Essential Digital Skills Qualifications – Surpass User Guide

Contents

Introduction

This guide provides information for staff who are involved in the preparation, supervision, assessment and internal quality assurance of the Essential Digital Skills qualifications (EDSQ) at entry level 3 and level 1. It will provide you with instructions for how to use Surpass using the 'Invigilate', 'Mark' and 'Moderate' screens.

For more detailed user guides on how to use the other sections of the platform, or more detail around the supervision, please visit our online assessment web page on QualHub for the full user guides.

To access Surpass, copy the direct link to Surpass into your browser https://ncfe.surpass.com. You must use the Surpass Viewer to access Surpass as we cannot guarantee full functionality if you access it through a web browser. However, you may sit a test through ncfe.surpass.com, as opposed to using Surpass viewer. The installation and access of Surpass Viewer are detailed in the Surpass Viewer User Guide.

The home screen will be presented when you log into Surpass.
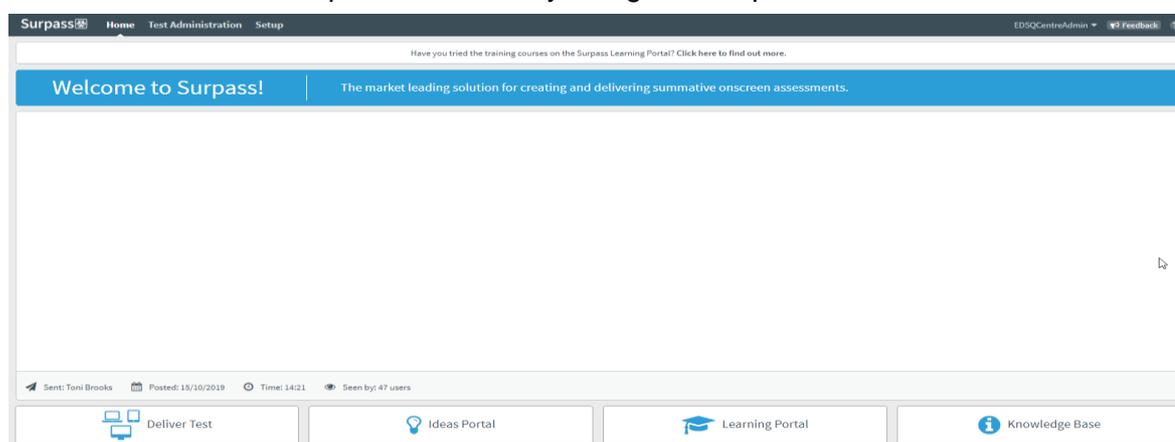
Click on the 'Test Administration' section at the top of the screen to see a list of your learners who:

- are ready to sit the assessment (listed in the invigilate screen)
- have completed the assessment and are ready for marking (listed in the mark screen)
- have had their assessment marked and are ready for IQA (listed in the moderate screen)
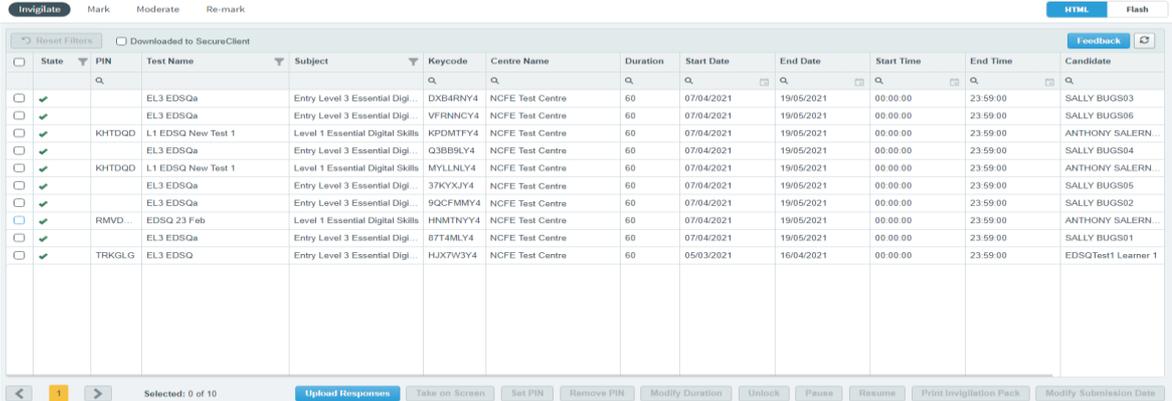
Centre roles	Permissions – screens you will have permission to use
Designated person (admin user)	Invigilate, Mark, Moderate and Re-Mark
Assessor	Invigilate and Mark
IQA	Moderate and Re-Mark

Access the invigilation pack (supervise)

The 'Invigilation' screen is used to view the status of the learner's assessment and locate the unique keycode for a learner to sit their essential digital skills qualification assessment. The status of a learner's assessment is indicated by one of the icons below:
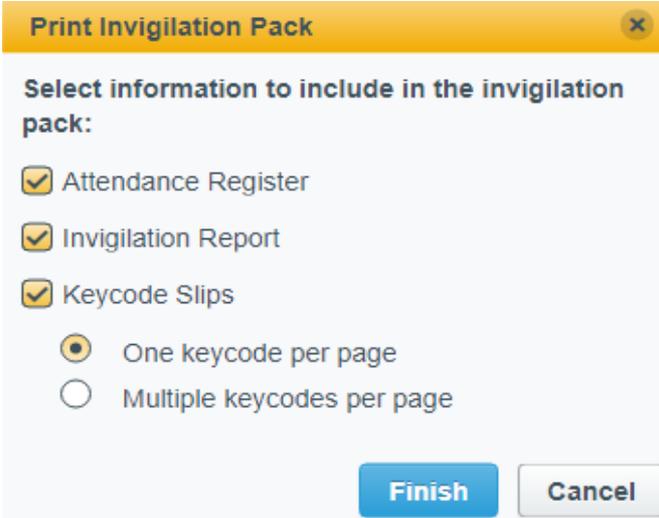
® The assessment is ready to be taken

✔ The assessment has been taken and is ready to be marked

▶ The assessment is currently in progress

⊘ The user has disconnected from their assessment

You can see the keycode on the screen below and the designated person at the centre can print off an invigilation pack by ticking the rows with the relevant learners and choosing 'Print Invigilation Pack' from the bottom right of the screen. The keycodes should be provided to the supervisor in advance of the assessment taking place.

You can then select the information you want to include in the invigilation pack. The packs will be available to download after you have clicked 'Finish'.

Applying reasonable adjustments

To increase the duration of an assessment in the case of a reasonable adjustment, you will need to go to the 'Invigilate' screen and select the assessment that needs to be adjusted by ticking the box in the first column. Select 'Modify Duration' and enter the test duration required in minutes (within a 20% threshold). Choose a reason for the additional time on the dropdown and click 'Ok'.

Any amendments to the timings of an assessment must be recorded on <u>form VQ/IA</u>. These will be checked during AMR visits.

Marking an EDSQ assessment (assessment)

When a learner has completed their assessment, it will appear in the 'Mark' screen to mark the assessment. To open the assessment, highlight the requested learner and select 'Mark Script' at the bottom of the screen. If you have any difficulty viewing the assessment, please check the toggle at the top right of the screen which allows you to switch between the standard (HTML) and legacy (Flash) versions of this screen. The standard (HTML) is preferred. Both versions display the same data.
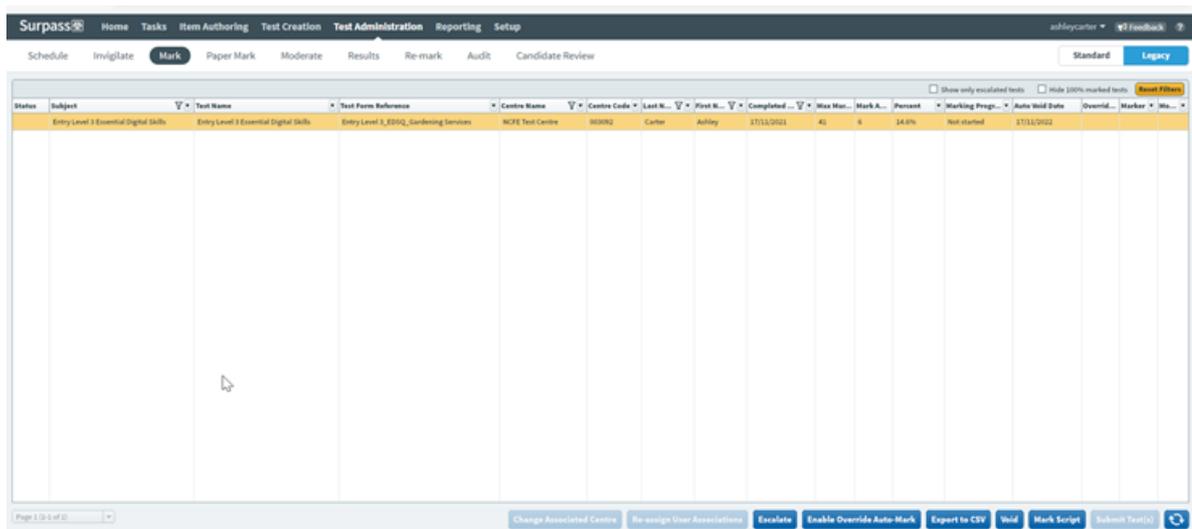
For each question, enter your mark into the box and then add any comments if required by selecting 'Marker Comments' at the bottom of the screen and then click 'Assign Mark'. To navigate between questions, either use the left and right arrows at the bottom left of the screen or select the relevant question number.

Please note that marks are automatically assigned to multiple choice questions, so you will not be able to change these.
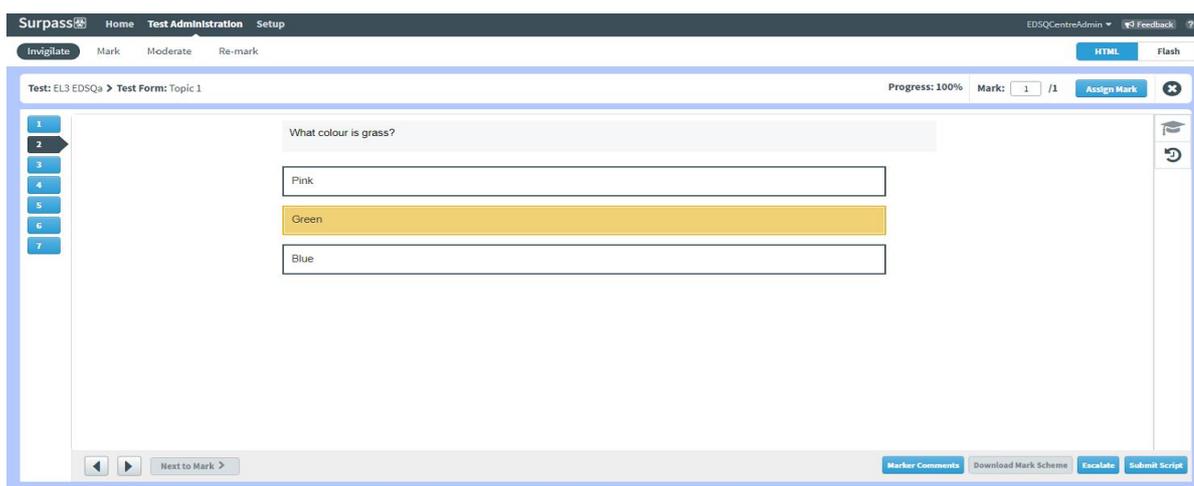
The comments you enter in the text box will only be viewable by the internal quality assurer (IQA) from the 'Moderate' screen and your allocated external quality assurer (EQA). Learners will not be able to see these comments. Feedback to the learner should be provided by the assessor after marking and IQA is complete, using your internal assessment feedback form. NCFE templates for assessor feedback are available on our website in the course file documents.

Questions that have not been marked have an asterisk next to the question number so ensure you have assigned a mark to all questions. Once all questions have been assigned a mark, and your assessment is complete, the 'Submit Script' button will turn blue.

Click on the 'Submit Script' button and you will be prompted to make sure that you have assigned all the required marks. You will not be able to change your marks after submitting the script. Click 'Submit Script' to confirm the assessment is complete. The assessment will no longer appear in the 'Mark' screen and will now be viewable in the 'Moderate' screen.

Allocating marks from an observation

A learner may gain marks from observations noted by the supervisor during the assessment, even if they have not uploaded work. Supervisors must complete the observation checklist and send it on to the assessor following the completion of the assessment.

If a learner is to have marks awarded for observations when their work has not been uploaded, the assessor must upload the observation record using the upload additional files feature within the mark screen in Surpass.

This will allow the assessor to assign the required marks to the question even if work has not been uploaded.

The assessor will only have the option to upload additional files on file attach questions where marks are available for observation.
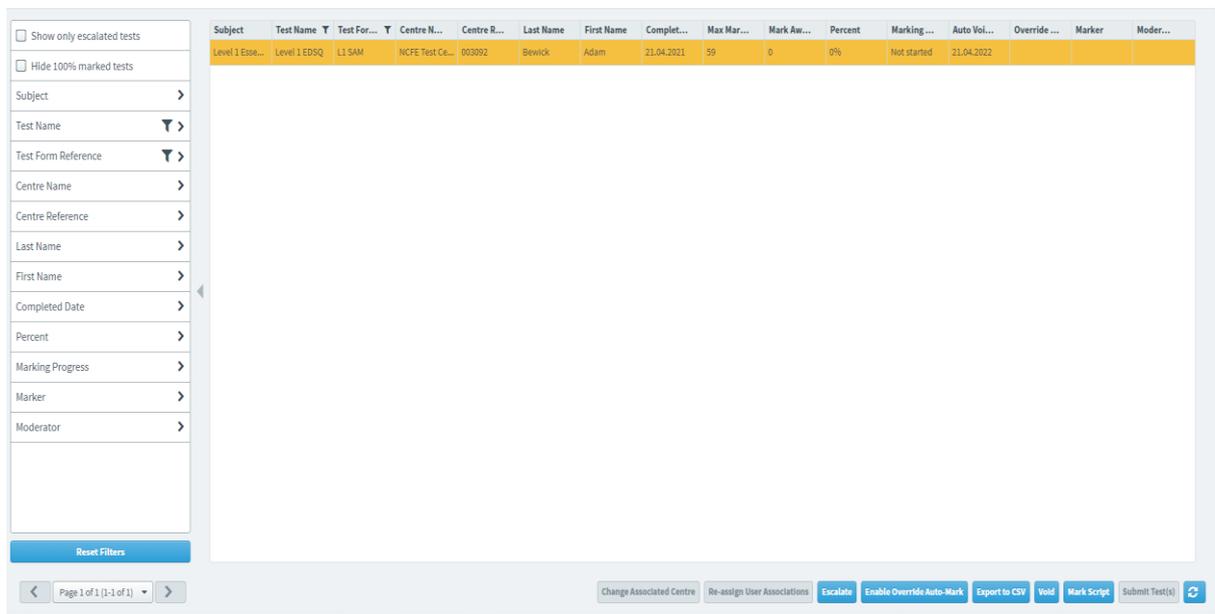
Marking an assessment after an IQA review (re-mark)

The assessment will only return to the mark screen if the IQA has flagged any questions for review. In this situation, you should get feedback from your IQA about your assessment and review the assessment in line with the feedback provided.

When a question is flagged for remark from the IQA, the assessment goes back into the mark screen and will show with an asterisk. The IQA can leave a comment in the marker comments from moderate screen which will the show back to the assessor in the marking history.

In the 'Mark' screen, filter for the test name and the form reference (topic name). The search functions will appear when you click the grey arrow on the left of the screen.

The assessor can then change the mark and then resubmit script by clicking on 'Mark Script' which goes back into moderation screen for the IQA to recheck.

Moderating an EDSQ assessment (internal quality assurance)

The 'Moderate' screen is used by the IQA to quality assure the assessment decisions and marks applied by the assessor. As an IQA for your centre, you will be able to see all online subjects, so it is important to filter for the subject and test form reference (topic) you need to review.

To review the learner assessment and associated marks allocated by the assessor, highlight the required learner and select 'View Responses' at the bottom of the screen. This will bring up the assessment. To see the comments left by the assessor, you need to check the marking history. This is on the right-hand side under where marks are assigned. This will show marks assigned and any comments. To see the full comment, just hover over the comment.

Please note that in order to see all learners in this moderate screen, you may need to un-filter the 'completed' column.
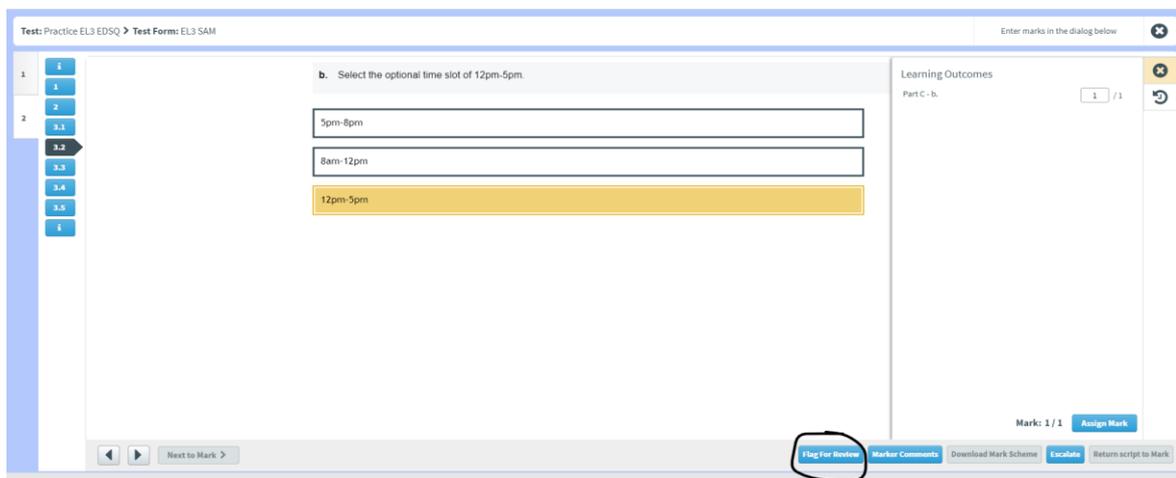
When completing your IQA process, you need to ensure assessor marks are in line with the marking scheme and qualification specification. You can move through each question by using the arrows or by selection the numbers on the left-hand side.

If you have identified that assessor marks are not accurate in line with the mark scheme, select the question that requires attention, select 'Flag for Review' and enter notes relating to the assessment decision.

When you have completed the IQA review, select 'Return Script to Mark'.

You will need to send your IQA feedback to the assessor using your IQA feedback form. NCFE templates for IQA feedback are available on our website **in the course file documents – internal quality assurance documentation.**

When all questions have been reviewed and you are happy with the marks awarded by the assessor, you should close the test form by clicking the cross next to 'Assign Mark'.
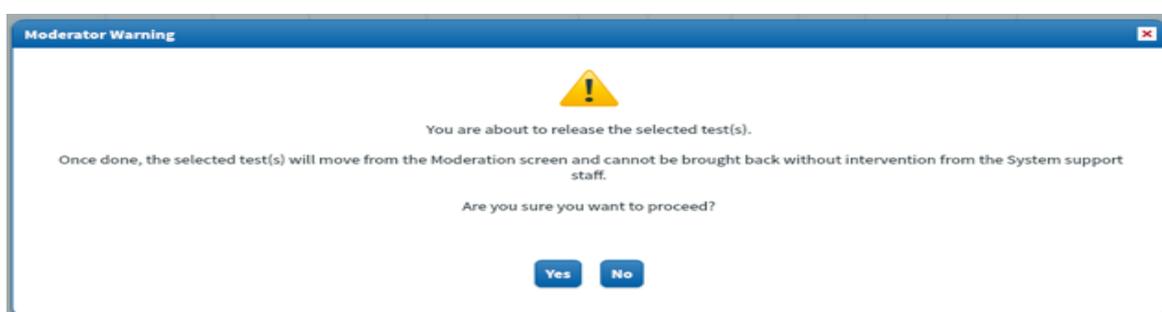
Release results EQA

From the 'Moderate' screen, select the learner or learners that you want to confirm as complete and ready for results to be released. Select the row for your learner and hold down the shift key to select multiple learners.

Click the 'Release' button at the bottom of the screen and you will be prompted to confirm if you wish to proceed. Please note that you will need to click 'release' for all learners (pass and fail) regardless of whether they have been selected for IQA sampling or not.

Results should be released to the EQA as soon as IQA is complete; these should not be held until your EQA review.

Please ensure that you read this declaration before releasing the results as they will no longer be available in the moderate screen. To confirm, select 'Yes' and the learners will be released to NCFE for certification.
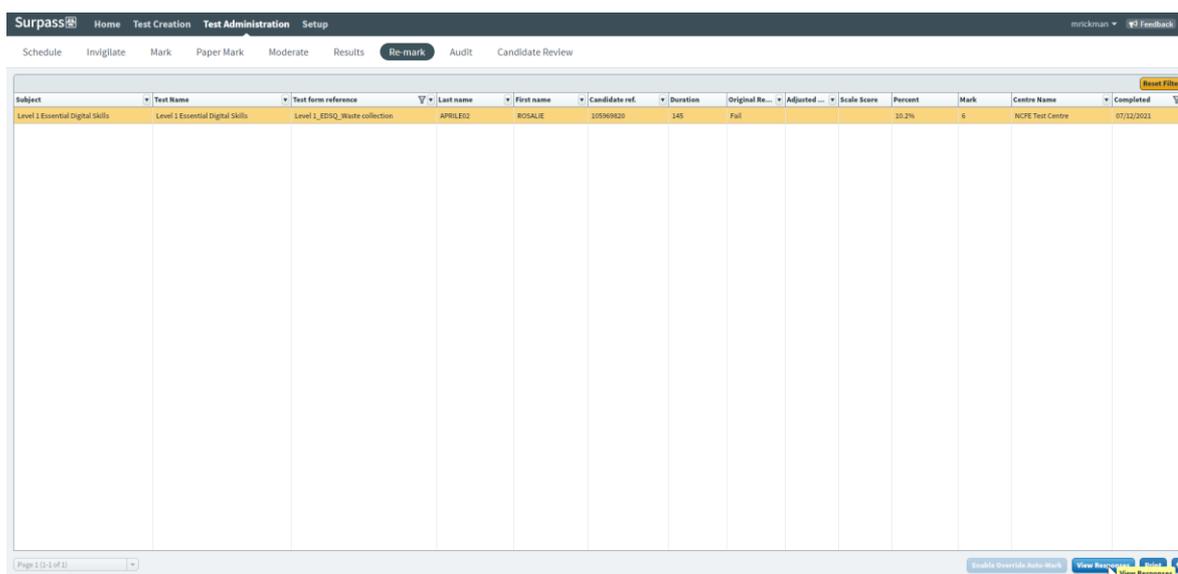
- if you have DCS for the qualification, results will be issued within 24 hours
- if you do not have DCS, then the assessments will need to be sampled by your EQA before results are released – at this point, you should ensure you have contacted your EQA and have a planned review booked in
- following a successful EQA review, results will be banked, and certificates issued

Please note: while assessment papers are embargoed, the result (pass/fail) which is displayed in the moderate screen is not the final result. Results should not be shared with your learners until our awarding process is complete and results are issued in line with EQA reviews. Learners should not be booked for a re-sit until results are released. This includes any 'fail' result.

Marking an EDSQ assessment after EQA review

Following your EQA review, feedback will be provided by the EQA. If assessment marks are incorrect and the overall result is impacted, assessments will then be passed back to the centre within Surpass for remarking.

Assessments will appear in the 'Remark' screen which is available to the assessor and the IQA. You will need to decide whether the assessor or IQA will complete the remark.

To re-mark the assessment, click on 'view responses' to take you to the learner's assessment. Amend the marks based on your EQA feedback then click 'submit script'.

NB: once the 'submit script' has been pressed, this will go directly back to the EQA for review.

Viewing results

You can view your learner results in the Portal by selecting 'Results' from the Portal menu. Select the product you want to see your results for and enter a batch, product code or learner name to search.

Please refer to the Portal User Guide for further information.