

Centre guidance for adaptations to delivery and assessment of Surpass Online Multiple Choice Assessments 2021/2022

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learning your way

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About this guide

This document is intended for tutors/assessors, internal quality assurers, centre quality managers and other staff within Gateway Qualifications recognised centres and/or prospective centres.

It provides guidance on the approach to adapting qualification delivery and assessment of qualifications assessed via an externally set multiple choice assessment completed via the Surpass online assessment platform under the Vocational and Technical Qualifications Contingency Regulatory Framework (VCRF). It replaces all previous guidance.

The guidance should be read in conjunction with the following Gateway Qualifications' guidance:

[Centre guidance for adaptations to qualification delivery and assessment 2021/2022](#)

Support and guidance

For further support and guidance please contact:

Email: Enquiries@gatewayqualifications.org.uk

Telephone: 01206 911211

Introduction

As circumstances surrounding the Covid-19 pandemic continue to impact all areas of life, it is recognised that provision for delivery, assessment and awarding arrangements is required for the academic year 2021/22.

Ofqual implemented the Vocational and Technical qualifications contingency regulatory framework (VCRF) to enable awarding organisations to make adaptations to delivery and assessment arrangements and the requirements for their qualifications. . In 2020/21 Ofqual had made provisions for some qualifications, to be issued results based on Teacher Assessed Grades. Following a joint consultation of the Department for Education and Ofqual it has been confirmed that assessments should go ahead in 2021/2022. As a result Ofqual will withdraw the Category B classification in the VCRF so that all qualifications are awarded based on evidence from examinations and other assessments. Results for examinations and other assessments taken after 1 September 2021 will not be based on Teacher assessed grades (TAGs) for qualifications which previously fell into Category B. Awarding organisations will however be permitted to make adaptations to their assessments and qualifications to account for any further pandemic related disruption and to mitigate the impact of the pandemic on learning.

In 2021/2022 all qualifications should be awarded in line with the principles that already exist for Category A qualifications. These principles are provided in [Appendix 1](#).

Purpose of this guide

This guide is intended to support centres to make decisions about how to adapt qualification and assessment delivery arrangements for online multiple choice assessments conducted through Surpass to accommodate their local circumstances. It provides explanations of the adaptation parameters and examples of how adaptations may be made within the scope of the qualifications as they are currently designed.

Decisions on whether to apply any of the adaptations rest with the centre. If you wish to talk through a particular approach and its application to a qualification, please contact your usual EQA .

The guide will be reviewed and updated as required to reflect the latest government and regulatory advice.

Qualifications

Which qualifications are covered by this guide?

This guide covers the qualifications listed below.

Qualification Number	Qualification Title
603/2903/8	Gateway Qualifications Entry Level Award in British Values (Entry 3)
603/1994/X	Gateway Qualifications Level 1 Award in British Values
603/3356/X	Gateway Qualifications Entry Level Award in Mental Wellbeing (Entry 3)
603/3357/1	Gateway Qualifications Level 1 Award in Mental Wellbeing
603/5966/3	Gateway Qualifications Level 1 Award in Equality and Diversity
603/5967/5	Gateway Qualifications Entry Level Award in Equality and Diversity (Entry 3)
603/4635/8	Gateway Qualifications Entry Level Award in Keeping Safe and Healthy (Entry 3)
603/4636/X	Gateway Qualifications Level 1 Award in Keeping Safe and Healthy
603/5965/1	Gateway Qualifications Entry Level Award in Keeping Safe and Healthy in the Digital World (Entry 3)
603/5963/8	Gateway Qualifications Level 1 Award in Keeping Safe and Healthy in the Digital World

Learners

Which learners are covered by these arrangements?

The arrangements apply to all learners who are taking qualifications and assessments from 1 September 2021 until such time we give further notice..

Principles and approach

Our approach

Gateway Qualifications' approach to adaptation is based on the principles set out by Ofqual in the VCRF conditions and builds on the flexibility already embedded within our qualifications which allows centres to plan and deliver assessments on demand to reflect the needs of different learner groups. Adaptations to assessments should only apply if a learner is not able to be assessed in the way outlined in the qualification specification.

Centres may adapt the controls on where, when and how assessments can be taken to offer a greater degree of flexibility and to support centres to assess learners through remote supervision when they are ready.

This document outlines the adaptations that are permitted.

In all situations, the health and safety of learners must be considered. Centres must follow public health guidance including measures for social distancing and wearing of face coverings.

Centres are not permitted to make any further adaptations to the assessments beyond what is set out in this document.

General guidance on planning assessments

Wherever it is possible and safe within government guidelines, centres should continue to conduct assessments at their sites.

When planning assessments, you may wish to consider:

- learners' access to and familiarity with any technology required
- giving learners access to a remote mock assessment in order to check the functionality of their technology
- the technical expertise of the assessment tutor/supervisor as they may be required to assist learners with any technical difficulties encountered during the remote supervision of the assessment. Any member of staff who is new to supervising online assessments must be briefed on the supervision requirements, including how to address any IT issues
- whether supervision requirements can be met logistically.

Surpass Online Assessments

For all qualifications listed above, centres may supervise the Surpass online assessments remotely using staff other than the tutor provided they are made aware of the supervision requirements and requirements for the conduct of the online assessment. All those carrying out supervision must be able to authenticate the identity of the learner taking the assessment.

Assessments may take place using web browser delivery rather than SecureClient delivery that you may be used to, however they must take place under supervised conditions and learners must not be given keycodes to access assessments until the time of the assessment. The supervisor must be able to authenticate the identity of the learner, monitor the assessment and ensure that the work is the learner's own unaided work.

Any room in which an assessment is held must provide learners with appropriate conditions for taking the assessment. A suitable location is one in which the learner is able to complete the test undisturbed by others, is not overlooked or aided by others and with no potential interruptions.

Where the assessment is being supervised remotely Learners must have their cameras on at all times and be in sight of the supervisor throughout the assessment.

In addition, as required by the specification the supervisor would need to ensure verification of the Learner's identity. The supervisor will also need to keep a record of the location and time/date of the assessment and make this available upon request.

All assessments

For all assessments, tutors should note that:

- they are summative and must take place under supervised conditions;
- they are time-bound;
- keycodes may only be provided at the time of the assessment and learners must have no prior knowledge of the assessment content;
- they must be entirely the learners' own unaided work.

For assistance with using the Surpass platform, please refer to the [Surpass Guidance for Tutors](#) section in this document.

Centre practices

Centres may already have in place protocols and practices to support their approach to learning and assessment where social distancing and other public health requirements are in place, including the use of online or blended learning and remote supervision of assessment..

To support the external quality assurance of qualifications and to enable learner achievement centres are encouraged to continue their good practices in relation to record keeping and authentication of learner work.

Where centres cannot implement the adaptations, we encourage you to stagger assessment taking where feasible, spreading assessment taking over different days for groups of learners to support social distancing measures and in accordance with PHE guidelines.

General considerations

If you are planning to allow your learners to sit assessments with remote supervision, you may find it helpful to consider the following:

- the learner's hardware and software meets the system requirements for Surpass, [available on our website](#)
- the learner has sufficient access to devices to complete the assessment, especially if they are sharing devices with other members of the household
- the learner has access to a reliable internet connection
- you have a secure and reliable means to distribute keycodes and PINs to learners.

You should also share the [Surpass Candidate Guide](#) with your learners, which is available at the end of this guidance. This contains useful tips on how to access the assessment.

We have also created a [PowerPoint presentation](#) you may wish to use at the start of the remote session which contains information on how to access the assessment and conditions around how the assessment should be taken.

Record keeping

Centres will already have in place documentation used for assessment recording (i.e. the Invigilation Pack downloaded/printed from within Surpass). As part of that record keeping please keep records of any adaptations you have applied, for example the location of the learner taking the online assessment. These records must be provided upon request, e.g. as part of centre monitoring by the EQA.

Verifying learners' identity

Under no circumstances should a learner be allowed to sit an assessment without prior registration and assessment booking.

Supervisors must verify each learner's identity prior to issuing the keycode and PIN. At the start of the assessment the learners, upon entering their keycode, will be required to confirm their identity by confirming their first and last name.

Ensuring equalities for learners

When putting in place adaptations centres should consider the fairness of arrangements, to ensure that all learners have equal access to learning and assessment opportunities. In particular some learners may not have access to technology or may not have conducive conditions to work at home. Centres may need to consider alternative arrangements for those learners who cannot access the required technology.

Applying Special Considerations

Special considerations can be applied as per our [Reasonable Adjustments and Special Considerations Policy](#). With regards to the current pandemic, adaptations should always be explored before applying special considerations to mitigate the impact of public health arrangements for the current pandemic. Applications for special considerations should be applied for in the usual way, as specified in our Policy:

[Reasonable Adjustments and Special Considerations Policy](#)

Gateway Qualifications Quality Assurance Process

It is important you retain information on how you have adapted assessments as this may be requested as part of our quality assurance process.

Other resources

On the Gateway Qualifications website there is a page dedicated to information about coronavirus arrangements and this is updated as and when circumstances change, or new information is made available:

Surpass Guidance for Tutors

Logging in to Surpass

When an account is created an email will be issued containing a username and a link to the 'Change Password' screen:

From: noreply@surpass.com [mailto:noreply@surpass.com]
Sent: 14 July 2017 15:40
To: Test <Test.Person@anywhere.org.uk>
Subject: Welcome to Surpass

Hi **Test**,

Welcome to Surpass, the market leading solution for creating and delivering on-screen assessments.

Your username is testperson

To set your Surpass password and security question please click on the link <https://gateway.surpass.com/Auth/Recovery/a3fcb5e7-d68a-5da0-b0ac-c3bcggk6a3ea> and follow the instructions.

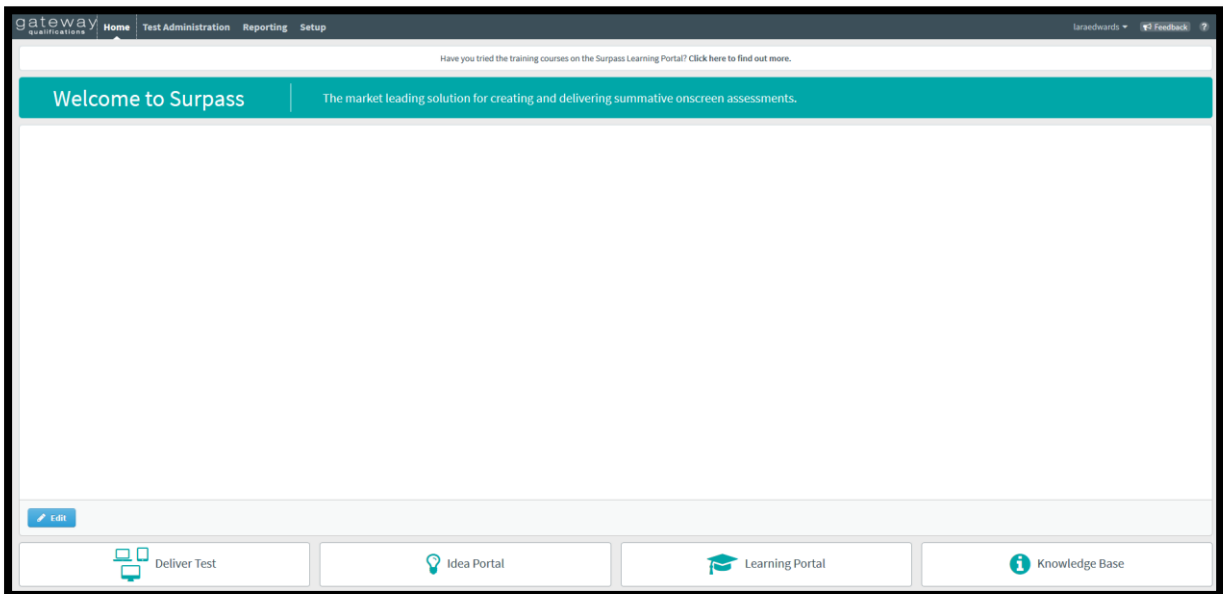
For more product information or useful guides and tutorials please visit us at the [Surpass Community](#).

Thanks,

The Surpass Team

- Click link
- Create and confirm a password
 - *This must contain a minimum of 8 characters, a number, at least one upper case and one lower case letter, and a special character.*
- Create a security question and answer
 - *The security question must be within 15 to 80 characters and the answer must be between 3 to 80 characters.*

- Once the password and security question has been created and entered, the Surpass Home Page will be displayed:



- Use and bookmark this link - <https://gateway.surpass.com> to access the log in page in future.

Note: From November 2020 until further notice please enter the Surpass website through **Surpass Viewer**.

Obtaining key codes for learners and printing the Invigilation Pack (Administrator)

- Select **Test Administration** in the title bar



- Select **Schedule**

Note - All columns are sortable and can be filtered

- Highlight rows required for learners to be included in the invigilation pack (press ctrl or shift to multiselect)

- Click **Print Invigilation Pack**

- Select **Create Invigilation Pack using selected tests**

- Select one keycode or multiple keycodes per page

- Click – Finish
- A PDF document will download

Note: Please ensure you complete the attendance register and the start/end times of the assessment on the Invigilation pack. The timings of the assessments are not controlled by Surpass, you will need to record this.

On the day of the test (Tutor/Exam Supervisor)

- Prepare the examination room
- Ensure the Invigilation pack has been provided by the Administrator
- Advise/distribute individual key codes to the learners
- Complete the Attendance Register
- Once ready to proceed - advise learners of the PIN code to start the test
- On Exam Completion, complete the Invigilation Report

Starting the assessment (Exam Supervisor)

- Exam Supervisor to advise learners to enter their individual key code into the [Surpass HTML Web Delivery Link](https://gateway.surpass.com/secureassess/htmldelivery) (<https://gateway.surpass.com/secureassess/htmldelivery>)

Learners will then be asked to confirm their details are correct and select **confirm**.

IMPORTANT:

Please ensure candidates double check the details on the screen to ensure the learner information is accurate before confirming identity and proceeding with the examination. Failure to sit the correct examination will result in a maladministration/malpractice investigation.


- Exam Supervisor announces PIN for all learners which is found in the invigilation screen or on the invigilation pack.

State	PIN	Test Name
R	7L8K6Q	British Values Level 1

Note: the **state** column can be filtered

- Learners then enter their PIN.

Warning



Test is locked by PIN.

Please enter your 6 character PIN to proceed.

- And then see the assessment introduction page where they can begin the assessment

Page: E3EDSQ intro
Section: introduction
Progress 0% Finish Test

Test: E3 EDSQ MOCK Candidate: ACKROYD Bianca

Gateway Qualifications Entry Level 3 in Essential Digital Skills

Number of parts: 3
Total marks available: 44
Total Time: 1 hour 30 minutes

Instructions to candidates:

- The assessment must be taken in one session. You may have a 15 minute break between Parts 1 and 2.
- Read each task carefully.
- You can change an answer at any point within the session.
- To return to a task during a session either select the task number on the left hand side or click the back button.








Resources

- You may use a bilingual dictionary

	Task	Task Description	Marks
Part 1	Task 1	Creating a folder	4
	Task 2	Sending an email	2
	Task 3	Searching for information	3
	Task 4	Buying the train tickets	5
	Task 5	Paying for the train tickets	5
Part 2	Task 6	Creating an online poster	9

Start the Test >

- The symbols on the Supervisors **Invigilation screen** will change according to the status of the test

State	Symbol
Awaiting Upload	
Finished	
In Progress	
Downloaded to SecureClient	
Locked by PIN	
Paused	
Ready	

Note: We recommend bookmarking the following link for easy access for future examinations.

<https://gateway.surpass.com/secureassess/htmldelivery/>

In the event of an emergency (Tutor/Supervisor)


- The assessment may be paused from the invigilation screen by highlighting and selecting Individuals or selecting **Select All in Page**



Note - if learners carry over to more than one page, you will need to select all learners on every page

- Click 

Note - Learners will receive a pop-up notification to advise the exam has been paused

- Select individual or select all in page as above
- Click Resume 

Note: Any disturbances/emergencies should be documented in the Invigilation Record, found in your Invigilation Pack on Surpass. Please retain your completed Invigilation Records as they will be requested periodically.

Surpass Guidance for Candidates

Opening the test

Click on this link or copy it into your browser address bar:

<https://gateway.surpass.com/secureassess/htmldelivery/>

Enter the keycode that your tutor has given you. (This is the **longer** of the two codes you have been given). Then click 'OK'.

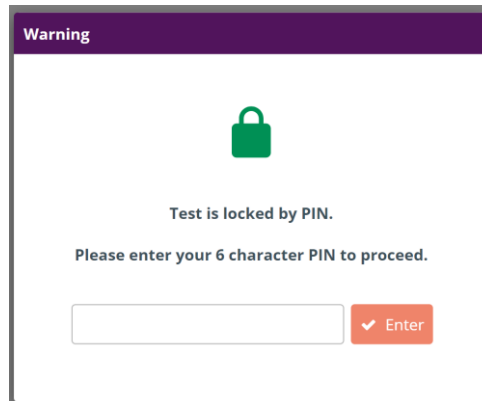
You will then be asked to confirm your details. If these are correct, click 'confirm'.

Confirm Details – Check and confirm the details are correct in order to take the test.

IMPORTANT:

Please ensure candidates double check the details on the screen to ensure the learner information is accurate before confirming identity and proceeding with the examination.

Enter the PIN, that your tutor has given you. (This is the **shorter** of the two codes you have been given.) Click 'Enter'.



You will now see an introduction page. Click 'Start the test' to begin the test.

Page: E3EDSQ Intro
Section: Introduction
Progress 0%
Finish Test

Test: E3 EDSQ MOCK
Candidate: ACKROYD Bianca

1

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	Task 2	Sending an email	2
	Task 3	Searching for information	3
	Task 4	Buying the train tickets	5
	Task 5	Paying for the train tickets	5
Part 2	Task 6	Creating an online poster	9
Part 3	Multiple choice questions	8 questions	8

Start the Test >

Preferences

Default colour scheme

Black Text with Cream Background | Blue Text with White Background

Black Text with Yellow Background | Black Text with White Background

Yellow Text with Black Background | Light blue Text with Black Background

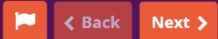
Black Text with Light green Background | Black Text with Light magenta Background

Contrast: 20% | 100%

OK | Cancel

In the bottom left corner there is a 'preferences' button. Click on this if you would like to make some changes to how you view your test. You can change the background colour, the font colour and the contrast of the screen.

Working your way through the test

 Use the 'Next' button to move forward in the test.

Use the 'Back' button to go back.

You can also click on a question number to go straight to that question.

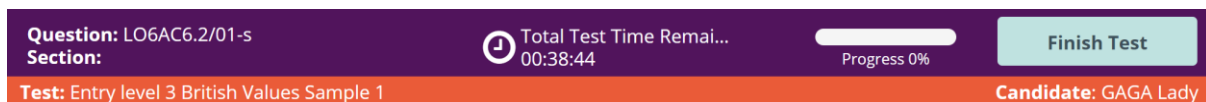


Note - The question tab changes colour when a question has been attempted, this is shown below; attempted questions are shown in blue.



Submitting your test

When you have finished the test and are ready to submit it, click the 'Finish Test' button at the top righthand corner of the screen.



Once you have clicked 'Finish Test', you cannot re-open the test.

If you need any help coming out of the test, going back in, or submitting it at the end, you can ask your tutor for help.

Appendix 1

Ofqual Principles in relation to Category A qualifications which from 1 September 2021 apply to all qualifications.

An awarding organisation must take all reasonable steps to comply with the principles below when complying with Condition VCR2

Principle A1 – As far as possible and without prejudice to the other principles, an awarding organisation must seek to ensure that the Adaptations which it makes to a qualification assist with mitigating the impact on teaching, learning or assessments caused by the coronavirus (COVID-19) pandemic on Learners taking that qualification.

Principle A2 – An awarding organisation must seek to ensure that, where it makes any Adaptations to its qualifications in accordance with the VCR Conditions, the Validity and Reliability of those qualifications is maintained.

Principle A3 – An awarding organisation must seek to maintain standards, as far as possible, within the same qualification in line with previous years, and across similar qualifications made available by the awarding organisation and by other awarding organisations.

Principle A4 – An awarding organisation must seek to ensure, as far as possible, that the Adaptations which it makes to a qualification do not serve to advantage or disadvantage Learners taking that qualification against their peers taking similar VTQs or, where relevant, general qualifications not covered by the VCR Conditions.