

V Certs – Surpass User Guide



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What is Surpass and Secure Client?

NCFE has an online assessment system that allows providers to deliver external assessments securely on-screen.

We're operating the most current version of this system, which is called Surpass, to ensure our customers and students have the best experience possible.

All V Cert assessments must be booked and viewed through the NCFE Portal upon registration. If you have chosen the online assessment option for your students, the V Cert assessment will automatically be scheduled on Surpass. For further information about V cert registration and bookings please see the [Portal User guide](#).

Please note - You don't need to manually book assessments in Surpass, as you may have previously done for other qualifications such as our Functional Skills.

Online Assessment Approval and Set up

At this stage you should have completed and submitted your request form to be set up on the online assessment platform, Surpass.

If your students wish to do their V Cert assessments online, this part of the process is crucial. If you have not yet done so, please complete the Online assessment [registration approval form](#) as soon as possible, ensuring that your devices meet the technical requirements stated in the [technical specification](#).

Once we have set you up on Surpass you will receive a confirmation email and instructions to set up your password.

Using Surpass

Once you have a user account set up you can log into Surpass via this weblink:
ncfe.surpass.com

This will take you to the log in page. You can also reset your password here if required by clicking 'Can't access your account'.

If you have any issues accessing your account, or any queries about set up please contact our Customer Support team.



User Name:

Password:

Login

[Can't access your account?](#)

Once logged into Surpass you will see the home screen where NCFE will post information and updates about the system and online assessments.

Surpass Home Test Administration Setup Ashleycentrestest

Read the Surpass Changelog for information on the latest changes to the Surpass Platform.

Welcome to Surpass!

The market leading solution for creating and delivering summative onscreen assessments.

Use of External Aids (AI, Grammar, Spelling) during online assessments - 24 November 2023

The use of external aids, particularly concerning spelling, punctuation and grammar (for example, dictionary, spelling and grammar checking software, or other cloud-based or Artificial Intelligence tools) is not permitted in any external online assessments. This is in line with [JCQ Suspected Malpractice Policies and Procedures](#).

For learners sitting online assessments, it is the responsibility of the centre to ensure that all external aids (unless by prior approval as a reasonable adjustment requirement) are disabled prior to the assessment taking place, and that your invigilators are aware to look out for these tools being used. If you are not able to remove external aids on computers which are to be used for an online assessment, you must notify NCFE immediately by email at customersupport@ncfe.org.uk.

New papers into the assessment bank - Key Dates - November 2023

To ensure we meet our regulatory requirements we are required to introduce new assessment papers into our live bank on a regular basis. In a period where we introduce new assessment papers, we must temporarily put a hold on our 6-day turnaround to ensure we capture as wide a range of learner attempts as possible to ensure we can determine a valid pass mark that does not disadvantage learners.

If you don't receive your learner's result within six working days after the assessment is uploaded to our online assessment system then you'll receive the result by the specified date shown below:

Qualification	Delivery Mode	Assessment sat date (to and from)	Result Date
FS Maths & English	On screen and RI	20/05/2024 – 27/06/2024	04/07/2024
Digital FS	On screen and RI	01/11/2023 – 12/12/2023	19/12/2023

Sent: Ashley Carter | Posted: 08/01/2024 | Time: 15:14 | Seen by: 491 users

Deliver Test | Help | Surpass Learning VM9157166

You will have a menu bar at the top of this home screen. Depending on what role you have been set up with you will see several options on this bar:

Test Administration Screen – Schedule: This screen is not applicable for V certs.

Test Administration Screen – Results: This screen is not applicable for V certs.

Test Administration Screen – Invigilation: The Invigilation screen of Surpass allows you to access students' keycodes, both onscreen and on printouts. It also allows you to monitor and control the progress of students' assessments in real time.

V Cert assessments will appear in the Invigilation screen **120 hours (5 days)** before the scheduled start time of the assessment.

On the invigilation screen, the purpose of some headings are as follows:

- Test Name – refers to which paper the student has been booked on
- Duration – the length of the actual assessment
- Start Date – the first date the assessment can be sat on
- End Date – the last date the assessment can be sat on
- Start time – the earliest time the assessment can be started
- End time – the latest time the assessment can be started

Please note: V Cert online assessments should begin at the published start time, as documented in the External assessment timetable. However, as detailed in our Regulations for the Conduct of External Assessments, providers are permitted to begin assessments, 30 minutes prior to, or later than, the published start time of the assessment. For assessment variation requests beyond the 30 minutes, please complete and submit an [assessment variation request form](#).

Keycode and Invigilation Pack

Students will require a keycode to begin their assessment, and you can find this keycode on the invigilate screen 5 days prior to the scheduled assessment date and time. You can provide a student with their keycode directly from the screen or print an invigilation pack, which includes a keycode slip which can be issued to the student.

To print an invigilation pack, highlight the required learner and click the button

A rectangular button with a light blue background and a thin white border. The text "Print Invigilation Pack" is centered on the button in a dark blue, sans-serif font.

this will open a pack which includes an attendance register, an invigilation report and a keycode slip.

Invigilating Assessments

The Invigilation screen allows you to monitor the progress of your students' assessments in real time for any assessments that are being run with a live internet connection. The screen will show when assessments have been downloaded for remote assessment and can be used to track answers being uploaded following those assessments being completed. Each assessment will be in one of the following states:

Icon	State
 Locked For Invigilator	The assessment has been locked and will need to be unlocked by the invigilator before it starts, or the learner will need to enter the PIN number the invigilator has set
	The assessment is ready to start and the learner can log in using their Keycode
 In Progress	The assessment is in progress now, an additional icon will show if the internet connection has been lost whilst the assessment was in progress
	The assessment window has closed and the system is expecting learners results to be uploaded
 Finished	The assessment is finished and the learner results have been received
	The assessment has been voided and is not available to log in to, the learner can be rescheduled to a new assessment
	The assessment has been downloaded
 Paused	The assessment has been paused

Adding additional time

If a student requires additional time as part of a Reasonable Adjustment, it must be done in the Invigilate screen. When an assessment is in the 'ready' state, the 'Modify Duration' button becomes available. This must be done before the assessment is started.



Once selected you'll be given the 'Edit Candidate Exam Duration' box.

Edit Candidate Exam Duration

Candidate Exam Details

Candidate: [Redacted]

Candidate ref.: [Redacted]

Standard Duration: 120 mins

Pre-registered Additional Time: None

Break Time: No breaks set

Exam Duration Adjustments

Duration: 120 (0.00% extra)

Reason for Additional Time: Extra time only - hearing impairment

OK Cancel

The 'Duration' box will show the number of minutes that the test is currently booked for, which will be the standard number of minutes. Add into this the additional number of minutes that the student requires (so it will show the total minutes overall). In brackets to the right of this box, it will show you how much you have increased the duration by, as a percentage. You can increase it up to 100%. This duration must be increased in line with the [NCFE Access Arrangements and Reasonable Adjustments policy](#).

You will then need to add in the reason for adding the additional time, using the drop-down box. Click **'OK'** and the additional time will show on the main screen in the **'Duration'** column.

Pausing Assessments

If something happens during an assessment, such as a fire drill, and you wish to pause the assessment you can do this with the 'Pause' button at the bottom of the Invigilate screen. This will stop the timer and the student will see a message on-screen to tell them the assessment has been paused. You would then restart the assessment using the 'Resume' button. This must be completed in line with the [NCFE Regulations for the Conduct of External Assessment](#).

Please Note: Pausing assessments can only be done on assessments being sat online, not ones that have been downloaded.

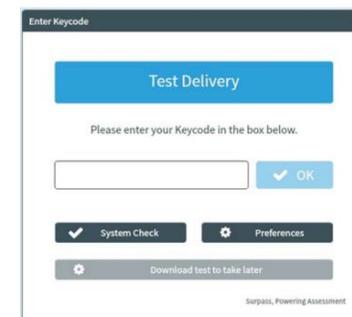
Using Secure Client

You will need to install Secure Client onto the device that the learner is taking their assessment on. You can find guidance here on how to install Secure Client [here](#).

Once you have installed Secure Client, you can open it via the shortcut icon on your desktop:



- Once students enter their keycode, they will be asked to confirm their details, and should check to make sure the information shown is correct. The assessment will then begin, and the time remaining will be visible at the top of the screen.
- Full instructions will be given at each stage to support the students to navigate each page, and when they get to the end of the assessment, they will be advised that they can select 'finish'.
- We do advise to launch Secure Client prior to the assessment taking place to ensure that any updates have applied.



Downloading and uploading assessments

You can download a learner assessment prior to the assessment taking place and sit the assessment offline if required. To do this open Secure Client on the device you want to download the assessment onto, then enter the learner keycode and click 'download test to take later'. You will get a message once the test has downloaded and you will see this icon  on the invigilation screen next to the assessment.

You can then disconnect the internet and launch Secure Client, enter the keycode and sit the assessment offline.

To upload the assessment, you need to re-connect to the internet on the device and launch Secure Client from the desktop. This will force the test to upload. You can check the status of the assessment in the invigilation screen, it should show a green tick  if it has successfully uploaded.

If you have any issues with uploading your assessment, please contact our Customer Support team.

External Aids

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Results

V cert results will **not** be made available on Surpass. Results will be made available via the NCFE Portal, in line with the dates published in the [External Assessment timetable](#).

Additional Support

For more information and further support:

Online Assessment Page (Tech spec, Approval Form, Additional guides) - <https://www.ncfe.org.uk/qualifications/centre-assessment-support/online/>

Portal User guide – <https://www.ncfe.org.uk/media/g54d4bvvp/portal-user-guide.pdf>

Portal – <https://portal.ncfe.org.uk/Login.aspx?ReturnUrl=%2f>

Surpass – <https://ncfe.surpass.com/Login>

V Cert Page - <https://www.ncfe.org.uk/technical-education/schools-14-16/v-certs/>

V Cert Delivery Support - <https://www.ncfe.org.uk/qualifications/delivery-support/v-certs/>