



Rewarding Learning

ADVANCED

General Certificate of Education

2020

Digital Technology

Case Study

Assessment Unit A2 2

assessing

Application Development

[ADT21]

**INTERNAL
ASSESSMENT**

| |
|-------------------------|
| For submission May 2020 |
|-------------------------|

Information for candidates

In this unit, you will have the opportunity to become involved in a real-world situation detailed in a case study. You will apply your skills, knowledge and understanding of digital technology to solve a problem for a specified client. You will apply your practical skills to produce a solution and associated detailed documentation for the client.

You can adopt a range of approaches, but your teacher will guide you in selecting an approach suitable to your particular knowledge and skills.

Please note, a solution that aims to address all of the functions of the organisation, as set out in the case study, is not required. Candidates may instead focus on particular aspects and provide detailed solutions for these.

The case study will give you an opportunity to demonstrate your skills in:

- analysing the problem;
- designing an appropriate solution to the real-world problem;
- developing the solution;
- testing the solution;
- evaluating the solution; and
- developing user support documentation.

This is an internally assessed unit and is marked out of 120. The unit has an overall weighting of 20% (40% of A2).

Case Study: Beltel

Beltel is a large hotel, based on the outskirts of Belfast that includes a spa and beauty complex. The spa and beauty complex offers a number of facilities for use, including an indoor and outdoor swimming pool, saunas, steam rooms, indoor heated loungers and hot tubs. A full range of spa treatments are also available to clients. To make the experience all-inclusive, the spa complex also offers an eating experience including refreshing drinks and healthy snacks.

To deliver these services, the spa and beauty complex employs over 50 staff to carry out bookings, manage the facilities and deliver the range of spa treatments.

Before a client can use the spa and beauty complex they must register as either a member (adult, couple or a concessionary) or a temporary member (with a trial period up to 28 days) so that a client account can be created for them. Users of the complex must be over 18 years old and declare any medical conditions when joining.

The spa complex offers a wide range of individual treatments which need to be booked in advance. The complex assigns one employee to each client depending on the treatment selected. Alternatively, members can also make group booking (Min size 5 and max size 10) which will offer the full range of facilities including individual treatments for each client. All treatments will incur costs over and above the membership fee but members receive reward points for each booking made.

In addition to the facilities and the range of spa packages, the complex also offers a range of cosmetic products for sale, sourced from a number of different suppliers. Members can purchase products by completing an order form. To encourage sales a range of member discounts are available on products.

To help manage Beltel more effectively, you have been approached, as a Digital Technology specialist, to produce an appropriate business solution for the spa complex. You will have to carry out an in-depth analysis to identify requirements, design an appropriate solution, implement the solution and produce associated documentation.