



End-Point Assessment

**EPA ONLINE ASSESSMENT
SECURE CLIENT GUIDE**

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Introduction

NCFE offers the following methods to support apprentices who need to complete a knowledge test (MCQ, SJT, SAQ, etc.) as part of their end point assessment (EPA):

- Remote Invigilation (via ProctorExam)
- SecureClient
- Paper-based

This guide provides step by step instructions for downloading and installing Surpass SecureClient. SecureClient is an application that allows apprentices to complete their assessments online, in the presence of a physical invigilator. We recommend that you read the guide carefully prior to installing and using SecureClient.

To help familiarise yourself with the application and ensure that it works prior to any live testing, a sample test can be organised through NCFE.

If you have any questions related to SecureClient, please direct your query via email to eparelationshipteam@ncfe.org.uk. Alternatively, you can call 01912408950 to speak with an advisor from our EPA Support Team.

How to install SecureClient

To download the SecureClient installer:

1. Visit <https://epa.surpass.com/LaunchTest>.
2. Once the webpage has loaded, scroll to the *internet-resilient* option under *secure browser delivery*.
3. Select the relevant download option.

Secure browser delivery

Internet-resilient

Tests can be delivered using the SecureClient application that locks down the candidate's computer so that no other programs or files can be accessed for the duration of the test, and has built-in protections against internet and device failure.

[Download for Windows](#) [Download on the Mac App Store](#) [Download on the App Store](#)

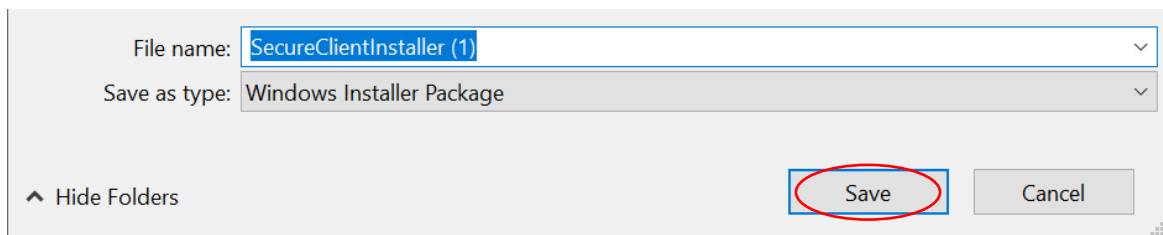
Online-only

Tests can be delivered using a web browser in a kiosk mode, preventing candidates from accessing other programs or files for the duration of the test. If a test is configured for secure browser mode, candidates are prompted after entering their keycode.

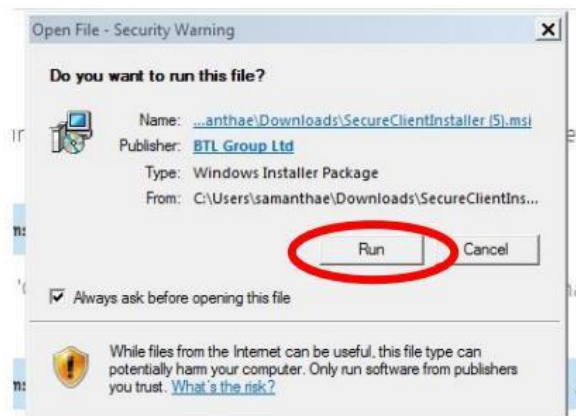
Take a test

Choose language ▼ [Launch](#)

The installer will start to download and the following pop-up will appear - click save to run the installer.



Your computer may also ask if you want to run the SecureClient Installer. Select Run from the security warning pop up.



The installer will ask which language you require during installation; select the language you require, then press OK.



The installation wizard will now start, follow all onscreen steps when prompted. You may require a member of your IT team to be present to enable the correct permissions on your computer to install the application.



Once the installer has completed, an icon will appear on your desktop as shown below:



Conducting an online assessment

Now that SecureClient has been downloaded, you can now take tests by double clicking on the SecureClient icon located on your desktop. We recommend that this is done 10-15 minutes prior to the start time of any live assessments, as SecureClient will need to check for updates, which can take several minutes to install.

Once SecureClient has checked and installed any updates, it will load the 'Enter Keycode' screen shown below. Once an apprentice is ready to start their assessment, they should enter the 8-digit keycode provided by NCFE. This can be found on the booking email which was sent to the invigilator.

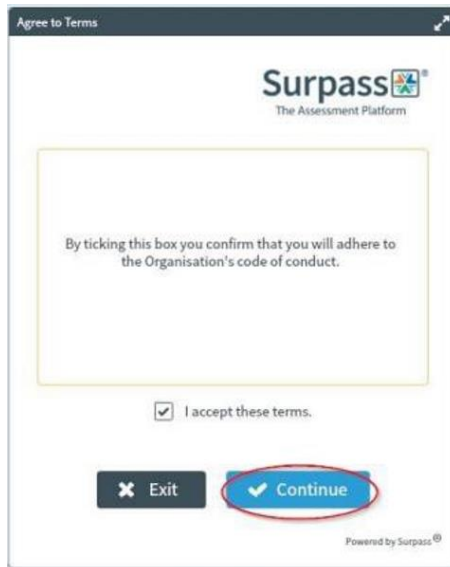


You will then be taken through the following confirmation steps:

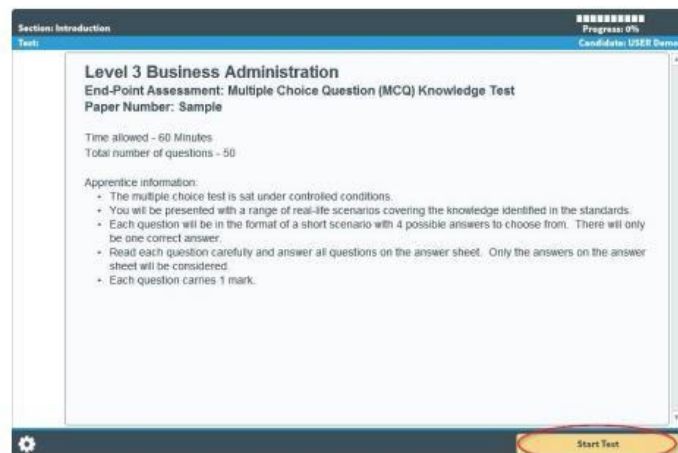
1. Confirm the apprentice's details are correct.



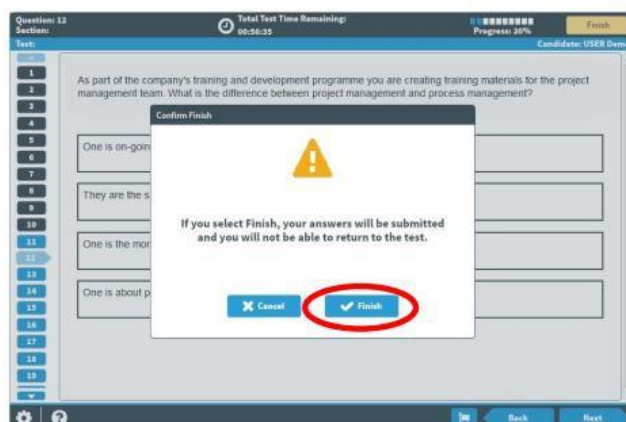
2. Confirm they are adhering to NCFE's code of conduct for assessment.



The apprentice will then be provided with the assessment introduction. The apprentice should read this information carefully, before clicking the *Start Test* button. This will start the test and timer.



Once the apprentice has finished their assessment, they will be prompted to check that they have completed all questions before exiting the timed assessment. To finish and close the test, select *Finish*.

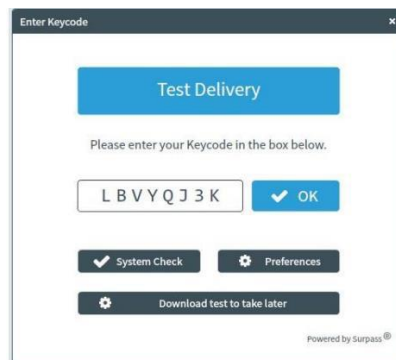


You can now close the SecureClient application.

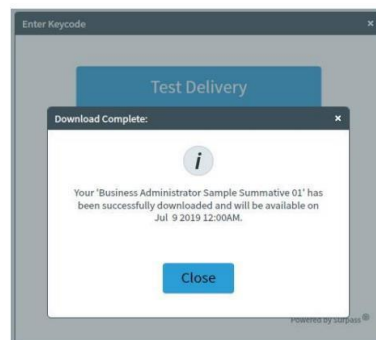
Conducting an offline assessment

To conduct an offline test using SecureClient, double click on the SecureClient icon located on your desktop. Please bear in mind that the application frequently checks for updates, which can take several minutes to install.

Once SecureClient has checked and installed any new updates it will load the *Enter Keycode* screen below ready for testing. To download an assessment, enter the 8-digit keycode provided by NCFE, before selecting the *Download test to take later* button at the bottom of the window.



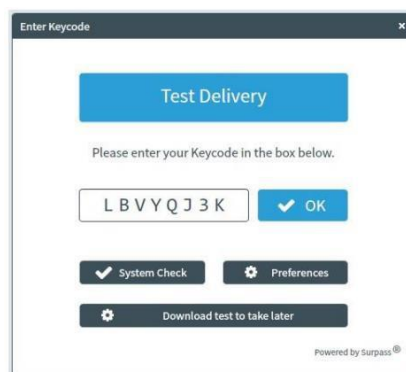
The system will provide you with a progress bar until the download is complete. Once fully downloaded, the following pop-up will appear to confirm that the test has been successfully downloaded:



You can now close the pop-up box as well as the application. Your test is now securely stored on the computer to be taken later.

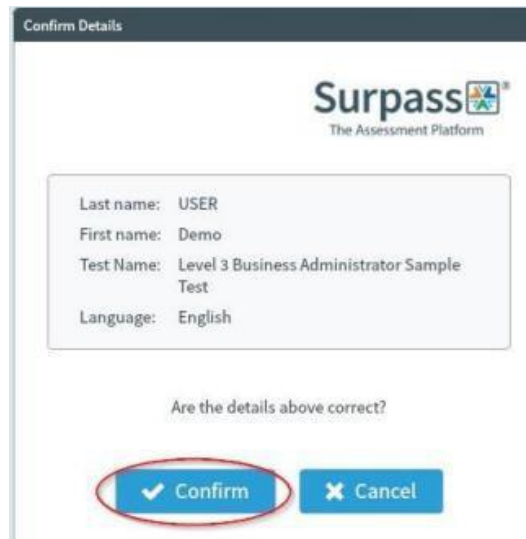
When you are finally ready to conduct your offline assessment, open the SecureClient application and allow the Enter Keycode screen to load.

Enter the keycode used to download the test previously and press *OK*.



The system will load the test and may pause on the screen for a minute or so as it loads.

Once the test is fully loaded and ready for the apprentice, it will pause on the apprentice confirmation screen shown below. From here, the remaining steps for conducting the test are identical to those described in the Conducting an online assessment section.



Confirm Details

Surpass[®]
The Assessment Platform

Last name: USER
First name: Demo
Test Name: Level 3 Business Administrator Sample Test
Language: English

Are the details above correct?

✓ Confirm ✕ Cancel

When the test is complete, select finish and close the SecureClient application.

Uploading an offline assessment

Having completed the test offline, you will need to connect your device to the internet to allow the test to upload for marking. You can do this by following the steps below:

1. Connect your computer to the local internet connection and open SecureClient.
2. Once SecureClient has loaded and is at the *Enter Keycode* screen, leave the application open for 10 minutes. This will connect the application to the marking system and transfer the assessment marks for the Independent End-Point Assessor (IEPA) to review later.
3. Once 10 minutes have passed, you can close SecureClient.

Please note that the system does not provide any information as the upload is happening.

Exam tips

To minimise the risk of disruption during the assessment, we recommend you to consider the following:

- Update your operating system, as well as turn off automatic updates, to avoid any disruption during the exam session.
- Use a wired mouse rather than a wireless or Bluetooth mouse, as wireless devices may interfere with the Wi-Fi signal.
- Ensure your laptop is connected to a charger throughout the assessment.

Invigilator requirements

Any assessment taken via SecureClient must be completed in the presence of an invigilator.

The information below provides an overview of who can qualify as an invigilator. We recommend you read our [Regulations for the Conduct of EPA](#) for further guidance on invigilation requirements.

EPA invigilators must be:

- appointed by the training provider and act on their behalf;
- suitably trained and familiar with the content of these regulations. Details of this training must be retained on file for inspection by the NCFE EPA team as required;
- provided with all resources and documents necessary for the conduct of the EPA assessments;
- aware of any reasonable adjustments authorised for apprentices. (Note: all reasonable adjustments must be pre-approved in line with NCFE EPA Reasonable Adjustments and Special Considerations Policy).

EPA invigilators must not:

- be a friend or relative of the apprentice;
- be an apprentice themselves on the same apprenticeship standard;
- have been involved in the on-programme learning of the apprentice.

Invigilation documents

The invigilator is required to complete the invigilation checklist and register, which can be downloaded from the link below:

<https://www.ncfe.org.uk/apprenticeships/end-point-assessment/facilitating-assessments>

You must ensure that invigilation records are completed accurately and stored securely. These must be kept by the training provider but should be made available to NCFE upon request (for example, in the case of an audit).

What to do if something goes wrong

Invalid keycode

When entering the keycode into SecureClient, you may be presented with an error message of "*invalid keycode*" or "*test does not exist*". Should you see this message, please follow the steps below:

Step 1

Check the keycode is valid for the test that's being run, and that it is being inputted correctly.

Step 2

Check you are using the correct version of SecureClient - the logo should match the one shown below, without the logo of NCFE or any other awarding body.



To ensure you have the correct version installed, you may wish to uninstall the software before re-installing using the following link: <https://epa.surpass.com/LaunchTest>

Step 3

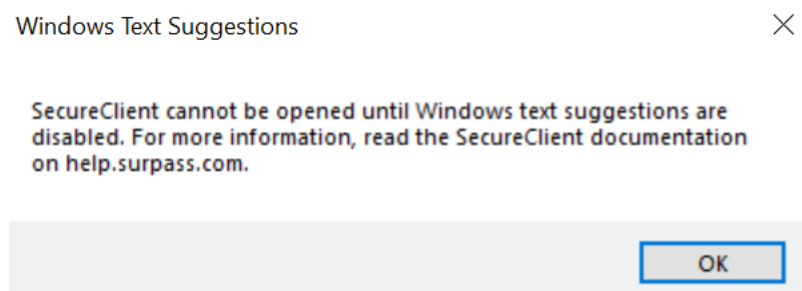
Check that the laptop is connected to a strong internet connection – if connection is weak, the system will struggle to validate the keycode, causing the error.

Step 4

Check that websites listed in the whitelist section have been allowed.

Windows text suggestions

To ensure that apprentices are not being advantaged through the likes of Grammarly and other AI applications, SecureClient may block an assessment with the following error message:



To resolve this, please follow the steps below:

- In Windows 11, navigate to **Settings > Time & language > Typing** and disable the **Show text suggestions when typing on the physical keyboard**, **Multilingual text suggestions**, **Autocorrect misspelt words**, and **Highlight misspelt words** settings.
- In Windows 10, these settings can be found in **Settings > Devices > Typing**.

Any options appearing in blue must be toggled off to ensure that all text suggestions are disabled. Once this has been done, you should be able to open SecureClient without any further error message.

Application fails to load

If SecureClient fails to open or load, please consider the questions listed below:

Question 1

Does your computer's specification meet the minimum requirements, as listed in the technical specifications section? If not, you will need to consult your IT Team.

Question 2

Have you used this device to run EPA assessments in the past?

No - Contact your IT team for support; the application may need administrative permissions to update/run on your computer.

Yes - Restart your computer and try again.

Question 3

Have you tried reinstalling the SecureClient application? If not, uninstall the application and reinstall following the guidance provided earlier. You may need to contact your IT Team for further support with this.

Failing to resolve the issue using the steps listed above, you may wish to organise an alternative device to complete the assessment on. Alternatively you can contact eparelationshipteam@ncfe.org.uk.

Application freezes

If the application freezes during the test or fails to load the next question, we would advise you to perform a hard restart of the device. To do this, please press and hold the power button until the device closes down completely (this usually takes around 15 seconds, and the screen may flash black during this process – you must continue to hold until it has shut down completely).

Thereafter, restart the device and open SecureClient. You should now be able to re-enter the keycode and continue where you left off.

Technical requirements

The table below provides an overview of the minimum specifications required for SecureClient to run on your device:

Disk Space	1GB (Windows), 250MB (Mac)
Graphics Memory	64MB
Operating System	Windows 10 (32-bit/64-bit) Windows 11 MacOS 11 (Big Sur) (64-bit devices only) <i>NOTE: We recommend that SecureClient is run using one of the latest two MacOS releases.</i>
Peripherals	Two-button mouse and keyboard <i>NOTE: Some tests may require additional audio playback hardware and/or a microphone.</i>
Processor Speed	1.80GHz (Windows)
RAM	4GB

You can find further information on minimum specification requirements by visiting the [Surpass System Requirements](#) article.

Required website access (whitelisting)

To successfully run SecureClient, the application requires access to a list of websites. This allows the system to download tests, upload completed tests, and provide external Invigilator data to NCFE.

It is recommended that the following sites are added to any access lists controlled by your IT department:

- <https://my.surpass.com/>
- <https://myaccount.surpass.com/>
- <https://myaccount.surpass.com/launchtest/>
- <https://cms.surpass.com/>
- <https://cmspublic.surpass.com/>
- <https://demo.surpass.com/>
- <https://epa.surpass.com/>

Troubleshooting

The below links, provided by Surpass, provide information on some of the common troubleshooting issues that may be encountered using SecureClient for Windows. You can also access these articles directly by visiting the [Surpass SecureClient Troubleshooting](#) page.

- [Antivirus software](#)
- [CefSharp.Core.dll error](#)
- [Error 821: SecureClient core](#)
- [Error 827: Error validating keycode](#)
- [Error 8008: Source material does not open in SecureClient](#)
- [Error 8051: Unable to Launch SecureClient \(Windows Text Suggestions\)](#)
- [Error 8052: Unable to Launch SecureClient \(Open Applications\)](#)
- [In Progress/User disconnected tests](#)
- [Installing SecureClient on a locked-down laptop](#)
- [SecureClient Update Loop](#)
- [Unhandled exception](#)
- [Updates are invalid](#)

If you have tried the steps listed above but are still having issues with SecureClient, please contact us on eparelationshipsteam@ncfe.org.uk.

Useful Links

- **SecureClient Help:** <https://exam-support.com/secureclient/>
This provides a brief overview of SecureClient, including instructions on how to install the software and run any tests.
- **Surpass Help - Secure Client:** <https://help.surpass.com/secureclient/>
This provides more in-depth information on SecureClient, including articles on system requirements, troubleshooting, and more.
- **Invigilator Documents:** <https://www.ncfe.org.uk/apprenticeships/end-point-assessment/facilitating-assessments>
Here, you can access and download our invigilator register and checklist.
- **Download Software:** <https://epa.surpass.com/LaunchTest>
Here, you can download the software. To download, click 'secure delivery', followed by the relevant download option.

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