

Online Assessment Administration User Guide

September 2026

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Introduction

This manual is for users who are responsible for the administration of learners, users and assessments. The online administration site for this is called Surpass.

If any assistance is needed, please contact the NCFE Customer Support team using the details at the bottom of this page.

You will need to apply for access to Surpass through the NCFE website (<https://www.qualhub.co.uk/delivery-and-learner-support/forms/online-assessment/>). This includes ensuring that all of your devices meet the minimum requirements for running SecureClient, as detailed in the Online Assessment User Guide – Installation. Once you've applied, NCFE Customer Support will contact you to guide you through the approval process to get you up and running with the system.



Once you've been approved you can either log in to Surpass from the top of the NCFE website home page under the 'log in' section or copy the direct link to Surpass: <https://ncfe.surpass.com/>.

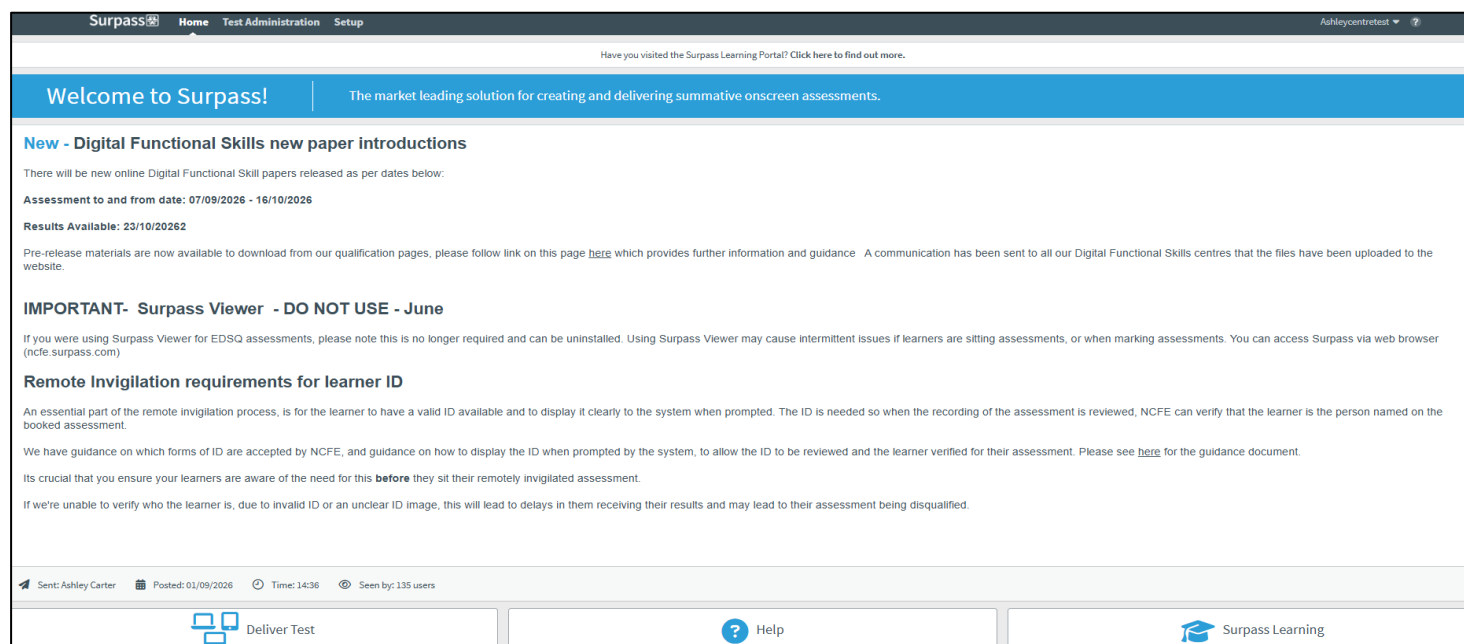
To log into Surpass you will need your username which you'll have received through a notification email from noreply@surpass.com and you will need to set up a password. If you need to reset your password for any reason at any point you can do this from the log in screen ("can't access your account").

The image shows a screenshot of the Surpass login interface. At the top, the 'Surpass' logo is displayed in a large, dark blue font, with a small icon of four colored arrows (blue, green, yellow, red) pointing outwards to the right. Below the logo, the text 'The Assessment Platform' is written in a smaller, grey font. The login form itself is centered and contains two input fields: 'User Name:' with a text box and 'Password:' with a text box. Below these fields is a blue button with the word 'Login' in white. At the bottom of the form, there is a link that says 'Can't access your account?' in a small, grey font.

Home Screen

Once logged into Surpass you will see the home screen where NCFE will post information and updates about the system and online assessments. This is also where the learner software (SecureClient) is installed from; please see our Online Assessment User Guide – Installation for further guidance.

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 a number of options on this bar.



The screenshot shows the Surpass Home Screen. At the top is a dark navigation bar with the Surpass logo and menu items: Home, Test Administration, and Setup. On the right of this bar is the user name 'Ashleycentretest' and a user icon. Below the navigation bar is a light blue banner with the text 'Welcome to Surpass!' and 'The market leading solution for creating and delivering summative onscreen assessments.' Below the banner, there are several sections of text: 'New - Digital Functional Skills new paper introductions' with details about paper releases and results availability; 'IMPORTANT- Surpass Viewer - DO NOT USE - June' with a warning about the viewer; and 'Remote Invigilation requirements for learner ID' with instructions on ID requirements. At the bottom of the screen is a status bar showing 'Sent: Ashley Carter', 'Posted: 01/09/2026', 'Time: 14:36', and 'Seen by: 135 users'. Below the status bar are three buttons: 'Deliver Test' with a computer icon, 'Help' with a question mark icon, and 'Surpass Learning' with a graduation cap icon.



Home: You can return to the home screen at any time by clicking on the home button.

Test Administration: You will schedule and administer your assessments here, as well as view results and feedback reports.

Set up: You can view learners and users in your centre.

Test Administration Screen - Schedule

The Schedule screen allows you to book your learners onto an assessment and also view assessments that have been scheduled that have yet to start.

Surpass [®] Home Test Administration Setup													
Schedule Invigilate Results													
Bulk Schedule Standard Legacy													
Reset Filters													
Valid	Centre Name	Subject	Test Name	Candidate	Candidate Ref.	Date of Birth	Start Date	End Date	Start Time	End Time	Date Scheduled	Scheduled By	Status
☒	NCFE Test Centre	Level 1 Essential Digital Skills	Level 1 Essential Digital Skills	STILTON STRONG06	108502878	19/01/2019	23/07/2026	03/09/2026	00:00:00	23:59:00	23/07/2026	integration User	Locked
50 1 of 1 Selected: 1 of 1													
Print Invigilation Pack Schedule Test Edit Test Show Additional Details Delete Test													

Schedule Assessment

To begin scheduling an assessment, select the 'Schedule Test' button at the bottom of the screen. A wizard guide will take you through the process.



The screenshot shows a user interface for scheduling an assessment. At the top, there is a table with several empty columns. Below the table is a light blue horizontal bar containing five buttons: 'Print Invigilation Pack' (dark blue), 'Schedule Test' (dark blue), 'Edit Test' (light blue), 'Delete Test' (light blue), and a circular refresh icon (dark blue).

At each step you can select 'Next' to move on, 'Back' if you want to change any of your previous settings or 'Cancel' to exit the process:

1. Select your centre (this will show your centre name and a remote invigilation centre if approved*)
2. Select your subject (this will show any subjects you have online approval for)
3. Select your test (you can select a live assessment or a practice assessment)

Schedule Test Wizard	
1. Centre, Subject, Test & Date	Centre, Subject, Test & Date
2. Candidates	Centre _____ Centre NCFE Test Centre ✕ ▼
3. Delivery & Administration	Subject & Test _____ Subject EL3 Digital Functional Skills ✕ ▼ Test Entry Level 3 Digital Functional Skills ✕ ▼
4. Review	

4. Select the date and time you want the assessment window to be available for. Please note learners can't log into assessments before the window opens.

If you tick the Multiple Day Test box, you can set a start and end date. This lets you make assessments available for this period of time. Please note, you can only schedule 42 days in advance and no further.

Schedule Test Wizard

1. Centre, Subject, Test & Date

2. Candidates

3. Delivery & Administration

4. Review

Centre, Subject, Test & Date

Test

Entry Level 3 Digital Functional Skills

Test Form

P003648 - EL3 Digital Functional Skills

Date

☒ Multiple day test

Start Date

07/09/2026

07/09/2026

<

September 2026

>

Mon	Tue	Wed	Thu	Fri	Sat	Sun
31	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	1	2	3	4
5	6	7	8	9	10	11

If you only want the assessment to be available for a single day you don't need to tick the Multiple Day Test box.

When you run assessments remotely using a laptop the assessment needs to be downloaded and the results uploaded within the scheduled window. Make sure that you set enough time in the assessment schedule before and after you intend the learner to sit the assessment to allow you to do this.

5. Select the learners that you want to sit the assessment by ticking the box in the 'Selected' column against their name or use the 'Select all in page' button at the bottom of the screen. Click next.

If your learner doesn't appear on this list, contact the NCFE Customer Support team to discuss.

Schedule Test Wizard

1. Centre, Subject, Test & Date
2. Candidates
3. Delivery & Administration
4. Review

Candidates

Reset Filters

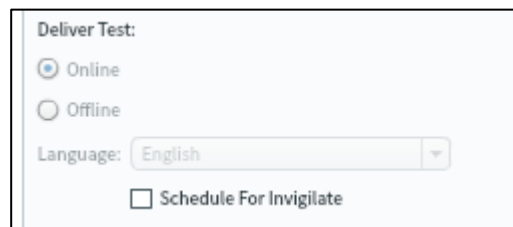
☐	Candidate ref.	First Name	Last Name	Date of Birth	Reason
	Q		Q		
☐	107701732	DEPLOYMENT LEARNER 01	25OCT24	01/01/2000	
☐	107701733	DEPLOYMENT LEARNER 02	25OCT24	01/01/2000	
☐	107044942	CARTER	ASHLEY	16/01/1982	
☐	SBell_QR	Steven	Bell	04/03/2023	
☐	Abady_QR	Amanda	Brady	22/09/2021	
☐	105581241	TONI	BROOKS	01/01/1991	
☐	Scarrigan_QR	Stephen	Carrigan	22/06/2022	

<
1 of 4
>

Selected: 0

6. When learners log in to their assessment, they will just need to enter their unique keycode (found on the Invigilate screen). If you want more control than this, you can select 'Schedule for Invigilate'. This will lock the assessment, and the assessment will need to be unlocked by an invigilator in the invigilate screen before the assessment can start.

Please do not select this option if you're booking a remotely invigilated assessment, as you will not be able to have this level of control over a remotely invigilated assessment and it will mean rebooking the assessment for the learner.



Deliver Test:

☒ Online

☐ Offline

Language:

☐ Schedule For Invigilate

7. The final screen gives you a summary of your booking. If there's anything you need to change, you can select 'Back' to change it.

Schedule
Invigilate
Mark
Paper Mark
Moderate
Results
Re-mark
Audit
Candidate Review

Schedule Test Wizard

1. Centre, Subject, Test & Date
2. Candidates
3. Delivery & Administration
4. Review

Review

Centre: NCFE Test Centre **Test:** Entry Level 3 Digital Funct... **Start Date:** 07/09/2026 **Start Time:** 01:00 **Driver:** English (UK)
Subject: EL3 Digital Functional Skills **Test type:** Computer-based Test **End Date:** 07/09/2026 **End Time:** 23:59

Candidate ref.	First Name	Last Name	Date of Birth	Duration	Reasonable Adjustments
107701733	DEPLOYMENT LEARNER 02	25OCT24	01/01/2000	90	

<
1
>

Modify Duration

Back
Schedule Test
Cancel

Once you're happy with your assessment, select Schedule Test.

The assessment will now appear on the Schedule screen or on the Invigilation screen if the assessment window has opened.

Editing Assessments

A scheduled assessment will have a status of 'editable' until the start time for the assessment window has been reached. At this point the assessment status will change to 'locked'.

Assessments that are locked will appear on the Invigilation screen, whereas if an assessment is editable, it appears in the Schedule screen.

To edit an assessment when it is in an editable state, select your learner and click the 'Edit Test' button - this brings up the same wizard used to create assessments and you follow this to make the required adjustments to the assessment.

Deleting Assessments

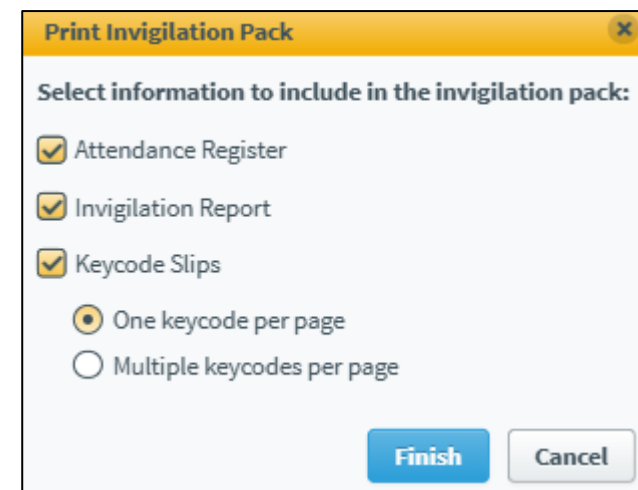
If you've scheduled an assessment which is no longer needed, you can delete it from the Schedule screen. You may find this helpful to keep your records up to date and accurate. You'll only be able to delete an assessment while it's in an editable state, before the assessment window has started.

Printing Invigilation Packs

You can print off an invigilation pack by highlighting the relevant assessment and choosing 'Print Invigilation Pack'. You can select one learner or multiple learners in the schedule screen.

You'll be given the option of choosing to print an Attendance Register, an Invigilation Report and the Learners Assessment Keycodes:

- Attendance Register: this is an optional report to confirm the learner attended.
- Invigilation Report: this is an optional report for your internal invigilation records. This doesn't need to be returned to NCFE.
- Keycode Slips: these are the individual slips to give to learners with their keycodes which they'll need to log in to their assessment. You can select either one or multiple keycodes per page.



The screenshot shows a dialog box titled "Print Invigilation Pack" with a close button (X) in the top right corner. Below the title bar, the text "Select information to include in the invigilation pack:" is displayed. There are three checked checkboxes: "Attendance Register", "Invigilation Report", and "Keycode Slips". Under "Keycode Slips", there are two radio button options: "One keycode per page" (which is selected) and "Multiple keycodes per page". At the bottom right of the dialog box, there are two buttons: "Finish" (in blue) and "Cancel" (in grey).

Once the options you need have been selected, click 'Finish' and the relevant files will open in a printable screen.

Test Administration Screen - Invigilation

Please see the Online Assessment User Guide – Invigilation for information about this screen.

Test Administration Screen - Results

Once an assessment has been sat online, or uploaded successfully if sat offline, the results will be available in the Results screen as per the results turnaround for the qualification (this information can be found in the Qualification Specification available on NCFE's website).

If your assessment was uploaded late, the result will be delayed.

Surpass Home Test Administration Setup Ashleycentretest													
Schedule Invigilate Results													
Reset Filters													
Keycode	Last name	First name	Subject	Test Name	Candidate Ref.	Result	Scale Score	Percent	Mark	Centre Name	Completed	Duration	Shown to Centre
Q	Q	Q test		Q	Q			Q		Q			
☐	GM8W9N69	TOONTEST	KIERANTEST	NCFE Level 1/2 Technical Award...	NCFE Level 1/2 Technical Award...	107985043	Pass	2.5%	2	NCFE Test Centre	20/05/2026	90	No
☒	D73WJ969	TEST	TEST	L1 Functional Skills in Maths - ...	L1 Functional Skills in Mathemat...	108368198	Fail	6.667%	4	NCFE Test Centre	04/02/2026	120	No
☐	3DM3C469	LEARNER01	TEST	NCFE HTML Testing Subject	Connection Day	107314156	Fail	88.462%	23	NCFE Test Centre	13/03/2025	20	No
☐	4C3TQB69	LEARNER	TEST	NCFE HTML Testing Subject	Connection Day	106539590	Pass	100%	26	NCFE Test Centre	13/03/2025	20	No
☐	K4N9Y969	LEARNER	TEST	NCFE HTML Testing Subject	Connection Day	106270863	Fail	88.462%	23	NCFE Test Centre	13/03/2025	20	No
☐	FPW4CP69	LEARNER	TEST	NCFE HTML Testing Subject	Connection Day	106058629	Fail	84.615%	22	NCFE Test Centre	13/03/2025	20	No
☐	JNG98L69	LEARNER	TEST	NCFE HTML Testing Subject	Connection Day	106030747	Pass	100%	26	NCFE Test Centre	13/03/2025	20	No
☐	L6YNLR69	TEST	TEST	L1 Functional Skills in English - ...	L1 Functional Skills in English - W...	106083892	Fail	0%	0	NCFE Test Centre	14/12/2023	60	No
☐	YB4BDP69	230605001	TEST	L1 Functional Skills in Maths - ...	L1 Functional Skills in Mathemat...	106955896	Fail	16.667%	10	NCFE Test Centre	28/07/2023	120	No
☐	J7H6GM69	TEST	TEST	T Level Technical Qualification...	TQ Digital Business Services Core...	106057192	Pass	28.571%	30	NCFE Test Centre	25/01/2023	120	No
☐	PL8V4V69	001	TEST	NCFE Testing Subject	Test123	103944056	Pass	33.333%	1	NCFE Test Centre	22/04/2020	60	No

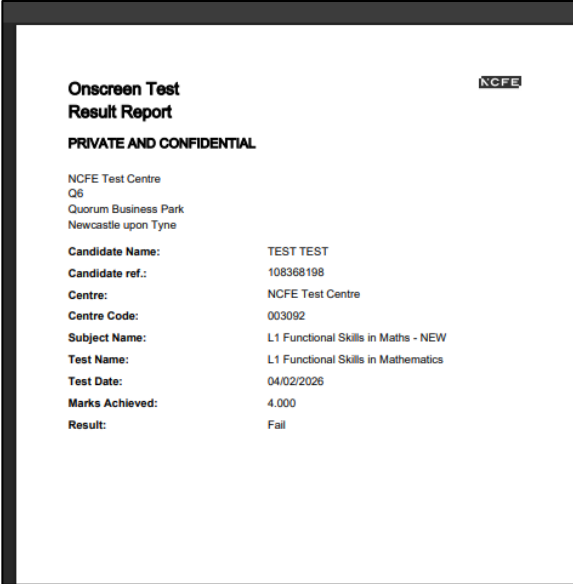
If you have any concerns about your result not showing on the Result screen, please contact the NCFE Customer Support team.

You can either view your learners result by using the filtering on the columns, or you can download a result slip

Downloading a Result Slip

You can either view your learners result by using the filtering on the columns, or you can download a result slip.

To download a results, slip, click the 'Results Slip' button. A result slip will open on the screen. You can select one learner, or multiple learners on the same subject and this will give you a result slip for each learner.



The screenshot shows a form titled 'Onscreen Test Result Report' with the NCFE logo in the top right corner. Below the title is the text 'PRIVATE AND CONFIDENTIAL'. The form contains the following information:

NCFE Test Centre
Q6
Quorum Business Park
Newcastle upon Tyne

Candidate Name:	TEST TEST
Candidate ref.:	108368198
Centre:	NCFE Test Centre
Centre Code:	003092
Subject Name:	L1 Functional Skills in Maths - NEW
Test Name:	L1 Functional Skills in Mathematics
Test Date:	04/02/2026
Marks Achieved:	4.000
Result:	Fail

Results Reporting - centre and learner

You can view results and feedback per learner or across your centre from this screen.
The 'Summary' button:

This gives you the option to either view a summary for the learner you have highlighted or select multiple learners.

Once selected, you'll be shown a screen giving an overview of when your learners sat their assessment and what their result was.

NCFE Test Centre			
L1 Functional Skills in Maths			
Test Completion Dates: 01/10/2019 - 26/03/2020			
Results Summary:			
Candidate Name	Candidate ref.	Test Date	Result
BENE BASA_03	104953760	2019-11-04	Pass
Nicola Bennett	NBennett_QR	2019-11-01	Fail
Nicola Bennett	NBennett_QR	2020-01-24	Pass
Nicola Bennett	NBennett_QR	2020-01-31	Pass
Nicola Bennett	NBennett_QR	2020-01-31	Pass
Evin Stafford	EvinS_QR	2019-11-29	Pass
Evin Stafford	EvinS_QR	2019-11-29	Pass

The 'Test Breakdown' button (applicable to Functional Skills English and Maths only):

This gives you the option to either view a summary for the learner you have highlighted or select multiple learners.

You'll be given an overall screen showing which learning outcomes your learners are achieving overall and which ones they're weaker on.

NCFE Test Centre	
L1 Functional Skills in Maths	
Test Completion Dates: 01/10/2019 - 26/03/2020	
Results Breakdown:	
Unknown Unit	Questions Correct (%)
Unknown Learning Outcome	0.00
H27	100.00
H28	100.00
H29	90.00
H30	100.00
H31	100.00
M18	100.00
M19	100.00
M20	100.00
M21	85.71
M22	88.00

Learner Feedback

You can also view individual learner feedback from this screen (applicable to Functional Skills English and Maths only).

Please note, learner feedback for Functional Skills Maths will consist of feedback references, and the full feedback statements can be found in the Qualification Specification.

The quickest way to do this for one learner is to make sure the learner is highlighted on the screen, then select the 'Candidate Report' button. A report will immediately appear showing a breakdown of learning outcomes and which ones your learner is achieving and which ones they're weaker on.

Test Reports

NCFE Test Centre

L1 Functional Skills in Maths

ncfe.

Results Summary:

Candidate Name	Candidate ref.	Test Date	Result
Nicola Bennett	NBennett_OR	01/11/2019	Fail

Results Breakdown:

Unknown Unit	Questions Correct (%)
Unknown Learning Outcome	0.00
H29	0.00
H30	100.00
H31	100.00
M21	0.00
M26	0.00
N1	0.00
N10	0.00
N11	0.00
N5	0.00
Total	5.00
Test Total	5.00

Set Up Screen - Subjects

This screen is a read only screen for all users. It will show which qualifications your centre is approved to delivery via Surpass.

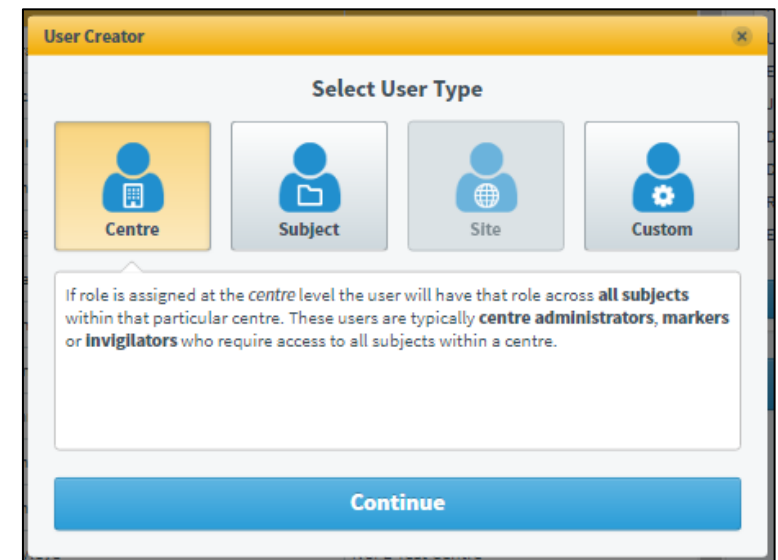
If there are any qualifications missing from here, please contact the NCFE Customer Support team to discuss.

Set Up Screen - Users

NCFE will set up the main centre admin user at your centre. Your Centre Admin user will be able to add new users for your centre and select what access they have. This is done through the Users screen.

Create User

1. Select the blue 'Create User' button and a form will appear in the centre of the screen.
2. Select the '**centre**' option to create a user.
3. Complete the form with the relevant details for your user. The mandatory fields are: first name, last name, username and email (the confirmation email for setting the password up will go to the email address that is entered here). Click 'continue'.



1. Click the blue button 'Select centre'. Click on your centre and use the arrow facing right to select your centre. Click 'confirm'.

2. Now to tick the relevant roles for the user you're setting up.

You'll see there are 2 sub headings; Set up and Test Administration. These represent the tabs/areas of the system shown in the menu bar (page 3 above).

Set up - is the area that allows the user to view users, qualifications and learners.

Test Administration - is the area where you can book and view assessments and results. You will need to select the relevant

The screenshot shows a 'Create Centre User' dialog box with two main sections: 'User Details' and 'Select Centres'.

User Details:

- First Name:
- Last Name:
- User Name:
- Email:
- Job Title:
- Default Language:
- Expires:

Select Centres:

Search by Centre Name, Centre ID

Available Centres:

- NCFE Test Centre

Selected Centres:

No centres selected

Buttons: **Continue** (blue), **Cancel** (grey)

roles for each section as needed.

- Now to tick the relevant roles for the user you're setting up.

You'll see there are 2 sub headings; Set up and Test Administration. These represent the tabs/areas of the system shown in the dark grey menu bar (page 3 above).

Set up - is the area that allows the user to view users, qualifications and learners.

Test Administration - is the area where you can book and view assessments and results.

You will need to select the relevant roles for each section as needed.

Here is a guide to what each role has permission to do:

Permission		Centre Admin	Centre IT Admin	Exams admin	Invigilator	Tutor
Set up	Users and associated roles	X	X Read only			
	View associated qualifications	X Read only				
	View learner screen	X Read only	X Read only	X Read only		
Test Administration	Access to the schedule screen	X	X Read only	X	X Read only	
	Access to invigilate screen	X	X	X	X	
	Access to results screen	X		X	X	X

The 'Assignable' column means the user you're setting up, can then set up and assign other users for that role – NCFE strongly advise to keep this to a minimum of 1 or 2 users at your centre.

Click 'create user'.

Centre Roles		Assignable i
☐ Setup	i	
☒ Centre Admin (Set up)	i	☐
☐ Centre IT Admin (Set up)	i	
☐ Exams Admin (Set up)	i	
☐ Test Administration	i	
☒ Centre Admin (Test Admin)	i	☐
☐ Centre IT Admin (Test Admin)	i	
☐ Exams Admin (Test Admin)	i	
☐ Invigilator	i	
☐ Tutor	i	

- An email will be sent immediately to the email address entered at stage 3 above, to confirm that they have now been set up. You will be asked if you want to set another user up with the same role – select yes or no as needed.

Editing Users

Once you've created a user you can edit them by finding them in the Users screen. Select the 'edit' button within the 'user details' box to edit their details, retire them or reset their password. Select the 'edit roles' button to edit their role.

Set Up Screen - Candidates

When you register your learners on the NCFE Portal they will appear on Surpass in the 'Candidates' screen within half an hour.

If you've already registered learners on the NCFE Portal and they are not showing on the system, please contact NCFE.

If you need to make any changes to your learner you must do this via the NCFE Portal and this will update on Surpass the following day.

You must not create learners directly in Surpass.

Surpass SM Home Test Administration Setup			
Centres	Subjects	Users	Candidates
+ Create Candidate Upload Candidates		104	
Last Name	First Name	Ref	Associated Centres
TEST	MATH1	104894389	NCFE Test Centre
TEST	MAT2	104894390	NCFE Test Centre
TEST	DEN3	104894388	NCFE Test Centre
TEST	DEN2	104894387	NCFE Test Centre
TEST	MATL3	104894393	NCFE Test Centre
TEST	ICT1	104894394	NCFE Test Centre
TEST	MATL1	104894391	NCFE Test Centre
TEST	ICT4	104894397	NCFE Test Centre
TEST	MATL2	104894392	NCFE Test Centre
TEST	ICT5	104894398	NCFE Test Centre

Offline Assessments

Downloading assessments

Assessments can be downloaded to sit offline if required, this is done directly through SecureClient. The SecureClient software will need to be installed on the device which will be used for the assessment, and you will be required to have access to the internet initially to download the assessment.

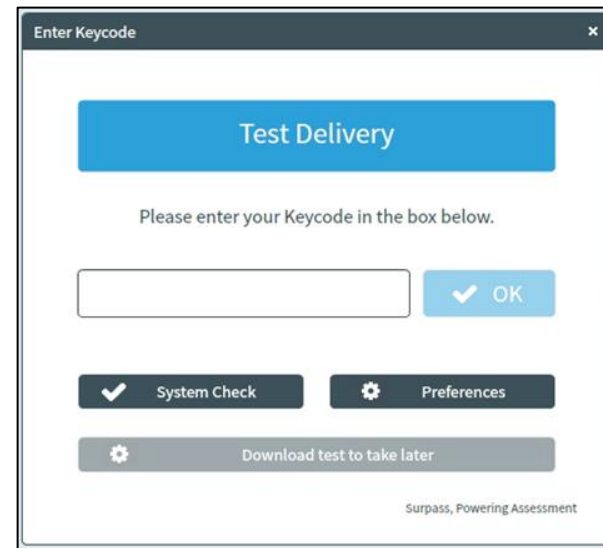
You may want to download an assessment for several reasons listed below; this list is not exhaustive

- Unstable or no internet connection
- If you are planning on taking the test at another venue and are unsure of their internet connection
- If you are taking the test in an area where other people may be using the internet and degrading the strength

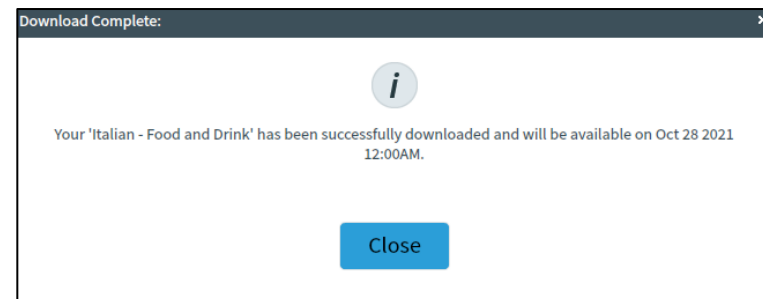
To download an individual assessment please connect to the internet and open SecureClient. Enter the learner keycode and then select 'Download test to take later'. This will download the assessment to the device. Once successfully downloaded a pop up will appear to confirm.

Then when you're ready for the learner to sit the assessment, simply disconnect from the internet and launch SecureClient, enter the keycode and click ok. The learner can then sit the assessment offline.

Please note for remotely invigilated assessments this option isn't available as these assessments are taken via a web-based browser which requires internet connection.



The 'Enter Keycode' dialog box has a title bar with 'Enter Keycode' and a close button. The main content area features a large blue button labeled 'Test Delivery'. Below it, a message reads 'Please enter your Keycode in the box below.' followed by a text input field and a blue 'OK' button with a checkmark icon. At the bottom, there are three buttons: 'System Check' with a checkmark icon, 'Preferences' with a gear icon, and 'Download test to take later' with a gear icon. The text 'Surpass, Powering Assessment' is visible in the bottom right corner.



The 'Download Complete' dialog box has a title bar with 'Download Complete:' and a close button. The main content area features an information icon (i) in a circle. Below it, a message reads 'Your 'Italian - Food and Drink' has been successfully downloaded and will be available on Oct 28 2021 12:00AM.' At the bottom, there is a blue 'Close' button.

Uploading assessments

Once the assessment has been completed you should connect the device to the internet again and upload the results to NCFE.

To Upload the assessment, you need to open the SecureClient software on the device the assessment was sat on. This will take anywhere between a few seconds and a few minutes depending on the number of assessments to upload and the speed of your internet connection. Then close the SecureClient software.

The **Enter Keycode** screen displays the number of tests awaiting upload and will confirm that all assessments have been uploaded.

You can also check the assessment on the Surpass Invigilate screen; if the results have been uploaded, you'll see a green tick to show it's finished.

You have 30 days from the end of the assessment window to upload the learner's assessment. If it isn't done by this point, the system will automatically void the learner's assessment, and they will not be issued with a result.

If your assessment does not upload, please contact the NCFE Customer Support team immediately.