience to accomplish a task or goal • Assessing risks: a situation, a proposal, a product or process for potential adverse effects • Designing: Develop the form of an artefact or system to achieve a defined function. 		

Technical Skills

- Interpreting and analysing designs based on the relevant information and suggest a preferred option
- Writing up a design based on user requirements
- Using collaboration tools to enable communication and cooperation

On the placement, the student will need to develop and hone through activity 2:

Employability Skills

- Team working: working with others with different skills, expertise and experience to accomplish a task or goal
- Assessing risks: a situation, a proposal, a product or process for potential adverse effects
- Decision making: clarifying logical choices, identifying likely impact, using evidence and advice, justifying, substantiating, concluding

Technical Skills

- Following processes such as tracking and managing changes to code or design requirements of an app
- Recording risks in different ways
- Making use of collaboration tools to enable working with a software development or project team

On the placement, the student will need to develop and hone through activity 3:

Employability Skills

- Team working: working with others with different skills, expertise and experience to accomplish a task or goal
- Decision making: clarifying logical choices, identifying likely impact, using evidence and advice, justifying, substantiating, concluding
- Solving problems: apply a logical approach to identifying issues and propose solutions

Technical Skills

- Searching for information relevant to a specific software testing issue or topic
- Creating a template to describe what needs to be done to test for example a web, mobile or desktop application
- Applying testing principles for example, in user acceptance testing

Minimum starting requirements

- Attendance at induction day
- Health and safety and security at work
- Personal security

Suggested prior learning

- Knowledge
 - The fundamentals of the software development lifecycle
 - The basics of code
 - Business context
 - risks in business
 - significance of the business
 - Emerging technology trends
 - Sources of knowledge
 - The importance of maintaining privacy and confidentiality
 - The importance of testing
 - An understanding of digital tools and collaborative technologies
- Typical workplace behaviours needed for role, including:
 - Punctuality
 - Ability to work independently and to take responsibility
 - Initiative
 - A thorough and organised approach
 - Team participation
 - Confidentiality

T Level: Digital Support Services

Occupational Specialism: Digital Infrastructure

Role Profile [INDICATIVE EXAMPLE]

Role Title	Working Pattern	To be agreed between the provider and employer
Infrastructure Support Assistant (Infrastructure)	Duration	315 hours
Objective(s)		
To support the Infrastructure support team assisting with setting people up on systems and providing support when they need it, rectifying issues to maintain the organisation's productivity.		
Typical Activities		
<ol style="list-style-type: none"> 1. Under supervision, support the infrastructure team on a regular basis (at least once a day), to identify and action a fault in a service by <ul style="list-style-type: none"> ○ taking receipt of faults from users ○ recording faults in an organisation's established format and to the appropriate level of accuracy 2. Under supervision, support the infrastructure team on a regular basis (at least once a day), to identify and action a fault in a service by <ul style="list-style-type: none"> ○ establishing causes of problems ○ recording potential solutions for fixing faults on an organisation's set framework 3. Under supervision on a regular basis (at least once a day) develop potential solutions to faults in a service and implement a fix by <ul style="list-style-type: none"> ○ action planning to resolve a problem ○ deciding on what is the best solution ○ updating progress for fixing faults on an organisation's set framework ○ resolving the problem and completing any closure documentation ○ reviewing that the fix has worked 		
Learning goals	TQ Reference	
On the placement, the student will need to further develop and hone through activity 1:	<i>[Insert corresponding reference from the TQ content]</i>	
Employability Skills		
<ul style="list-style-type: none"> • Communicating: active listening, use of visual, oral and written methods, engaging an audience, sharing, building rapport, adapting style and tone 		

- Investigating: identifying sources, developing search criteria/queries, interrogating data, designing and carrying out tests
- Recording: transcribing, noting, capturing, saving, storing
- Self-managing: monitoring, reflecting and inviting feedback on own performance, managing time, setting personal goals, referring to others for advice

Technical Skills

- Understanding how the organisation's security requirements are met and the different ways of assessing risk
- Explaining the organisation framework for troubleshooting and practical problem management
- Capturing information about (infrastructure) problems
- Recording a response to an incident or fault detected including the incident type to an appropriate level of accuracy

On the placement the student will need to further develop and hone through activity 2:

Employability Skills

- Investigating: identifying sources, developing search criteria/queries, interrogating data, designing and carrying out tests
- Solving problems: apply a logical approach to identifying issues and propose solutions.
- Self-managing: monitoring, reflecting and inviting feedback on own performance, managing time, setting personal goals, referring to others for advice

Technical Skills

- Under supervision, testing a virtual or physical network e.g. server or firewall
- Identifying probable causes of a problem
- Recording their tests and probable causes accurately

On the placement, the student will need to further develop and hone through activity 3:

Employability Skills

- Planning: identifying discrete steps, estimating time and resources, prioritising, coordinating, sequencing activity
- Decision making: clarifying logical choices, identifying likely impact, using evidence and advice, justifying, substantiating, concluding
- Evaluating: considering and appraising process and evidence, making recommendations

<p>Technical Skills</p> <ul style="list-style-type: none"> • Developing an action plan to resolve a problem • Under supervision, implementing the chosen solution • Recording the interventions taken and the outcome • Going back to a user and review a problem or incident so that they can close it 	
<p>Minimum starting requirements</p>	
<ul style="list-style-type: none"> • Attendance at induction day • Introduction to work colleagues and location • Introduction to work tools and processes • Health and safety and security at work • Personal security 	
<p>Suggested prior learning</p>	
<ul style="list-style-type: none"> • Knowledge <ul style="list-style-type: none"> ○ Business context <ul style="list-style-type: none"> ▪ risks in business ▪ significance of the business ▪ basic understanding of the organisation in which the Industry Placement is to take place ○ Emerging technology trends ○ Sources of knowledge ○ The importance of maintaining privacy and confidentiality ○ The importance of testing ○ An understanding of digital tools and collaborative technologies ○ The fundamentals of Infrastructure e.g. network devices end user devices, storage, wired and wireless technologies (PO2) • Typical workplace behaviours needed for role, including: <ul style="list-style-type: none"> ○ Punctuality ○ Ability to work independently and to take responsibility ○ Initiative ○ A thorough and organised approach ○ Team participation ○ Confidentiality ○ Professional approach ○ Communicating with a range of people ○ Adhering to general process and procedures 	

T Level: Digital Support Services

Occupational Specialism: Digital Support

Role Profile [INDICATIVE EXAMPLE]

Role Title	Working Pattern	To be agreed between the provider and employer
Service Desk Support Assistant (Digital Support)	Duration	315 hours
Objective(s)		
To support the Digital Support team's service to users in person, over the phone or online, who are experiencing problems or need access to new services with their computers or software to maintain the organisation's productivity.		
Typical Activities		
<ul style="list-style-type: none"> • Under supervision, support the Digital support team on a regular basis (at least once a week) by logging queries, requests and faults of customers/ employees by <ul style="list-style-type: none"> ○ taking receipt of faults from users ○ recording faults in an organisation's established format • Under supervision, support the Digital support team on a regular basis (at least once a week) to review call logs in order to discover any underlying issues or trends by <ul style="list-style-type: none"> ○ evaluating and classifying information ○ establishing causes of problems • Under supervision, to suggest a fix or a fault and escalate unresolved issues for the attention of other teams or technicians with e.g. email accounts or forgotten passwords by <ul style="list-style-type: none"> ○ Following instructions, either written or in diagram form ○ Suggesting and recording potential solutions to fix a problem or fault ○ Identifying unresolved cases ○ Collating and classifying unresolved cases ○ Present information using appropriate formats • Under supervision, setting up users so that they can access new services by <ul style="list-style-type: none"> ○ Receiving and confirming the organisation's users' new requirements ○ Installing software on to end user devices 		
Learning goals		TQ Reference
On the placement, the student will need to further develop and hone through activity 1:		<i>[Insert corresponding reference]</i>

Employability Skills

- Communicating: active listening, use of visual, oral and written methods, engaging an audience, sharing, building rapport, adapting style and tone
- Recording: transcribing, noting, capturing, saving, storing
- Self-managing: monitoring, reflecting and inviting feedback on own performance, managing time, setting personal goals, referring to others for advice

Technical Skills

- Understanding how the organisation's security requirements are met and the different ways of assessing risk
- Explaining the organisation framework for troubleshooting and practical problem management
- Capturing information about service user problems
- Recording a response to a service user problem including the incident type to an appropriate level of accuracy

On the placement, the student will need to further develop and hone through activity 2:

Employability Skills

- Investigating: identifying sources, developing search criteria/queries, interrogating data, designing and carrying out tests
- Analysing: identifying common features, organising into types, discerning patterns, deconstructing, classifying, ordering
- Self-managing: monitoring, reflecting and inviting feedback on own performance, managing time, setting personal goals, referring to others for advice

Technical Skills

- Under supervision, monitoring information systems
- Independently, analysing fault and call logs
- Identifying probable causes of a problem

On the placement, the student will need to further develop and hone through activity 3:

Employability Skills

- Investigating: identifying sources, developing search criteria/queries, interrogating data, designing and carrying out tests
- Recording: transcribing, noting, capturing, saving, storing
- Evaluating: considering and appraising process and evidence, making recommendations

from the TQ content]

<ul style="list-style-type: none"> • Presenting: conveying information to an audience to stimulate discussion, and/or secure consistent understanding <p>Technical Skills</p> <ul style="list-style-type: none"> • Developing an action plan to resolve a problem within the digital support team • Under supervision, implementing and making a record of the chosen solution • Under supervision, using the organization’s systems to identify and service desk problems that have not been solved • Communicating unresolved problems in an appropriate format for example through an issue log or at a team meeting <p>On the placement, the student will need to further develop and hone through activity 4:</p> <p>Employability Skills</p> <ul style="list-style-type: none"> • Communicating: active listening, use of visual, oral and written methods, engaging an audience, sharing, building rapport, adapting style and tone • Assessing Risks: assessing a situation, a proposal, a product or process for potential adverse effects • Planning: identifying discrete steps, estimating time and resources, prioritising, coordinating, sequencing activity <p>Technical Skills</p> <ul style="list-style-type: none"> • Under supervision, configuring accessories of a mobile device for network connectivity e.g. wireless data network Hotspot, Bluetooth • Under supervision, installing and configuring software onto a laptop, smartphone or a printer/ scanner • Under supervision, installing collaboration software applications such as for conferencing, or software to enable productivity such as presentation software 	
<p>Minimum starting requirements</p>	
<ul style="list-style-type: none"> • Attendance at induction day • Introduction to work colleagues and location • Introduction to work tools and processes • Health and safety and security at work • Personal Security 	
<p>Suggested prior learning</p> <ul style="list-style-type: none"> • Knowledge <ul style="list-style-type: none"> ○ Business context 	

- risks in business
- significance of the business
- basic understanding of the organisation in which the Industry Placement is to take place
- Emerging technology trends
- Sources of knowledge
- The importance of maintaining privacy and confidentiality
- The importance of testing
- An understanding of digital tools and collaborative technologies
- Types of end user systems including desktop, cloud workspaces and mobile devices
- Typical workplace behaviours needed for role, including:
 - Punctuality
 - Ability to work independently and to take responsibility
 - Initiative
 - A thorough and organised approach
 - Team participation
 - Confidentiality
 - Professional approach
 - Communicating with a range of people
 - Adhering to general process and procedures

T Level: Digital Support Services

Occupational Specialism: Digital Cabling

Role Profile [INDICATIVE EXAMPLE]

Role Title	Working Pattern	To be agreed between the provider and employer
Network Cabling Assistant (Network cabling)	Duration	315 hours
Objective(s)		
To support the Network cabling team assisting with the installation, termination and testing of network cable infrastructure components in order to deliver a more efficient service		
Typical Activities		
<ol style="list-style-type: none"> 1. Working with a team to analyse and interpret network cabling plans (once a week) by <ul style="list-style-type: none"> ○ Receiving and confirming a design brief ○ Identifying issues with equipment, quantity and location in relation to plans 2. Under supervision on a regular basis (once a week) support the network cabling team to test cables and troubleshoot problems <ul style="list-style-type: none"> ○ Carry out testing using appropriate tools and in accordance with manufacturer's procedures ○ Analysing test results 3. Under supervision and working with a team on a regular basis (once a week) to install telecommunications equipment cabinets either pre-built or from flatpack by <ul style="list-style-type: none"> ○ Reviewing design plans ○ Arranging and installing appropriate fixtures and fittings for their intended use 		
Learning goals	TQ Reference	
On the placement, the student will need to further develop and hone through activity 1:	<i>[Insert corresponding reference from the TQ content]</i>	
Employability Skills		
<ul style="list-style-type: none"> • Communicating: active listening, use of visual, oral and written methods, engaging an audience, sharing, building rapport, adapting style and tone • Working in a team: Working with others with different skills, expertise and experience to accomplish a task or goal. 		

- Investigating: identifying sources, developing search criteria/queries, interrogating data, designing and carrying out tests
- Solving problem: apply a logical approach to identifying issues and propose solutions

Technical Skills

- Under supervision, capturing necessary information of cabling plans
- Under supervision, checking service orders, drawings and instructions
- understanding the need to work safely

On the placement, the student will need to further develop and hone through activity 2:

- Investigating: identifying sources, developing search criteria/queries, interrogating data, designing and carrying out tests
- Solving problem: apply a logical approach to identifying issues and propose solutions
- Analysing: identifying common features, organising into types, discerning patterns, deconstructing, classifying, ordering
- Recording: transcribing, noting, capturing, saving, storing

Technical Skills

- Selecting appropriate tools for testing
- Under supervision, testing circuits and components
- Recording a response to a fault detected using an organisation's standard record keeping systems

On the placement, the student will need to further develop and hone through activity 3:

Employability Skills

- Working in a team: Working with others with different skills, expertise and experience to accomplish a task or goal
- Creativity: lateral thinking, making novel connections, handling ambiguity, taking acceptable risks, forming ideas iteratively, future-proofing
- Physical dexterity: precise and controlled movement, agility, co-ordination, delicacy, appropriate application of force

Technical Skills

- Under supervision, checking service orders, drawings and instructions
- Under supervision, assisting with the assembly and arrangement of material and equipment

<ul style="list-style-type: none"> • Understanding the need to work safely 	
<p>Minimum starting requirements</p>	
<ul style="list-style-type: none"> • Attendance at induction day • Introduction to work colleagues and location • Introduction to work tools and processes • Health and safety and security at work • Personal security 	
<p>Suggested prior learning</p>	
<ul style="list-style-type: none"> • Knowledge <ul style="list-style-type: none"> ○ Business context <ul style="list-style-type: none"> ▪ risks in business ▪ significance of the business ▪ basic understanding of the organisation in which the Industry Placement is to take place ○ Emerging technology trends ○ Sources of knowledge ○ The importance of maintaining privacy and confidentiality ○ The importance of testing ○ An understanding of digital tools and collaborative technologies ○ The fundamentals of Network cabling e.g. design specifications, the structure of network and documentation • Typical workplace behaviours needed for role, including: <ul style="list-style-type: none"> ○ Punctuality ○ Ability to work independently and to take responsibility ○ Initiative ○ A thorough and organised approach ○ Team participation ○ Confidentiality ○ Professional approach ○ Communicating with a range of people ○ Adhering to general process and procedures 	