# Online Assessment Invigilation User Guide

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# Contents

# Introduction

This manual is for centre staff who are responsible for invigilating online assessments, that are **not** being set through remote invigilation – these are invigilated through NCFE.
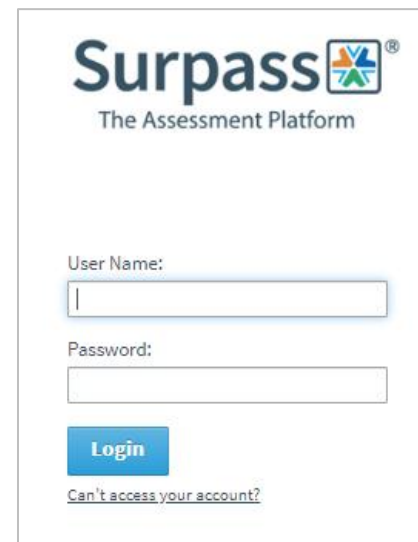
The online administration site for NCFE Online Assessment where you can invigilate and administer learner assessments is called Surpass.

The secure software that learners use to take assessments is called SecureClient. SecureClient should already be installed on the devices you're using to run the assessments.

You should be set up on Surpass by a member of your centre who is the designated Administrator for the system. Once they've done this 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 into your web browser: https://ncfe.surpass.com/.

To log in you will need your username which you'll have received through a notification email from noreply@surpass.com. And you will need to set a password up. 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").

If you've not received any of the above emails or details, it's likely that your Administrator hasn't set you up yet, therefore you'll need to contact them to do this.

# 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 (dark grey). Depending on what role you have been set up with you will see a number of options on this bar.



**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 view assessments that have been scheduled that have yet to start.

In the top right of the screen there is a 'Standard (HTML)' and 'Legacy (Flash)' option. You'll know which option you're using as the button will be blue.  This preference will be saved each time you log in.

To use the Legacy flash screen, you will need to download the Surpass Viewer to access this option: (https://viewer.surpass.com/)

You can view the individual details of an assessment by highlighting the required assessment on the screen, then selecting the 'Show Additional Details' button (HTML option) or 'View Test' button (Flash option).

In the status column, a status of 'Editable' means amendments can still be made to the details of the assessment. 'Locked' means the assessment has reached its start time so can't now be changed.

Legacy option only - You'll notice at the top of the screen, there's an 'Only show tests scheduled by me' option. Select this to only view assessments scheduled by yourself and not any other users at your centre.

Legacy option only - At the bottom left of the screen, there are 2 buttons. Selecting the 'Group by session' button allows you to view assessments. Selecting the 'Show each candidate' button allows you to view assessments booked for individual learners.



On the left-hand side of the screen, you will see a green tick and red cross against each booking. This denotes whether an assessment is valid or invalid. If a red cross appears next to an assessment when it's due to start it means, there's an issue with the assessment and you'll need to contact the NCFE Customer Support team immediately.

# Test Administration Screen - Invigilate

The Invigilate screen of Surpass allows you to access learner's keycodes, both onscreen and on printouts. It also allows you to monitor and control the progress of learners' assessments in real time.

**Keycodes and reports**

You'll be able to access your learners' unique keycodes from the Invigilate screen. Each line on the screen is an individual learner's assessment.

You can provide a learner with their keycode directly from the screen or print an invigilation pack, which includes a keycode slip which you can give to the learner.

To print an invigilation pack, highlight the relevant assessment(s) and choose 'Print Invigilation Pack'.

You'll then be shown this screen. This screen will give the option to print invigilation packs for an individual assessment.

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.

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

**Print Invigilation Pack**

Select information to include in the invigilation pack:

☑ Attendance Register

☑ Invigilation Report

☑ Keycode Slips

    ◉ One keycode per page

    ○ Multiple keycodes per page

Finish    Cancel
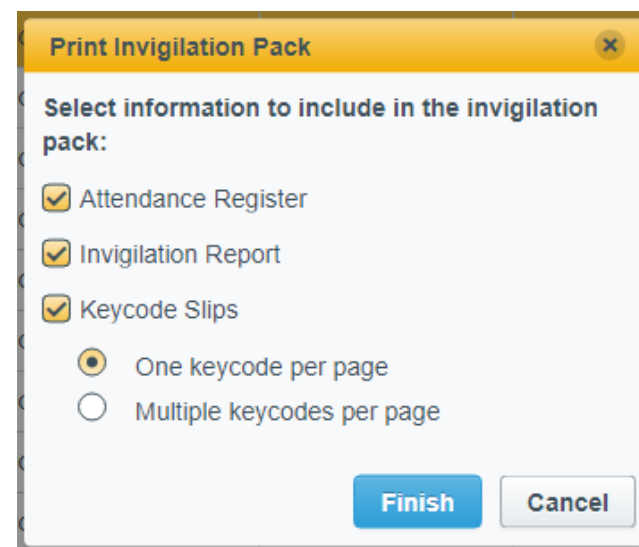
**Monitoring Assessments**

The Invigilate screen allows you to monitor the progress of your learners' assessments in real time for any assessments that are being

ran with a live internet connection. The screen will show when assessments have been downloaded for offline assessment and can be used to track assessments being uploaded following them 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 |
| R | 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 |
| R ⬇ | The assessment has been downloaded |
| ⏸ Paused | The assessment has been paused |

**Modifying Assessments**

If a learner requires additional time as part of a Reasonable Adjustment, this can be added 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.

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 learner 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 and Guidance for Applying Access Arrangements and Reasonable Adjustments.

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.

**Unlocking Assessments**

At the point an assessment is booked there is an option to set additional invigilation options, this allows extra levels of security above the unique learner keycode. If the 'schedule for invigilate' option is selected during the assessment booking, there are two ways you can unlock the assessment.

- Select the assessment on the Invigilation screen and press the Unlock button, the learner's assessment will then start. You can only unlock this once the learner has entered the keycode.

- Select the assessment on the Invigilation screen and press the 'Set PIN' button. This means when the learner enters their keycode, SecureClient will also prompt them to enter a PIN, which can be supplied or entered by the Invigilator.

Please note, if this additional layer of security as been added for a remotely invigilated assessment, you will not be able to unlock the assessment for the learner. The assessment will have to be cancelled and rebooked.

**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. This will stop the timer and the learner 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.

# Test Administration Screen - Results

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

# Starting Assessments

To start SecureClient click on the NCFE Online Assessment shortcut icon on the desktop.



Each time you launch SecureClient it will automatically check that it's the most up to date version and will download and update itself if needed; this will usually take a few seconds but may take a little longer if it has not been launched for some time.

SecureClient will then perform a diagnostic check, to compare the specification of the computer to the specification required for the software to run correctly. If it discovers anything that doesn't meet the requirements you will see this message.
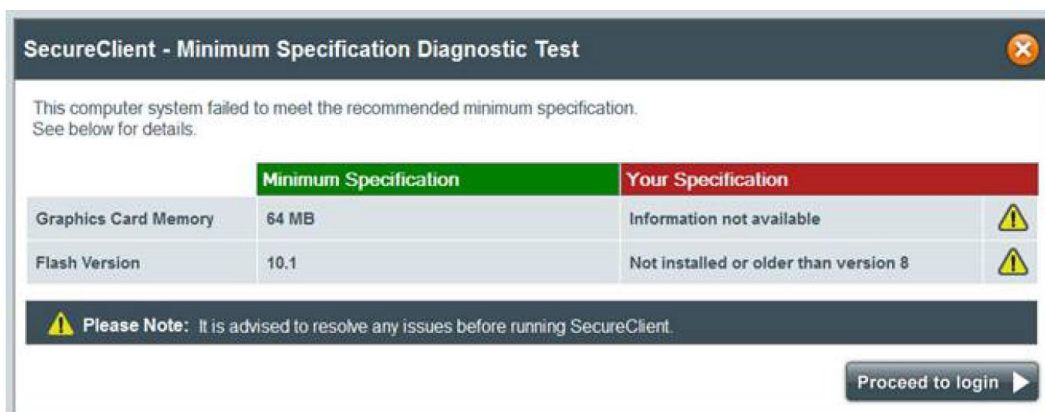


It's advised that any issues highlighted are resolved before trying to run assessments to avoid any impact on the learner experience. If you choose to proceed without taking any action you can click 'Proceed to login'.

Assessments sat through SecureClient will record the specifications of the computer used to sit the assessment, to assist in any diagnostics that are required in the event of technical problems.

Once the diagnostic check is complete, you'll see the log in screen.
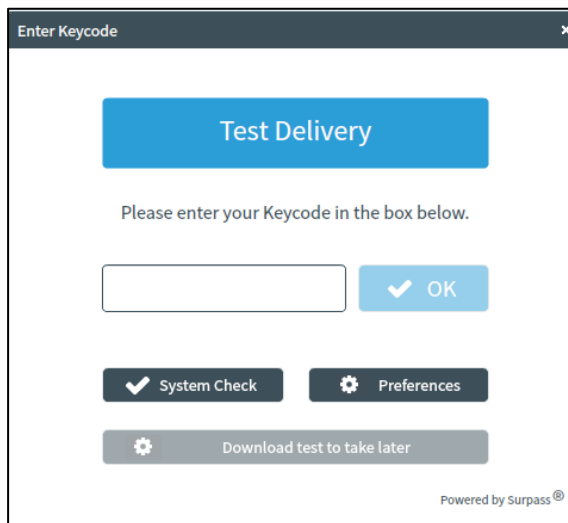


The 'System Check' button allows you to run another check on the specification of the device again, if needed.

The 'Preferences' button allows you to change the colours that the assessment will display in, which may be useful for learners with visual or reading difficulties. This can also be changed during the assessment.

To log in to an assessment, the learner will need to enter their unique learner keycode for that assessment.

Select 'OK' and they'll see a confirmation screen to confirm their personal details. Once confirmed the system will begin the learner's assessment.

The first page of the assessment will always be an information screen and includes a tutorial that the learner can view to learn how to navigate the assessment.

The timer for the assessment will start as soon as the learner selects 'Start Test' from the information screen.

Online practice tests are available to familiarise learners with the software and options available to them.

# External Aids

For learners sitting online assessments, it's the responsibility of the centre to ensure that all external aids are disabled prior to the assessment taking place and that your invigilators are aware to look out for these tools being used. If you're 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.

# Offline Assessments

### Downloading assessments for be sat offline

If you want to download an assessment so you can run this without an internet connection, this is done through SecureClient. The SecureClient software will need to be installed on the device which will be used for the assessment (see the Online Assessment User Guide – SecureClient Installation for further information).

To download an individual assessment please enter the learner keycode and then select 'Download test to take later'. This will download the assessment to the device.

Then when you're ready for the learner to sit the assessment they can be without internet connection and launch SecureClient in the normal way. When they enter the keycode the assessment will load as normal, as it is stored on the device. The assessment can then be taken offline.

### Uploading assessments

If a learner's assessment has been downloaded and sat offline, or if the internet connection dropped during an online assessment and was not restored before the assessment was completed, the learner's assessment will need to be uploaded. In these cases, the Invigilate screen will either show 'User disconnected – in progress' or 'Awaiting Upload'.
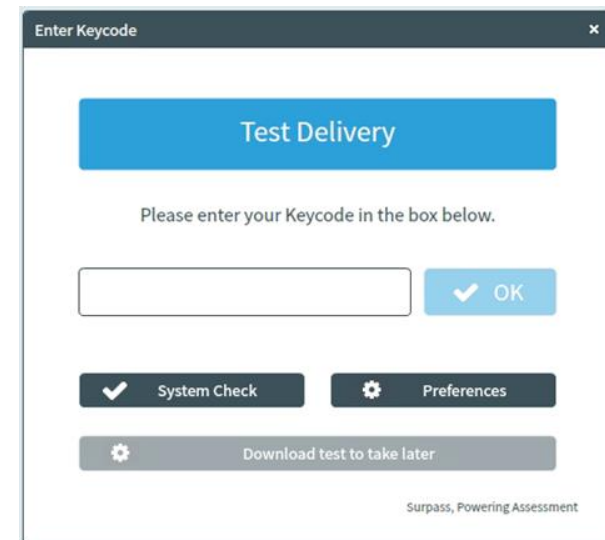
To upload the assessment, you will need to either just connect to the internet or open the SecureClient software on the device the assessment was sat on. This will take anywhere between a few seconds and a few minutes depending on the number of assessments to upload and the speed of your internet connection.

Close the SecureClient software.

You can check the assessment on the 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.

## Loss of internet connection during assessments

SecureClient has a function which means that if a device crashes while learners are sitting an assessment, they can log back in and continue from where they left off. Also if there's an interruption to your internet connection during an assessment the learner will be able to continue as if nothing had happened. As long as the internet connection is restored before the end of the assessment the assessment will be uploaded automatically to NCFE as normal.

If the internet connection is still offline when the learner completes their assessment, the assessment won't have been uploaded to the Surpass system. The assessment will be stored on the device used to sit the assessment, as it would in the above step when an assessment is downloaded to sit offline.

As above, open the SecureClient software on the device the assessment was sat on let it load, then close the software.

# Troubleshooting

| Problem | Cause | Solution |
|---|---|---|
| Error '801' is shown when entering a test keycode or when logging into Administration screen. | Your file permissions or security settings may be preventing you from installing the MSI. | Delete the installation directory and reinstall as an Administrator. |
| Error '801' is shown when entering a test keycode or when logging into Administration screen. | Caused by issues with the installation of SQL compact (either an old & incompatible version was already installed, or the installation did not complete successfully). | Resolved by installing SQL Compact Service Pack 2 from the Microsoft website |
| Error '827' is shown when validating the test keycode. | The keycode may have been inputted incorrectly. Caused by SecureClient running offline and the test not downloading. This can be due to a variety of reasons, but the most common cause is due to the internet access being blocked by a proxy server or firewall. | Check the keycode and try again. Resolved by entering proxy details in the proxy form or the proxy.xml file or by allowing access to the central server URLs through the proxy. |
| SecureClient has updates that are invalid | Caused by insufficient permissions on the SecureClient folder or because a lower level user account is being used. Caused by a proxy server blocking access to an update's URL. | Resolved by granting read/write permissions on the SecureClient folder or by logging in with a user with higher permissions. |
| SecureClient failed to load (no error message) | Caused by standards and format settings being non-UK. Specifically the character used to mark a decimal place is a comma (,) rather than full stop (.) | Resolved by changing the Standards and Formats settings to United Kingdom |
| Error '821' - Secure Client Core - There was an error trying to decrypt an item for the current question. | Caused by an on-access virus scan preventing the SecureClient from reading/writing files | Delete the installation directory and reinstall as an Administrator. |
| Tests appear as 'In progress/User disconnected' in the Invigilation | Caused by a lost or slow internet connection when the exam was submitted by the learner. | Check there is an internet connection available and relaunch the SecureClient on |

| | | |
|---|---|---|
| screen, although the tests have actually been completed. | | the computer used by the learner. The result should then be uploaded, you can check if this is successful by viewing the Invigilation screen. |
| Keycode is not working, message displays 'keycode is invalid'. | Caused by the window being 'closed' or the incorrect version of SecureClient is being accessed. | Check the window for the assessment is current and make sure the version of SecureClient you're using begins with 12. |
| Error 827 Secure Client – OFFLINE – there was an error validating the keycode | This means SecureClient is being forced into an offline state where it cannot communicate with the database and validate the keycode. | Check the keycode has been input correctly, check the proxy server and user permissions. |
| Error 8051: Unable to Launch SecureClient (Windows Text Suggestions) | SecureClient cannot be launched if Windows text suggestions are enabled. | Turn off windows text suggestions in your device settings. |
| Error 8052: Unable to Launch SecureClient | Some applications, such as Grammarly, prevent SecureClient from opening. | Close the applications listed in the error dialog before trying to relaunch SecureClient. |