

Online Assessment Administration User Guide

August 2024

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Introduction

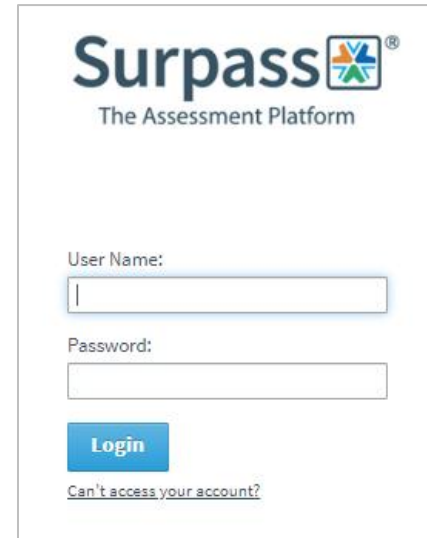
This manual is for users who are responsible for the administration of learners, users and assessments. The online administration site for this is called Surpass.

If any assistance is needed, please contact the NCFE Customer Support team.

You will need to apply for access to Surpass through the NCFE website (<https://www.ncfe.org.uk/qualifications/centre-assessment-support/online/>) This includes ensuring that all of your devices meet the minimum requirements for running SecureClient, as detailed in the SecureClient installation guide. Once you've applied, NCFE 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 into your web browser: <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").

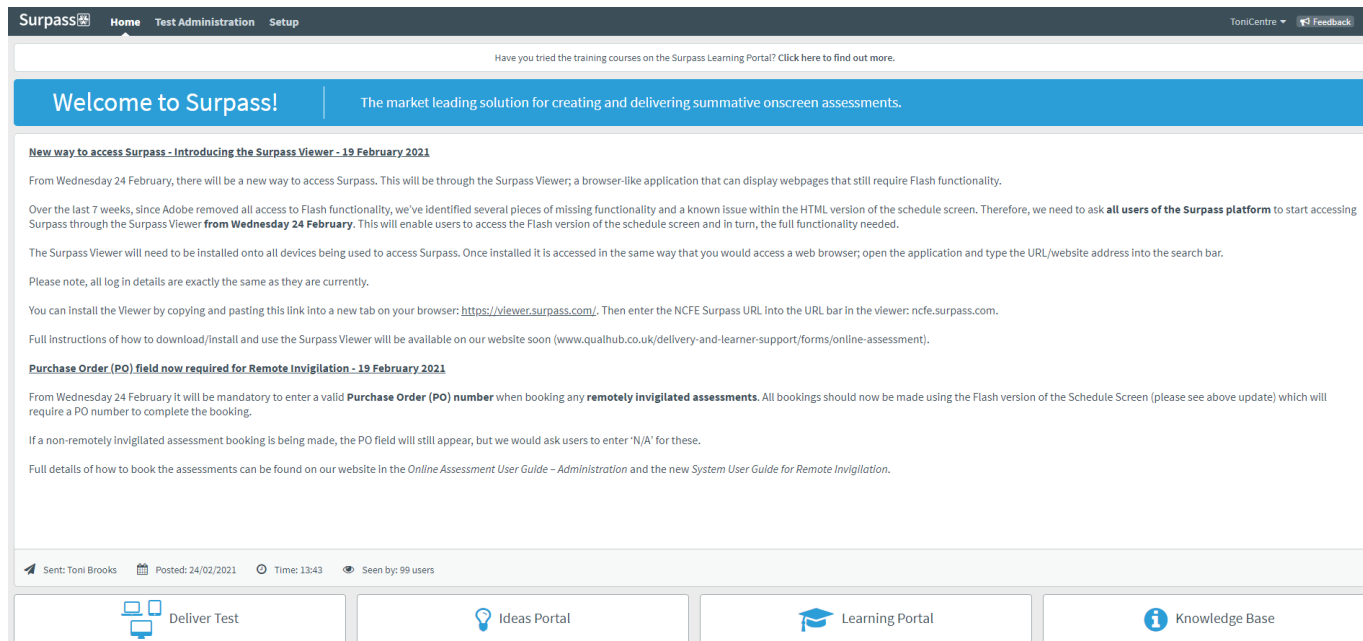


The screenshot shows the Surpass login interface. At the top, the Surpass logo is displayed with the tagline "The Assessment Platform". Below the logo, there are two input fields: "User Name:" and "Password:". A blue "Login" button is positioned below the password field. At the bottom of the form, there is a link that says "Can't access your account?".

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 – Secure Client 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.



The screenshot shows the Surpass Home Screen. At the top is a dark grey navigation bar with the Surpass logo, 'Home', 'Test Administration', and 'Setup' menus. On the right of the bar are 'ToniCentre', 'Feedback', and a help icon. Below the navigation bar is a light grey banner with the text: 'Have you tried the training courses on the Surpass Learning Portal? Click here to find out more.' Below this is a blue banner with the text: 'Welcome to Surpass! | The market leading solution for creating and delivering summative onscreen assessments.' The main content area contains two news items. The first is titled 'New way to access Surpass - Introducing the Surpass Viewer - 19 February 2021' and discusses the introduction of the Surpass Viewer application. The second is titled 'Purchase Order (PO) field now required for Remote Invigilation - 19 February 2021' and discusses the requirement for a PO number when booking assessments. At the bottom of the main content area is a status bar showing: 'Sent: Toni Brooks', 'Posted: 24/02/2021', 'Time: 13:43', and 'Seen by: 99 users'. Below the status bar is a row of four buttons: 'Deliver Test' (with a laptop icon), 'Ideas Portal' (with a lightbulb icon), 'Learning Portal' (with a graduation cap icon), and 'Knowledge Base' (with an information 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 set up an assessment and book learners onto an assessment, and view assessments that have been scheduled that have yet to start.

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	Invigilated
<input checked="" type="checkbox"/>	NCFE Test Centre	L1 Functional Skills in Maths	L1 Functional Skills in Mathematics	DEPLOYMENT0225AU...	107043774	15/07/1997	04/07/2024	04/07/2024	01:00:00	23:59:00	04/07/2024	Ashley Carter	Locked	No
<input checked="" type="checkbox"/>	NCFE Test Centre	L1 Functional Skills in Maths	L1 Functional Skills in Mathematics	DEPLOYMENT0225AU...	107043767	15/07/1997	04/07/2024	04/07/2024	01:00:00	23:59:00	04/07/2024	Ashley Carter	Locked	No
<input checked="" type="checkbox"/>	NCFE Test Centre	L1 Functional Skills in Maths	L1 Functional Skills in Mathematics	DEPLOYMENT0225AU...	107043763	15/07/1997	04/07/2024	04/07/2024	01:00:00	23:59:00	04/07/2024	Toni Brooks	Locked	No
<input checked="" type="checkbox"/>	NCFE Test Centre	L1 Functional Skills in Maths	L1 Functional Skills in Mathematics	DEPLOYMENT0225AU...	107043764	15/07/1997	04/07/2024	04/07/2024	01:00:00	23:59:00	04/07/2024	Toni Brooks	Locked	No
<input checked="" type="checkbox"/>	NCFE Test Centre	L1 Functional Skills in Maths	L1 Functional Skills in Mathematics	DEPLOYMENT0225AU...	107043765	15/07/1997	04/07/2024	04/07/2024	01:00:00	23:59:00	04/07/2024	Toni Brooks	Locked	No

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

Also, at the bottom left of the screen there is a key showing a green tick and red cross, denoting if an assessment is valid or invalid - these will appear next to any scheduled assessment in the left-hand column. 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.

Schedule Assessment

To begin scheduling an assessment, select the 'Schedule Test' button at the bottom of the screen.



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.

- Select your centre. Please note if you are approved to offer Remote Invigilation you will see both centres here.

Schedule Test Wizard

1. Centre, Subject, Test & Date	Centre, Subject, Test & Date
2. Candidates	Centre _____
3. Delivery & Administration	Centre _____
4. Review	NCFE Test Centre <input type="text"/> <input type="button" value="x"/> <input type="button" value="v"/>

- Select the qualification you want to schedule an assessment for from the top window of the screen. Then select from the window below whether you want to schedule a live assessment or a practice assessment.

Subject & Test

Subject

L1 Functional Skills in Maths - NEW

Test

L1 Functional Skills in Mathematics

- 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 a number of days. Please note, you can only schedule 42 days in advance and no further. If you only want the assessment to be available for a single day you don't need to tick the Multiple Day Test box. Click 'Next'.

Date

Multiple day test

Start Date

02/08/2024

Time

Start Time

01:00

End Time

23:59

- 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. Click 'next'.
- Select the learners that you want to sit the assessment by ticking the box against their name or select all. You can search for your learners by surname or learner number. Click 'next'.
If your learner doesn't appear on this list, please check you have registered them on the NCFE portal or contact the NCFE Customer Support team.

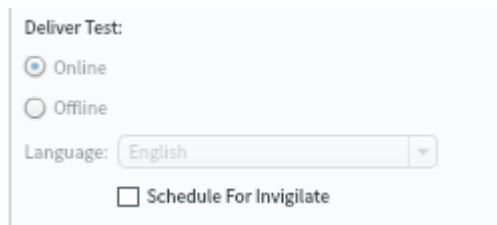
Candidates

[Reset Filters](#)

<input type="checkbox"/>	Candidate ref.	First Name	Last Name	Date of Birth	Reason
	🔍		🔍 xj		
<input type="checkbox"/>	105895116	XXDEMO	XXLEARNER	13/05/1991	
<input type="checkbox"/>	106006148	XWINNIE	XPOOH	01/01/1968	
<input type="checkbox"/>	106006248	XWINNIE	BINGOX	03/03/1999	
<input type="checkbox"/>	105926995	XWILL	XGAMMACK	01/02/1998	
<input type="checkbox"/>	106276791	XTONY	STARKX	02/10/1992	
<input type="checkbox"/>	105920840	XTEST	TESTERX	10/12/2000	
<input type="checkbox"/>	106009302	XTARQUIN	SPAFFERX	01/01/2000	

- 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'. The Invigilator would then need to set a PIN which the learner

will need to enter as well as the keycode, or the Invigilator can unlock the assessment through the Invigilate screen. This option is not selected by default as NCFE don't recommend you use this. Therefore, if you don't require this additional control, you can leave the 'Schedule for Invigilate' box unticked. **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:

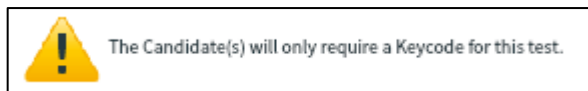
Online

Offline

Language: English

Schedule For Invigilate

There is a note at the bottom of the screen that will tell you what the learner will need to login to the assessment, based on the settings you've selected.



- 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. You can also add additional time for the learner at the point by highlighting the learner and clicking modify duration. Once selected you'll be given the 'Edit Candidate Exam Duration' box.

Review

Centre: NCFE Test Centre Test: Level 1 Digital Functional Skills Start Date: 07/08/2024 Start Time: 01:00 Language: English
 Subject: L1 Digital Functional Skills Test type: Computer-based Test End Date: 07/08/2024 End Time: 23:59

Candidate ref.	First Name	Last Name	Date of Birth	Duration	Reasonable Adjustments
105866990	DEMO3	APRIL16042021	03/12/1979	105	

< 1 > Modify Duration

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. You can check extra time has been added when the assessment moves into the invigilation screen under the duration column.

Edit Candidate Exam Duration ✕

Candidate Exam Details

Candidate: CARMINE CIABATTA03
 Candidate ref.: 105625514
 Standard Duration: 120 mins
 Pre-registered Additional Time: None
 Break Time: No breaks set

Exam Duration Adjustments

Duration: (0.00% extra)

Reason for Additional Time: Extra time only - hearing impairment

OK Cancel

- Once you're happy with your assessment, click schedule test. The assessment will now appear on the Schedule screen or on the Invigilation screen if the 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.

Deleting Assessments

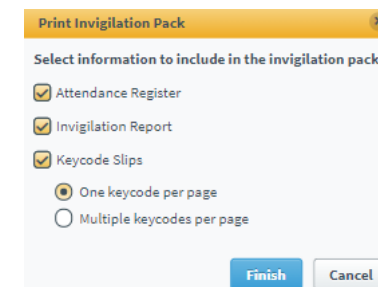
If you've scheduled an assessment which is no longer needed, you can delete it from the Schedule screen. You may find this helpful to keep your records up to date and accurate. You'll only be able to delete an assessment while it's in an editable state, before the assessment window has started.

Printing Invigilation Packs

You can print off an invigilation pack by highlighting the relevant assessment(s) and choosing 'Print Invigilation Pack'. You'll be given the option to Create Invigilation Pack using the selected assessment(s).

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.

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.

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

	Keycode	Last name	First name	Subject	Test Name	Candidate ref.	Result	Scale Score	Percent	Mark
<input type="checkbox"/>	L6YNLR69	TEST	TEST	L1 Functional Skills in English ...	L1 Functional Skills in English - Writing	106083892	Fail		0%	0
<input type="checkbox"/>	QWHBCJ69	TEST	LEARNER01	L1 Functional Skills in English ...	L1 Functional Skills in English - Writing	106331189	Fail		0%	0

Learner Feedback Reports

You can view results and feedback per learner or across your centre from the results screen. To access these reports please select the relevant learners in the Results grid. You can select multiple learners. We provide feedback reports for Functional Skills Maths, English and Digital Functional Skills.

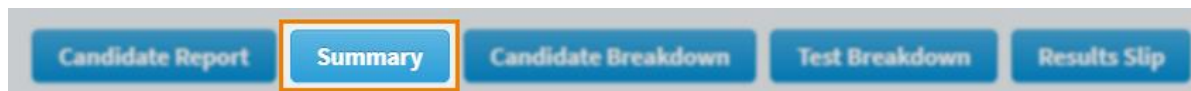
You can access the following reports in this screen:

Candidate Report



Select **Candidate Report** to generate a results report for an individual candidate. This includes a results summary, results breakdown, and a results report.

Summary



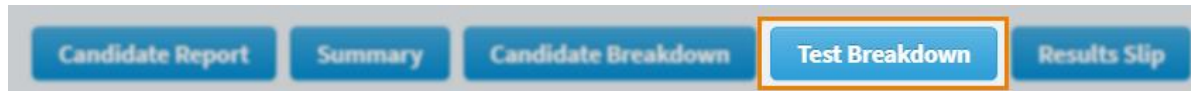
Select **Summary** to generate an overview of the selected candidates, including their unique candidate reference numbers, the date on which they sat the test, and their result.

Candidate Breakdown



Select **Candidate Breakdown** to view the percentage scored of the available marks for each subject content statement, with a breakdown of the learner details and result.

Test Breakdown



Select **Test Breakdown** to view the percentage scored of the available marks for each subject content statement. You can select multiple learners across the same qualification to show you an average across learners.

Results Slip



Select **Results Slip** to create results slips for candidates.

NOTE: A results slip does not contain official results, they should be downloaded from the portal.

Here is an example of a learner report. The subject content statements from the assessment are listed on the left-hand side. The questions correct percentage column shows the percentage of available marks the learner has achieved. For example, 100% means the learner has achieved all available marks for that statement and 50% means they have achieved half of the available marks for that statement. The test total represents the overall result outcome for the learner

Test Reports

NCFE Test Centre

HTML Practice L2 Functional Skills in English - Writing

Results Breakdown:

Unknown Unit	Questions Correct (%)
Unknown Learning Outcome	0.00
3.20 Punctuate writing correctly using a wide range of punctuation markers (eg colons, commas, inverted commas, apostrophes and quotation marks)	0.00
3.21 Use correct grammar (eg subject-verb agreement, consistent use of a range of tenses, definite and indefinite articles) and modality devices (eg to express probability or desirability)	50.00
3.22 Spell words used in work, study and daily life, including a range of specialist words	50.00
3.23 Communicate information, ideas and opinions clearly, coherently and effectively	50.00
3.24 Write text of an appropriate level of detail and of appropriate length (including where this is specified) to meet the needs of purpose and audience	0.00
3.25 Organise writing for different purposes using appropriate format and structure (eg standard templates, paragraphs, bullet points, tables)	0.00
3.26 Convey clear meaning and establish cohesion using organisational markers effectively	0.00
3.27 Use different language and register (eg persuasive techniques, supporting evidence, specialist words), suited to audience and purpose	0.00
3.28 Construct complex sentences consistently and accurately, using paragraphs where appropriate	0.00
Total	0.00
Test Total	20.46

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.

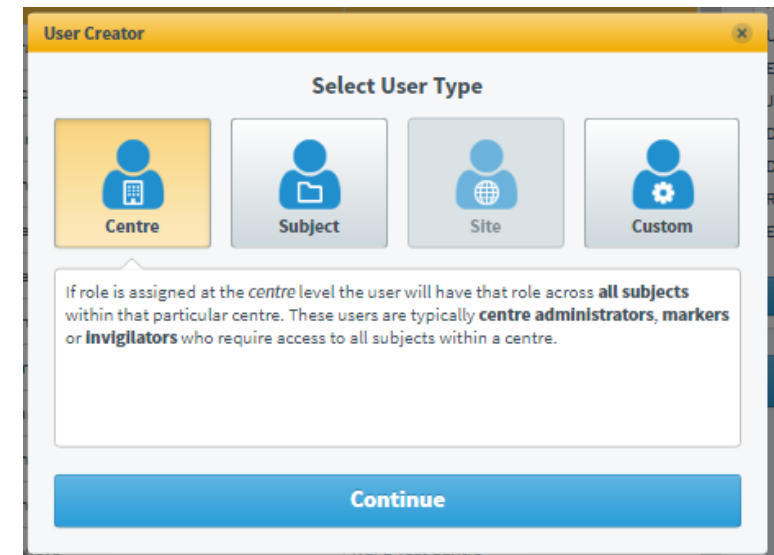
If there are any qualifications missing from here, please contact the NCFE Customer Support team to discuss.

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

- Select the blue 'Create User' button and a form will appear in the centre of the screen.
- Select the 'centre' option to create an NCFE user.
- 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'.



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

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

You'll see there are 2 subheadings; 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.

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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:

The screenshot shows a web form titled "Create Centre User - User Details (1 of 2)". The form is titled "User Details" and contains the following fields:

- First Name: [Text input field]
- Last Name: [Text input field]
- User Name: [Text input field]
- Email: [Text input field]
- Job Title: [Text input field]
- Default Language: [Dropdown menu showing "English (UK)"]
- Expires: [Text input field showing "16.04.2030" with a calendar icon]

 At the bottom right, there are two buttons: "Continue" (with a right-pointing arrow) and "Cancel".

The screenshot shows a "Select Centres" interface. It features a search bar at the top with the placeholder text "Search by Centre Name, Centre Reference". Below the search bar, there are two columns:

- Available Centres:** A list containing "NCFE Test Centre", which is highlighted in yellow.
- Selected Centres:** An empty list.

 At the bottom of the interface, there are navigation arrows (right and left) and a message box that says "No centres selected".

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
<input type="checkbox"/> Setup i	
<input checked="" type="checkbox"/> Centre Admin (Set up) i	<input type="checkbox"/>
<input type="checkbox"/> Centre IT Admin (Set up) i	
<input type="checkbox"/> Exams Admin (Set up) i	
<input type="checkbox"/> Test Administration i	
<input checked="" type="checkbox"/> Centre Admin (Test Admin) i	<input type="checkbox"/>
<input type="checkbox"/> Centre IT Admin (Test Admin) i	
<input type="checkbox"/> Exams Admin (Test Admin) i	
<input type="checkbox"/> Invigilator i	
<input type="checkbox"/> 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.

You can fully delete a user from this screen too, by selecting the 'delete' button (please note, a user cannot be retrieved once deleted).

Set Up Screen - Candidates

When you register your learners on the NCFE Portal, they will appear on Surpass in the 'Candidates' screen within 10 minutes.

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.

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

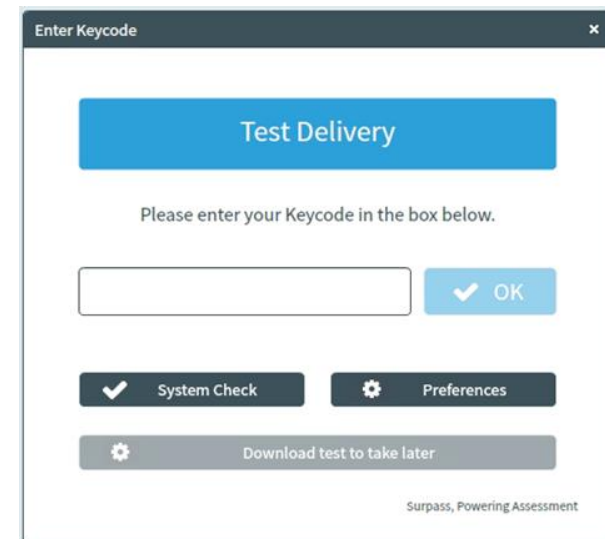
- Unstable or no internet connection
- If you are planning on taking the test at another venue and are unsure of their internet connection
- If you are taking the test in an area where other people may be using the internet and degrading the strength

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. 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.

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.

You can 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.