Online Assessment Administration User Guide

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Contents

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 using the details at the bottom of this page.

You will need to apply for access to Surpass through the NCFE website (https://www.qualhub.co.uk/delivery-and-learner-support/forms/online-assessment/). This includes ensuring that all of your devices meet the minimum requirements for running SecureClient, as detailed in the Online Assessment User Guide – Installation. Once you've applied, NCFE Customer Support 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: https://ncfe.surpass.com/.

You must use the Surpass Viewer to access Surpass as we can't guarantee full functionality if you access it through a web browser. The installation and access of Surpass Viewer is detailed in the Surpass Viewer User Guide - February 2021.

To log into Surpass you will need your user name 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").

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.
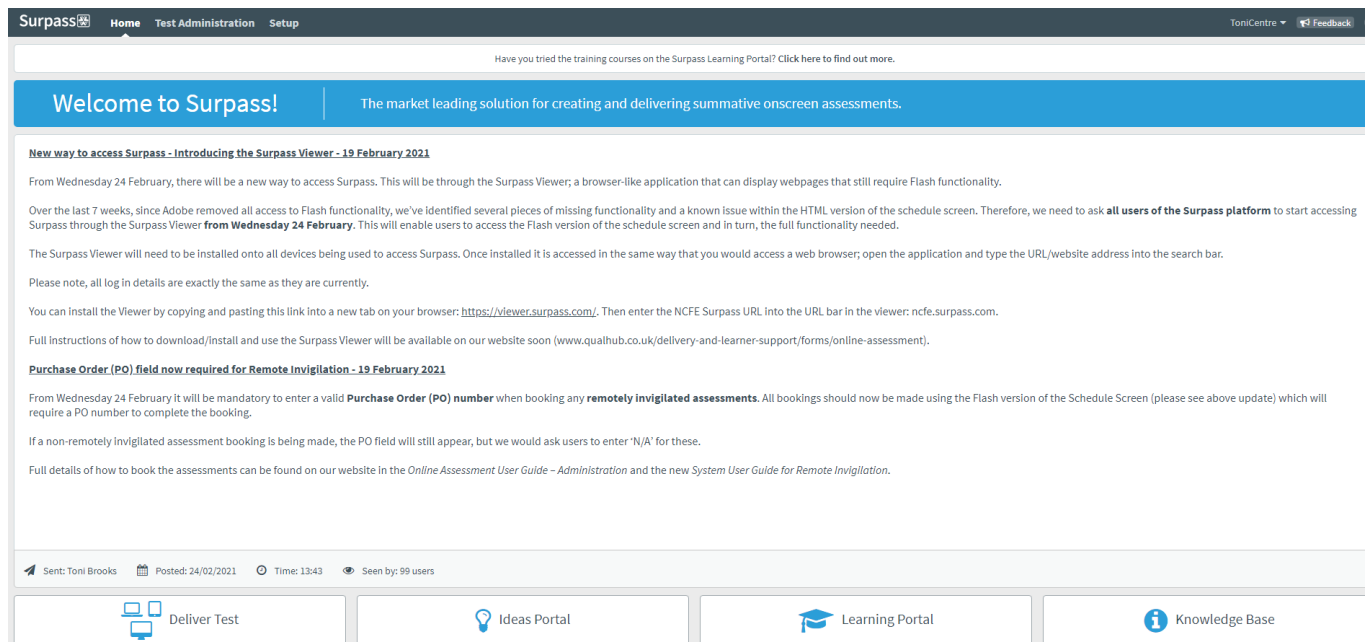
Home: You can return to the home screen at any time by clicking on the home button.

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 set up an assessment and book learners onto the assessment, and also view assessments that have been scheduled that have yet to start.

In the top right of the screen there is an 'HTML' and 'Flash' option. Please make sure you always use the 'Flash' option of this screen. You'll know you're in the Flash option if the button is blue.

This preference will be saved each time you log in.

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.

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.

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.

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. A wizard guide will take you through the process.

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.

1. Select your centre and click 'next'.

2. 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. Click 'next'.

3. 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.

    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'.

4. Select the learners that you want to sit the assessment by ticking the box in the 'Selected' column against their name or use the 'Select all in page' button at the bottom of the screen. Click next.

   If your learner doesn't appear on this list, contact the NCFE Customer Support team to discuss.

   Do not select the 'Import Unlisted Candidates' option, as this means the learner is not a valid learner to be booked onto this assessment.

Select Centre | Select Subject & Test | Set Date | **Select Candidates** | Delivery & Administration | Review
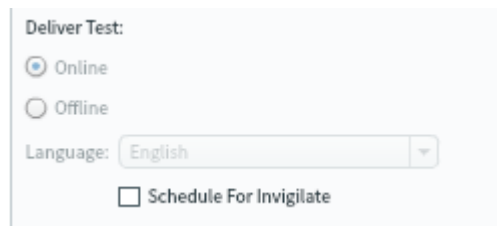
Candidate ref.	First name	Last name	Date of Birth	Reason	Selected
105199782	FRANK	BOUGH01	12/02/1980		☑
105199783	FRANK	BOUGH02	12/02/1980		☑
105199784	FRANK	BOUGH03	12/02/1980		☑
105199785	FRANK	BOUGH04	12/02/1980		☐
105199786	FRANK	BOUGH05	12/02/1980		☐
105199787	FRANK	BOUGH06	12/02/1980		☑
105199788	FRANK	BOUGH07	12/02/1980		☐
105199789	FRANK	BOUGH08	12/02/1980		☐
105199790	FRANK	BOUGH09	12/02/1980		☑
105199791	FRANK	BOUGH10	12/02/1980		☑
105199881	FRANK	BOUGH100	12/02/1980		☑
105199792	FRANK	BOUGH11	12/02/1980		☐
105199793	FRANK	BOUGH12	12/02/1980		☐
105199794	FRANK	BOUGH13	12/02/1980		☐
105199795	FRANK	BOUGH14	12/02/1980		☐
105199796	FRANK	BOUGH15	12/02/1980		☐
105199797	FRANK	BOUGH16	12/02/1980		☐
105199798	FRANK	BOUGH17	12/02/1980		☐

Page 1 (1-50 of 100) ▼ Selected 7 candidates.

Select all in page   Deselect all in page

NCFE

5. 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.

   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.
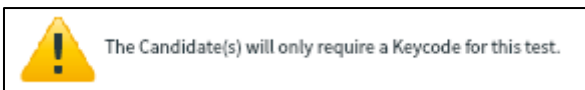
6. The final screen gives you a summary of your booking. If there's anything you need to change, you can select 'Back' to change it.

Once you're happy with your assessment, select Finish.

7. When you click Finish, a pop-up box will appear, titled Purchase Order Number. If you do not see this box, you must be booking your assessment in the HTML version of the screen. Please cancel and switch to the Flash version of the screen to make bookings (see page 4).

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]

You must enter something (as below) into this box to be able to proceed and finalise the booking. If you click cancel at this stage, it will cancel your whole booking.

For all remotely invigilated assessment bookings it is mandatory for a Purchase Order (PO) number to be provided, as remote invigilation is a chargeable service. So, a PO number must be entered into this box at this point to be able to finalise the booking.

For non-remotely invigilated assessment bookings this PO box will still appear, but we would ask users to enter 'N/A' for these.

Once the correct information (as above) has been entered into the box, the 'OK' button will be available. Providing you've entered the correct information click 'OK'.

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 - this brings up the same wizard used to create assessments and you follow this to make the required adjustments to the assessment.

Please note: the 'Edit Test' button is not available when the 'Show each candidate' radio button is selected, as the full assessment must be edited, not just individual learners, so the 'Group by session' radio button must be selected to edit an assessment.

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 and choosing 'Print Invigilation Pack'. You'll be given the option to Create Invigilation Pack using the selected assessment (the one highlighted on the screen) or using a wizard.

If you select 'Create Invigilation Pack using selected tests' you'll 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.
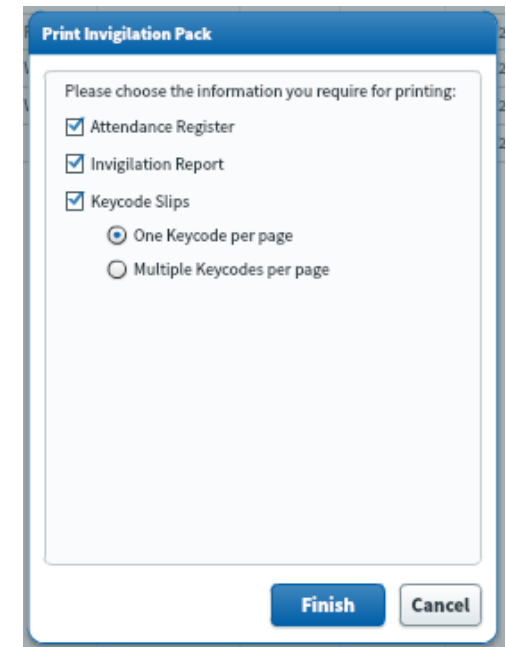
If you select 'Create Invigilation Pack using the wizard', you'll be shown a different screen where you'll be given various options.

Select your centre, qualification and the assessment and click 'Next'.

Another series of screens will allow you to select the time and date of the relevant assessment, then which learner(s) you would like to print the paperwork for.

Then you'll see the same screen as the above step, giving you options for which paperwork you'd like to print.

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

Print Invigilation Pack

Select Subject & Test | Select Date & Time | Candidate | Output Options

1. Select Centre: Clear

NCFE Test Centre

2. Select Subject: Clear

L1 Functional Skills ICT
L1 Functional Skills in English
L1 Functional Skills in Maths
L1 Functional Skills Maths (Legacy)
L2 Award Health and Safety for the Workplace

3. Select Test: Clear

L1 Functional Skills in Maths

Next   Cancel

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 NCFEs 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.

In the top right of the screen there is the 'HTML' and 'Flash' option again. Providing you're using the Surpass Viewer to access Surpass, you can choose which screen option you want to use. NCFE would recommend you use the HTML version of this screen.

HTML – Viewing Results

You can either view your learners result by using the filtering on the columns, or you can download a result slip.

To download a results slip, simply select the learner(s) whose results slip you would like to view, by ticking the boxes in the left hand column, then select the 'Results Slip' button.

The results slips for the selected learners will appear as a PDF for you to save or print as needed.

Flash - Viewing Results

You can either view your learners result by using the filtering on the columns, or you can download a result slip.

To download a results slip, click the 'Results Slip' button. A wizard style screen will appear and you'll be given various options.

Select your centre and click 'Next'. Select the qualification and the assessment and click 'Next'.

Another series of screens will allow you to select a 'from' and 'to' time and date of the relevant assessment, then which learner(s) you would like to print the results paperwork for.

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

Results Reporting - centre and learner

You can view results and feedback per learner or across your centre from this screen.
The 'Summary' button:

This gives you the option to either view a summary for the learner you have highlighted or to use the usual wizard style approach (Flash screen only).

Once selected, you'll be shown a screen giving an overview of when your learners sat their assessment and what their result was.

NCFE Test Centre
L1 Functional Skills in Maths
Test Completion Dates: 01/10/2019 - 26/03/2020
Results Summary:

Candidate Name	Candidate ref.	Test Date	Result
BENE BASA_03	104953760	2019-11-04	Pass
Nicola Bennett	NBennett_QR	2019-11-01	Fail
Nicola Bennett	NBennett_QR	2020-01-24	Pass
Nicola Bennett	NBennett_QR	2020-01-31	Pass
Nicola Bennett	NBennett_QR	2020-01-31	Pass
Evin Stafford	EvinS_QR	2019-11-29	Pass
Evin Stafford	EvinS_QR	2019-11-29	Pass

The 'Test Breakdown' button (applicable to Functional Skills English and Maths only):

This gives you the option to either view a summary for the learner you have highlighted or to use the usual wizard style approach (Flash screen only).

You'll be given an overall screen showing which learning outcomes your learners are achieving overall and which ones they're weaker on.

Learner Feedback

NCFE Test Centre
L1 Functional Skills in Maths
Test Completion Dates: 01/10/2019 - 26/03/2020
Results Breakdown:

Unknown Unit	Questions Correct (%)
Unknown Learning Outcome	0.00
H27	100.00
H28	100.00
H29	90.00
H30	100.00
H31	100.00
M18	100.00
M19	100.00
M20	100.00
M21	85.71
M22	88.00

You can also view individual learner feedback from this screen (applicable to Functional Skills English and Maths only).

Please note, learner feedback for Functional Skills Maths will consist of feedback references, and the full feedback statements can be found in the Qualification Specification.

The quickest way to do this for one learner is to make sure the learner is highlighted on the screen, then select the 'Candidate Report' button. A report will immediately appear showing a breakdown of learning outcomes and which ones your learner is achieving and which ones they're weaker on.

You can also produce several individual feedback reports at once, by selecting the 'Candidate Breakdown' button and going through the wizard option (Flash screen only). This option allows you to select a number of learners, then when you click 'Print' the individual reports will appear as one single document.

Test Reports
NCFE Test Centre
L1 Functional Skills in Maths

ncfe.

Results Summary:

Candidate Name	Candidate ref.	Test Date	Result
Nicola Bennett	NBennett_QR	01/11/2019	Fail

Results Breakdown:

Unknown Unit	Questions Correct (%)
Unknown Learning Outcome	0.00
H29	0.00
H30	100.00
H31	100.00
M21	0.00
M26	0.00
N1	0.00
N10	0.00
N11	0.00
N5	0.00
Total	5.00
Test Total	**5.00**

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.
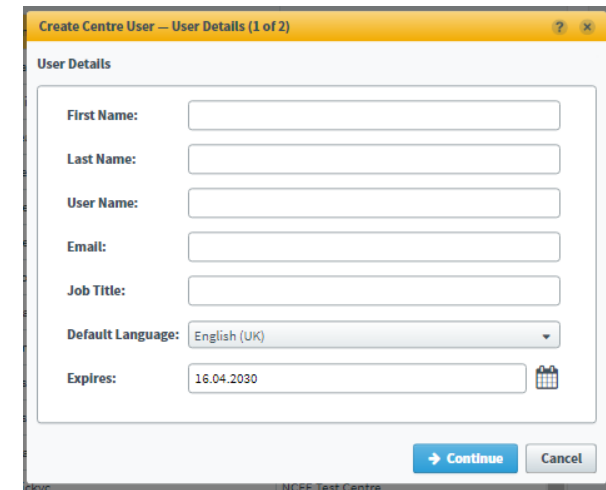
Create User

1. Select the blue 'Create User' button and a form will appear in the centre of the screen.

2. Select the **'centre'** option to create an NCFE user.

3. Complete the form with the relevant details for your user. The mandatory fields are: first name, last name, user name and email (the confirmation email for setting the password up will go to the email address that is
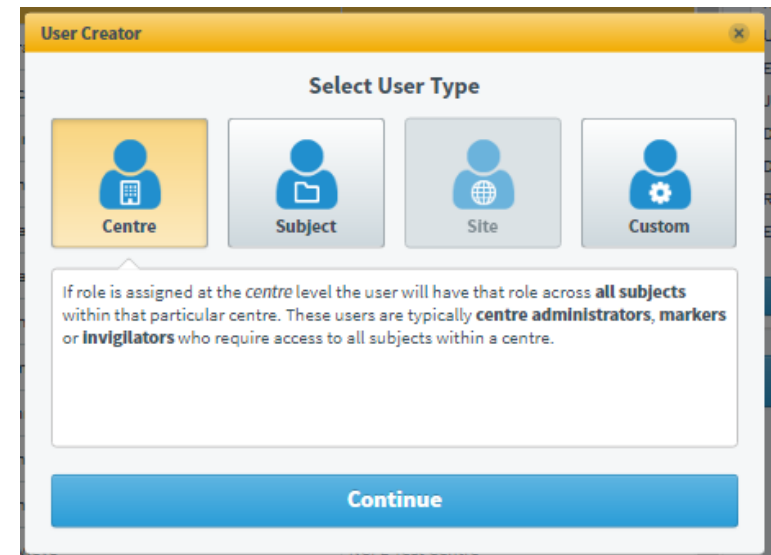
entered here). Click 'continue'.

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

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

   You'll see there are 2 sub headings; 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.

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

   You'll see there are 2 sub headings; 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.

   Here is a guide to what each role has permission to do:
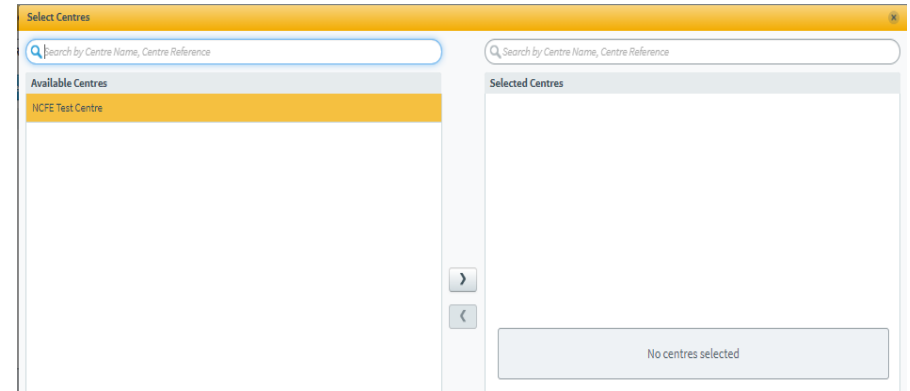
	Permission	Centre Admin	Centre IT Admin	Exams admin	Invigilator	Tutor
Set up	**Users and associated roles**	X	X Read only			
	View associated qualifications	X Read only				
	View learner screen	X Read only	X Read only	X Read only		
Test Administration	**Access to the schedule screen**	X	X Read only	X	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'.

4. 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.
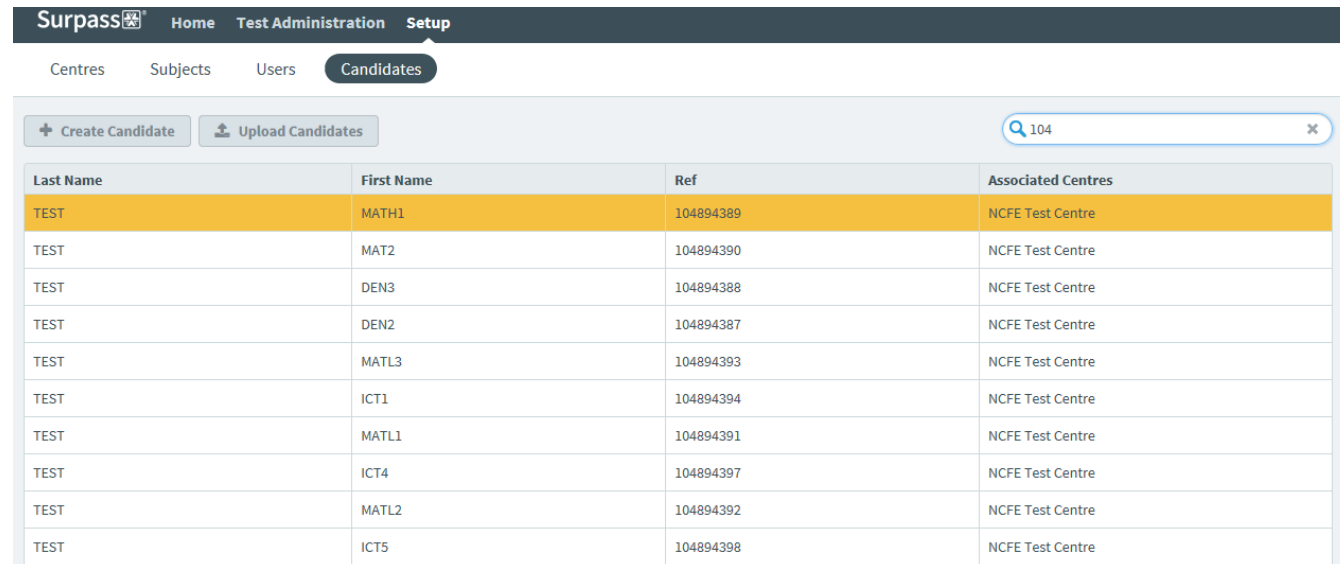
You can fully delete a user from this screen too, by selecting the 'delete' button (please note, a user cannot be retrieved once deleted).

Set Up Screen - Candidates

When you register your learners on the NCFE Portal they will appear on Surpass in the 'Candidates' screen within half an hour.

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
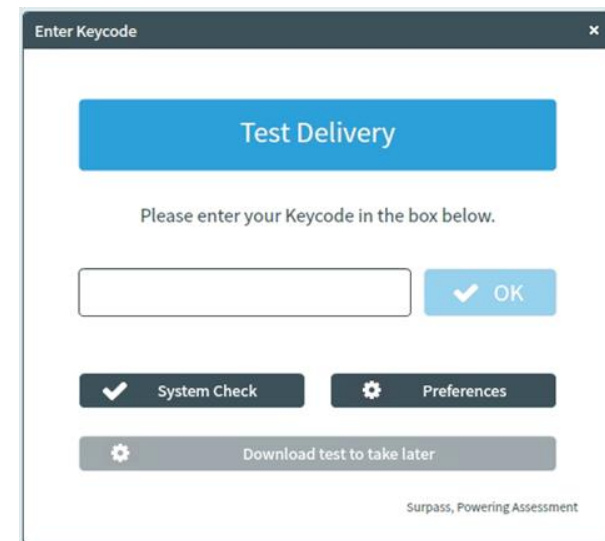
Downloading assessments

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.