



# System User Guide - Remote Invigilation

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**Visit** [ncfe.org.uk](https://www.ncfe.org.uk) **Call** 0191 239 8000

## Introduction

This manual is for centre users who are responsible for booking remotely invigilated online assessments and supporting learners due to sit these assessments.

The remote invigilation service utilises the NCFE online assessment platform, Surpass. Should you need information and guidance on how to use Surpass, see the Surpass Customer Manuals available on the online assessment web page of our QualHub website, or watch this webinar which is available on our YouTube channel.

For detailed information on the remote invigilation process and how this links to our Regulations for the Conduct of External Assessment and Invigilation processes, see the Centre Instructions for Remote Invigilation.

## The remote invigilation process

This is a high-level overview of the process:

1. Information about our remote invigilation offer is detailed on the remote invigilation page of our QualHub website.
2. Approval to run remotely invigilated online assessments must be applied for on the above page.
3. Once approved, you'll be given access to book remotely invigilated qualifications on Surpass, and your nominated user(s) will be permitted to add learners' email addresses.
4. Liaise with learners about remote invigilation and what the technical requirements are and the process of the actual assessment, so they're aware that they'll be recorded. This includes ensuring that the learner has access to the Learner Guide for Remote Invigilation – please forward a copy of this to them when you book their assessment.
5. Add email addresses to Surpass for learners sitting through remote invigilation.
6. Book the learners onto the assessment through Surpass as usual,

booking the remote invigilation assessments and giving as much notice as possible, NCFE recommends a minimum of 5 days.

7. 48 hours/2 days before the assessment window opens, the learner will receive an email directly from Surpass – the online assessment platform providers. The email is a setup email and will give the learner all of the information they need to check the set up they have for remote invigilation and run through a test. The learner must do this in a timely manner, so they can troubleshoot any issues and check everything is ready and in place for their live assessment. If any issues are found at this stage, the learner must be advised to contact their centre for further support. If the booking is made less than 2 days in advance the learner will receive the setup email within an hour of the booking being made.
8. 48 hours/2 days before the assessment window opens, the learner will also receive a second email directly from Surpass. This email is their live assessment email, taking them through the steps to get ready for their live assessment. If the booking is made less than 2 days in advance the learner will receive the live assessment email within an hour of the booking being made.
9. As soon as the assessment window opens, the learner can sit their assessment and will be remotely invigilated – which involves being recorded through their webcam, through a secondary device and a screen recording. The recordings are reviewed by Invigilators through NCFE - there is no need for the centre to invigilate the learner.
10. The learner sits the assessment in the same way they would any other assessment. If the learner experiences any technical issues during the assessment there is a help function within the ProctorExam software that they can call on at any point (ProctorExam are the providers of the remote invigilation platform). If technical issues are experienced for 15 minutes, the learner will be advised to abandon the assessment. If the learner requires more technical support than what can be offered through the help function, they should be advised to contact their centre for further support on this.
11. Once the learner finishes, their assessment will be invigilated through NCFE, using the recordings from their webcam, secondary device and screen – the invigilation is reviewed against the NCFE Regulations for the Conduct of External Assessment and the NCFE Remote Invigilation Violation checklist. Any breaches in these may result in the assessment being voided.

12. Providing there have been no breaches, the assessment will then be marked and results processed and released in line with the normal results process and turnaround times.

## Adding and amending learners email addresses in Surpass

As soon as you know which learners will be sitting their online assessments via remote invigilation, their email addresses **must** be added into the Surpass platform **before** the assessment is booked; **this is absolutely step 1 of the remote invigilation process**. This is because the process of remote invigilation means the learner receives all information directly, therefore their email addresses must be in the system prior to the booking being made.

If a learner's email address is missing or has been entered after the booking has been made the emails will not be sent to the learner. If this happens you will need to add the email address for the learner (if it hasn't been already) directly in Surpass. Once entered, the emails will be resent.

If a learner's email address has been entered incorrectly the emails will also not be sent to the learner. The system will try to send the emails but they won't go and instead will create a 'bounce' notification. At which point our NCFE Customer Support team will contact you for the correct email address. Once the incorrect address has been updated the emails will be sent.

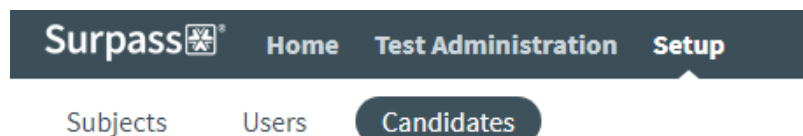
If a learner has already completed the system check but decides they want to use a different email address or a different computer for some reason, the assessment would need to be rebooked.

Adding an email address for the learner can only be completed by the designated person/people at your centre who've been specifically given the relevant permissions in Surpass. You will be asked at the point of approval who your designated person is, and if you require additional people you can notify us at any point after your approval has been confirmed. Please note, you can only have a **maximum of 5 users** with this permission. NCFE will keep a track of who these users are.

This permission **must only be used for entering email addresses for the learner and nothing else**. Centres using this permission to add learners or amend other learner details are in breach of the agreement to run remote invigilation, therefore run the risk of having the remote invigilation option removed from your centre.

To add the email address, in Surpass:

- Go to the Setup tab then select Candidates.



- Using the search field (if necessary) find your learner. Click the edit button.

### Candidate Details

Name:	NCFE Demo 1 Demo 1
Candidate Ref:	AUTOa54934fe4868428a8e7c91e8f4d80781
Gender:	Not specified
Date of birth:	01.01.2000
Email:	
Tel:	
Reasonable Adjustments:	No
Expires:	02.03.2030
Retired:	No
Date Created:	02.03.2020
Is External:	No

[Edit](#)

- Enter the learners email address and click Save Changes.

### Edit Candidate Details


**First Name:**

**Middle Name(s):**

**Last Name:**

**Gender:**

**Candidate Ref:**

**Date of birth:**  

**Email:**

**Tel:**

**Reasonable Adjustments:**

You **must not** use this screen for anything other than adding and amending learners email addresses.

# Booking remotely invigilated online assessments in Surpass

After you enter your learners email address in the candidate screen you are now able to book in the assessment.

- Go to schedule screen and click schedule test.
- You will now be presented with 2 options under centre:

**Centre name** – this will book an invigilated 'in centre' assessment  
**Centre name – RI** – this book a remotely invigilated assessment

The screenshot shows the 'Schedule Test Wizard' interface in the Surpass system. The navigation bar includes 'Surpass' and various menu items like 'Home', 'Tasks', 'Item Authoring', 'Test Creation', 'Test Administration', 'Reporting', and 'Setup'. Below the navigation bar, there are tabs for 'Schedule', 'Invigilate', 'Mark', 'Paper Mark', 'Moderate', 'Results', 'Re-mark', 'Audit', and 'Candidate Review'. The 'Schedule' tab is active. The 'Schedule Test Wizard' is displayed with four steps: 1. Centre, Subject, Test & Date (highlighted), 2. Candidates, 3. Delivery & Administration, and 4. Review. The 'Centre' dropdown menu is open, showing three options: 'ncfe', 'NCFE', and 'NCFE - RI'. A mouse cursor is pointing at 'NCFE - RI'.

- Select **Centre name – RI** to book a remotely invigilated assessment.

The screenshot shows the 'Subject & Test' dropdown menu. The 'Subject' dropdown is open, showing five options: 'Select...', 'L1 Functional Skills in English - NEW', 'L1 Functional Skills in Maths - NEW', 'L2 Functional Skills in English - NEW', and 'L2 Functional Skills in Maths - NEW'.

- You will now see one set of approved qualifications. You can now select the qualification you want to book.
- Continue the booking process by selecting the assessment date/time and the learners you wish to book.

Once you have confirmed the booking the assessment will appear in the Invigilate screen along with all other assessments. You will need to look under the 'centre' column to view which centre the learner has been booked under. This will allow you to monitor its progress, and check when the learner has completed the assessment. However, you don't need to do anything with the keycode or paperwork as this is all sent to the learner, directly from Surpass and ProctorExam.

You can still book a window of time in which the learner can sit their remotely invigilated assessment; NCFE strongly recommends that you make this window of time as small as possible. Then it is up to you whether you allow the learner to sit at any point during the window, or whether you stipulate a particular date and time. NCFE strongly recommend you stipulate a date and time so you can have more control and awareness over the assessment and should the learner need any further support from you, you can then ensure you're available.

When you're deciding on the dates your learner will sit their remotely invigilated assessment, it's worth noting that NCFE offices and therefore the colleagues available to support remotely invigilated assessments, are available during normal working hours but not on evenings, weekends, or holiday periods. Also, ProctorExam who supply the remote invigilation software have advised of the following days this year (2021) when their own system support will be unavailable; if you should still choose for learners to sit an assessment on any of these days, the required support may not be available:

- 1st January (New Year's Day)
- Easter (four days including Good Friday to Easter Monday)
- 27 April King's Day (Amsterdam)
- 5 May Liberation Day (Amsterdam)
- 13 May Ascension Day (Amsterdam)
- 23 May Pentecost (Amsterdam)
- 25th December up until 31st December (Christmas period). -
- during scheduled platform maintenance periods which are every first Monday of every calendar month from 9am to 12pm CET

During the booking process for remote invigilation, **please do not select the 'schedule for invigilate' option**. This will lock down the learner's assessment, until someone at your centres physically allows them through Surpass, to start their assessment. Therefore, this option must **never** be selected. If this option is selected and the learner is unable to sit their assessment, this will need to be rebooked and an additional fee will be charged for this.



Language:

Schedule For Invigilate

At the end of the booking screen, you will be asked for a Purchase Order Number. You **must** enter a Purchase Order Number for Remotely Invigilated assessments so we can invoice you as needed.

**Purchase Order Number**

Purchase Order No:  \*

The text/numbers you enter here will be referenced by ASPIRE when you are invoiced for the assessments that have been scheduled and subsequently taken.

NB: You will not be charged or invoiced for practice assessments. However, to complete the scheduling process, you are required to enter information into the purchase order field and click 'OK'. Clicking 'Cancel' will cancel the scheduling process.

The purchase order cannot be modified once it has been entered and submitted.

OK Cancel

Once you have confirmed the booking, the booked assessment will then appear in your Invigilate screen along with all other assessments. This will allow you to monitor its progress, and check when the learner has completed the assessment, however you don't need to do anything with the keycode or paperwork as this is all sent to the learner, directly from Surpass and ProctorExam.

## **Cancelling Remotely Invigilated Assessments**

If you book a remotely invigilated assessment for a learner and this needs to be cancelled for a particular reason, it's **really important that you cancel this on Surpass as soon as you can**. If the assessment is being cancelled before the window has opened, you can do this yourself directly on the Surpass platform. If the assessment is being cancelled after the assessment window has opened, you'll need to contact the NCFE Customer Support team for support with this.

**Please note: if a remotely invigilated assessment booking is not cancelled OR is cancelled within 4 days of the assessment window opening, you will still be charged the remote invigilation fee for this assessment.**

This is why it is important that you discuss in advance with your learner about sitting a remotely invigilated assessment, discuss a particular date and time for them to sit, and that you book as far in advance as possible with a small window of time. This will all ensure you're only booking assessments that will definitely be sat, and if not, you have ample time to cancel the assessment without incurring the additional fee.

## **Requirements and support for the learner**

All information for the learner regarding technical requirements, the process of the assessment itself and support available to them, is detailed in the Learner Guide for Remote Invigilation. It's important that you read and are familiar with the information in this guide, as you are the first line of support for the learner. The learner should not be contacting NCFE directly regarding any questions or issues relating to Remote Invigilation, they should be contacting you for support.

If the learner is expected to use a laptop/desktop or device that is intended for work or learning purposes, it may have restricted access and admin rights installed. This may cause issues when trying to access the ProctorExam platform and therefore it is recommended that they use a personal laptop/desktop and device.

Please ensure your learners have sight of the Learner Guide for Remote Invigilation and other resources available, prior to them sitting the assessment.

# Checklist for Remote Invigilation

You must make sure you have:

- discussed remote invigilation and its requirements with the learner before booking
- sent the learner the Learner Guide for Remote Invigilation and any additional resources
- added the learners email address into Surpass and checked it is correct
- Made the booking in Surpass against the remote invigilation centre
- Advised the learner of the date(s) of their assessment
- Have resource in place to support the learner
- Advised the learner who at their centre they need to contact for support
- Checked in with the learner to make sure they've got everything set up and have received everything they need to sit their assessment.