

# CENTRE GUIDE



## Surpass Guidance for Centres Essential Digital Skills

Access to HE

Apprenticeships

Digital

Employability & Enterprise

English & Maths

ESOL

Personal & Social Development

Professional Development

Vocational

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## Logging in to Surpass for the First Time

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.**

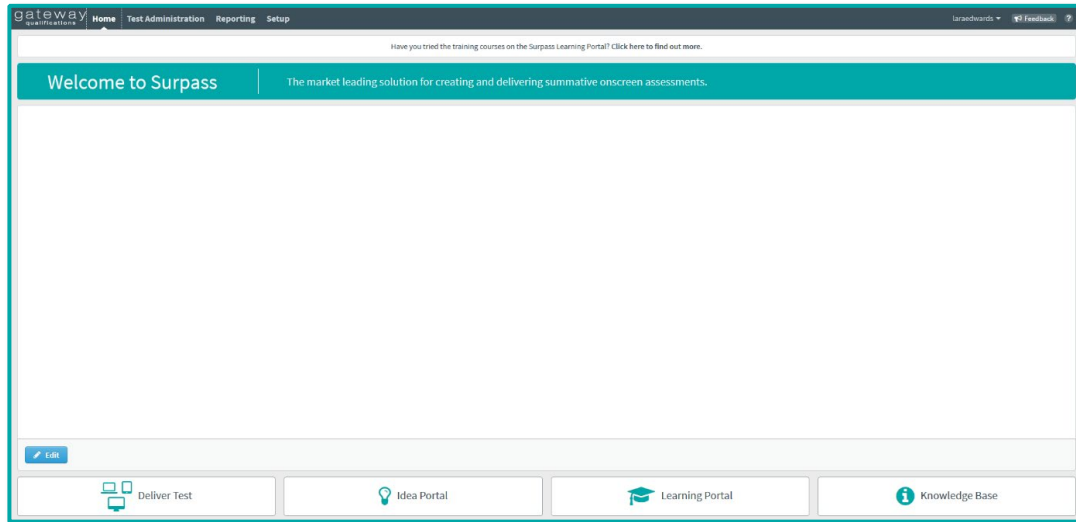
For more product information or useful guides and tutorials please visit us at the [Surpass Community](#).

Thanks,

The Surpass Team

1. Click on the link.
2. 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.
3. 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 have been created and entered, the Surpass Home Page will be displayed:



## Logging in to Surpass

From November 2020 until further notice, the Surpass website must be entered through [Surpass Viewer](#) to ensure that all content is displayed.

The Surpass Viewer may be downloaded from the Gateway Qualifications website by following this link: [Download the Surpass Viewer](#).

## Quick Reference

- All Centre staff must use [Surpass Viewer](#) to schedule, invigilate, mark, and moderate assessments (see page 4).
- Candidates access the assessment via this link: [Surpass HTML Web Delivery Link](#).
- Assessments must be booked **at least 24 hours** before the assessment date, although five days in advance is recommended.
- Marking of assessments should take place within 14 days of the assessment date.
- Internal quality assurance/moderation of assessments should take place within 28 days of the assessment date.
- Internal Quality Assurers should remove the completed filter in the moderate screen to ensure no assessments have been missed (see page 25).
- Pass marks are not set in Surpass. Therefore, all Candidate scripts will show as a fail unless the Candidate has scored 100% in the assessment.

## Scheduling Assessments

All assessments are scheduled in Surpass. Mock and live assessments are booked in the same way.

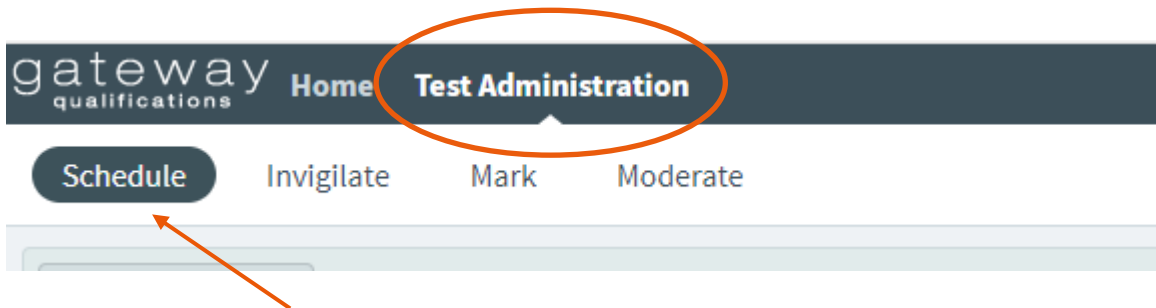
Before scheduling an assessment, Learners must be [registered](#) using the QuartzWeb system.


Once Learners have been registered, their details will automatically migrate to Surpass.

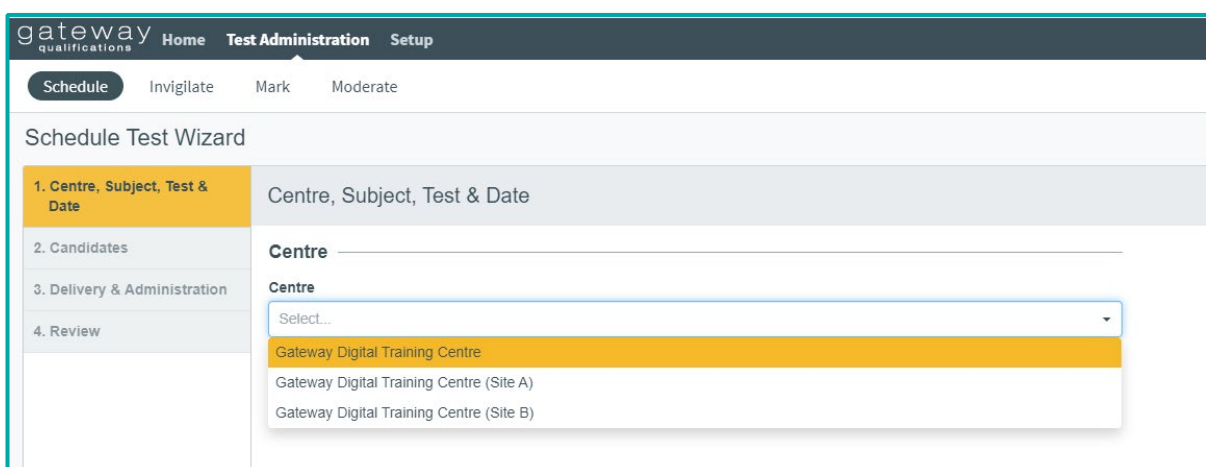
### Scheduling a Mock Assessment

Mock assessments need to be scheduled in Surpass. Mock and live assessments are booked in the same way, **so care must be taken to ensure the correct assessment is booked.**

1. Select **Test Administration** in the title bar.



2. Select the **Schedule** tab.
3. Select **Schedule Test**, located at the bottom of the screen. 
4. A pop-up window will appear. Select the **Centre/Site** where your Learners are registered.



5. Select the **Subject**, ensuring it is the same level the Learners are registered on.

The screenshot shows the 'Schedule Test Wizard' interface. The 'Centre' is set to 'Gateway Digital Training Centre'. The 'Subject' dropdown menu is open, displaying the following options:

- Gateway Qualifications Entry Level 3 in Essential Digital Skills
- Gateway Qualifications Level 1 in Essential Digital Skills** (highlighted)
- Test Subject Html (EDSQ Dummy)

6. Select **Test**, ensuring you select a **MOCK test at the appropriate level**.

The screenshot shows the 'Schedule Test Wizard' interface. The 'Centre' is set to 'Gateway Digital Training Centre' and the 'Subject' is set to 'Gateway Qualifications Level 1 in Essential Digital Skills'. The 'Test' dropdown menu is open, displaying the following options:

- Level 1 Essential Digital Skills
- MOCK Level 1 Essential Digital Skills MOCK** (highlighted)

7. Enter a **Start Date**. This is the date the Candidate(s) will sit the assessment. There is no need to enter a Start Time or an End Time.

- **Note:** You can only schedule one day for the assessment.

The screenshot shows a 'Date' selection interface. At the top, there are two input fields: 'Start Date' and 'Submission Date', both containing '18/12/2020'. Below these is a calendar for 'December 2020'. The calendar grid shows days from 1 to 31. The 18th is highlighted in orange, indicating it is the selected date. Other days are marked with 'X' or are empty.

8. Move to the next screen by clicking **Next**.

Next

9. Select all Candidates required for the assessment by checking the tick boxes.

- **Note:** All columns are sortable and can be filtered. Search options are also available.

10. Move to the next screen by clicking **Next**.

Next

The screenshot shows the 'Schedule Test Wizard' interface. The 'Candidates' step is active, showing a table of candidates. The table has columns for 'Candidate ref.', 'First Name', 'Last Name', and 'Date of Birth'. The first candidate, 16322058 (Charlotte Blue), is selected. There are search bars for 'Candidate ref.', 'First Name', and 'Last Name'. A 'Reset Filters' button is also present.

Candidate ref.	First Name	Last Name	Date of Birth
<input checked="" type="checkbox"/> 16322058	Charlotte	Blue	13/12/1980
<input type="checkbox"/> 16315847	Daniel	Blue	13/08/1990
<input type="checkbox"/> 16316016	Daniel	Blue	13/12/1990
<input type="checkbox"/> 16312939	Terry	Blue	01/01/1990
<input type="checkbox"/> 16322059	Courtney	Green	13/12/1980
<input type="checkbox"/> 16312938	Kerry	Green	01/01/1990
<input type="checkbox"/> 16315846	Mathew	Green	13/08/1990
<input type="checkbox"/> 16316017	Mathew	Green	13/12/1990
<input type="checkbox"/> 16322312	Charlotte	Grey	05/12/1999



11. Assign the **Marker** (Tutor) from the drop-down box.

The screenshot shows the 'Schedule Test Wizard' interface. The 'Delivery & Administration' step is active. The 'Marker' dropdown menu is open, and 'HeatherKnight' is selected. The interface includes a sidebar with steps: 1. Centre, Subject, Test & Date; 2. Candidates; 3. Delivery & Administration (selected); 4. Review. The main content area has fields for Delivery, Language (English), Invigilate (checked), and Administration (Marker: HeatherKnight).

12. The **Review** page will show all Learners you have booked for the assessment.

The screenshot shows the 'Review' step of the 'Schedule Test Wizard'. It displays a table of candidates with the following data:

Candidate ref.	First Name	Last Name	Date of Birth	Duration	Submission Date	Reasonable Adjustments
16322058	Charlotte	Blue	13/12/1980	1 day	18/12/2020	
16315847	Daniel	Blue	13/08/1990	1 day	18/12/2020	

Additional information shown: Centre: Gateway Digital Tra...; Subject: Gateway Qualificat...; Test: MOCK Level 1 Essentia...; Start Date: 18/12/2020; Start Time: 00:00; End Time: 23:59; Language: English. A 'Schedule Test' button is visible at the bottom right.

13. Complete the scheduling of the test by clicking on **Schedule Test**.

[Schedule Test](#)

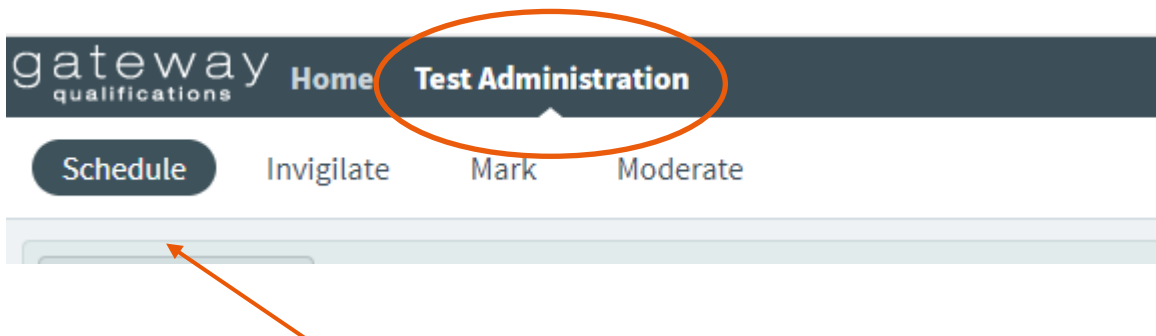
Assessments may be cancelled up to 24 hours before the assessment date. Please visit [External Assessments - Rebooking or Cancelling Assessment](#) for further information.


## Scheduling a Live Assessment

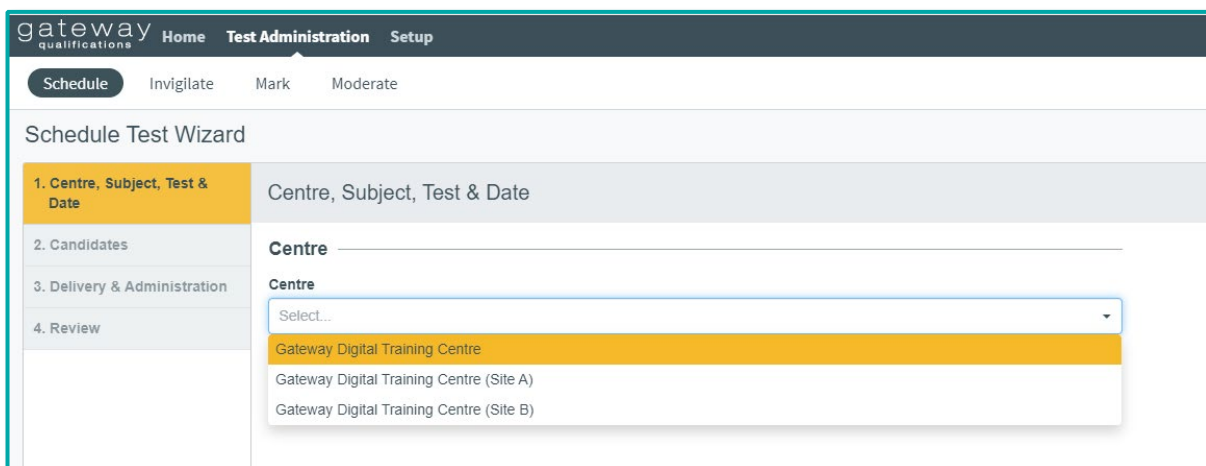
Assessments must be booked **at least 24 hours** before the assessment date, although five days in advance is recommended.

Mock assessments need to be scheduled in Surpass. Mock and live assessments are booked in the same way, **so care must be taken to ensure the correct assessment is booked.**

1. Select **Test Administration** in the title bar.



2. Select the **Schedule** tab.
3. Select **Schedule Test**, located at the bottom of the screen. 
4. A pop-up window will appear. Select the **Centre/Site** where your Learners are registered.



7. Select the **Subject**, ensuring it is the same level the Learners are registered on.

The screenshot shows the 'Schedule Test Wizard' interface. On the left, a sidebar contains four steps: '1. Centre, Subject, Test & Date', '2. Candidates', '3. Delivery & Administration', and '4. Review'. The main area is titled 'Schedule Test Wizard' and contains the following fields:

- Centre, Subject, Test & Date**: A header section.
- Centre**: A dropdown menu with 'Gateway Digital Training Centre' selected.
- Subject & Test**: A section containing:
  - Subject**: A dropdown menu with 'Select...' as the current selection. The list of options includes:
    - Gateway Qualifications Entry Level 3 in Essential Digital Skills
    - Gateway Qualifications Level 1 in Essential Digital Skills** (highlighted in orange)
    - Test Subject Html (EDSQ Dummy)

8. Select **Test**, ensuring you select a **LIVE test at the appropriate level**.

The screenshot shows the 'Schedule Test Wizard' interface. The 'Subject' dropdown is now closed, and the 'Test' dropdown is open. The main area contains the following fields:

- Centre, Subject, Test & Date**: A header section.
- Centre**: A dropdown menu with 'Gateway Digital Training Centre' selected.
- Subject & Test**: A section containing:
  - Subject**: A dropdown menu with 'Gateway Qualifications Level 1 in Essential Digital Skills' selected.
  - Test**: A dropdown menu with 'Select...' as the current selection. The list of options includes:
    - Level 1 Essential Digital Skills** (highlighted in orange)
    - MOCK Level 1 Essential Digital Skills MOCK

- Enter a **Start Date**. This is the date the Candidate(s) will sit the assessment. There is no need to enter a Start Time or an End Time.

- Note:** You can only schedule one day for the assessment.

The screenshot shows a 'Date' selection interface. It includes two date input fields: 'Start Date' and 'Submission Date', both containing '18/12/2020'. Below these is a calendar for 'December 2020'. The calendar shows days from 30th to 10th. The 18th is highlighted in orange, and the 1st is also highlighted in orange. Other days are marked with an 'X'.

- Move to the next screen by clicking **Next**.

Next

- Select all Candidates required for the assessment by checking the tick boxes.

- Note:** All columns are sortable and can be filtered. Search options are also available.

- Move to the next screen by clicking **Next**.

Next

The screenshot shows the 'Schedule Test Wizard' interface. The 'Candidates' step is active. A table lists candidates with columns for 'Candidate ref.', 'First Name', 'Last Name', and 'Date of Birth'. The first candidate, 16322058 (Charlotte Blue), is selected with a checked checkbox. Other candidates include Daniel Blue, Daniel Blue, Terry Blue, Courtney Green, Kerry Green, Mathew Green, Mathew Green, and Charlotte Grey.

Candidate ref.	First Name	Last Name	Date of Birth
<input checked="" type="checkbox"/> 16322058	Charlotte	Blue	13/12/1980
<input type="checkbox"/> 16315847	Daniel	Blue	13/08/1990
<input type="checkbox"/> 16316016	Daniel	Blue	13/12/1990
<input type="checkbox"/> 16312939	Terry	Blue	01/01/1990
<input type="checkbox"/> 16322059	Courtney	Green	13/12/1980
<input type="checkbox"/> 16312938	Kerry	Green	01/01/1990
<input type="checkbox"/> 16315846	Mathew	Green	13/08/1990
<input type="checkbox"/> 16316017	Mathew	Green	13/12/1990
<input type="checkbox"/> 16322312	Charlotte	Grey	05/12/1999

13. Assign the **Marker** (Tutor) from the drop-down box.

The screenshot shows the 'Schedule Test Wizard' interface. The 'Delivery & Administration' step is active. The 'Marker' dropdown menu is open, and 'HeatherKnight' is selected. A red arrow points to the dropdown menu.

14. The **Review** page will show all Learners you have booked for the assessment.

The screenshot shows the 'Review' step of the 'Schedule Test Wizard'. The table below displays the scheduled candidates.

Candidate ref.	First Name	Last Name	Date of Birth	Duration	Submission Date	Reasonable Adjustments
16322058	Charlotte	Blue	13/12/1980	1 day	18/12/2020	
16315847	Daniel	Blue	13/08/1990	1 day	18/12/2020	

14. Complete the scheduling of the test by clicking on **Schedule Test**.

[Schedule Test](#)

Assessments may be cancelled up to 24 hours before the assessment date. Please visit [External Assessments - Rebooking or Cancelling Assessment](#) for further information.

## Resit Assessments

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Candidates who do not successfully pass an assessment may resit and will need to be booked onto a new assessment within Surpass by scheduling a test as outlined above.

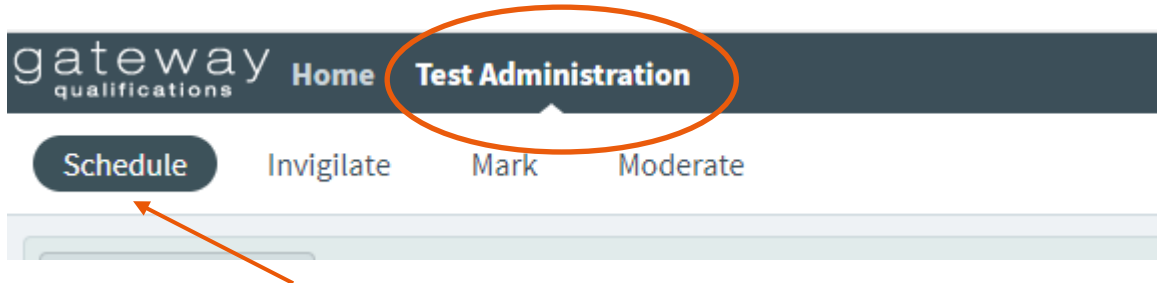
Resit patterns will be closely monitored by Gateway Qualifications.

Gateway Qualifications will ensure that Learners are allocated a different assessment than the one originally taken.

The first resit is free. Any further resits are chargeable.

## Obtaining key codes for Candidates and printing the Invigilation Pack

1. Select **Test Administration** in the title bar.



2. Select the **Schedule** tab.
  - **Note:** All columns are sortable and can be filtered.
3. Highlight Candidates to be included in the invigilation pack (press ctrl or shift to multi-select.)

4. Select **Print Invigilation Pack.**

Print Invigilation Pack

5. Select **Create Invigilation Pack using selected tests.**

Create Invigilation Pack using selected tests

6. Select one keycode or multiple keycodes per page.

7. Select **Finish**. A PDF document will download.

## On the day of the test (Test Supervisor)

1. Prepare the examination room.
2. Ensure the invigilation pack is provided to the Supervisor/Invigilator.
3. Advise/distribute individual key codes to the Candidates.
4. Complete the Attendance Register.
5. Once ready to proceed, advise Candidates of the pin code to start the test.
6. When the test has finished, complete the Invigilation Report.

## Starting the assessment

1. Test Supervisor/Invigilator to advise Candidates to enter their individual key code into the [Surpass HTML Web Delivery Link](#).


2. Candidates will then be asked to confirm their details are correct and select **Yes**.

Ensure Candidates double check the details on the screen to ensure the Learner information is accurate before confirming identify and proceeding with the assessment.


Failure to sit the correct assessment may result in a maldministration/malpractice investigation.



Confirm Details



**Surpass**  
The Assessment Platform



gateway  
qualifications

Last name: PALSER  
 First name: Nick  
 Test Name: MOCK Entry Level 3  
                   Essential Digital Skills  
                   MOCK  
 Language: English

Are the details above correct?

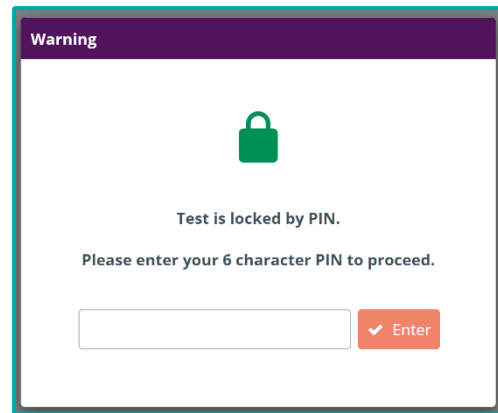
✓ Yes
✗ No

Surpass - Powering Assessment

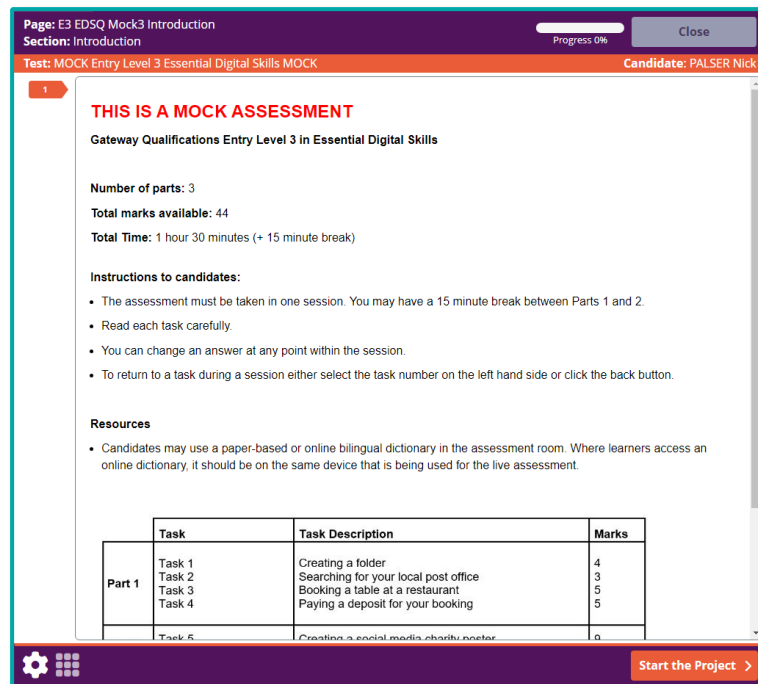
4. The Test Supervisor/Invigilator announces the PIN for all Candidates, which is found on the **Invigilation** screen or on the invigilation pack.
- **Note:** The **State** column can be filtered.

Schedule	Invigilate	Mark	Moderate
<input type="button" value="Reset Filters"/>		<input type="checkbox"/> Downloaded to SecureClient	
	State	PIN	Test Name
		Q	
<input type="checkbox"/>	R	WXQPP	Entry Level 3 Essential Digi...
<input type="checkbox"/>	✓	YKBKPJ	Level 1 Essential Digital Skill
<input type="checkbox"/>	✓	NFNLDY	Entry Level 3 Essential Digi...
<input type="checkbox"/>	✓	GLBDVP	Level 1 Essential Digital Skill
<input type="checkbox"/>	✓	RWKDLB	Entry Level 3 Essential Digi...
<input type="checkbox"/>	✓	NGPLPN	Entry Level 3 Essential Digi...







5. Candidates enter the 6-character PIN.



Candidates then see the introduction page, where they can begin the assessment.





7. The symbols on the Supervisor's **Invigilation** screen will change according to the status of the test:

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

**Note:** We recommend bookmarking [HTML Delivery](#) for easy access for future examinations.

8. At the end of the test, Candidates must click on **Close** and **Finish the Project** (see Candidate guide for screenshots).

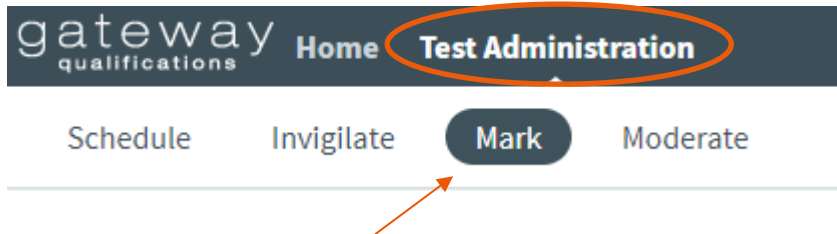
## In the event of an emergency

- The assessment may be paused from the **Invigilation** screen by highlighting and selecting Candidates.
  - Note:** If Candidates are shown on more than one page, you will need to select all Candidates on each page
- Select **Pause**. 
- Candidates will receive a pop-up notification to advise that the test has been paused.
- To resume the test, select Candidates and select **Resume**. 

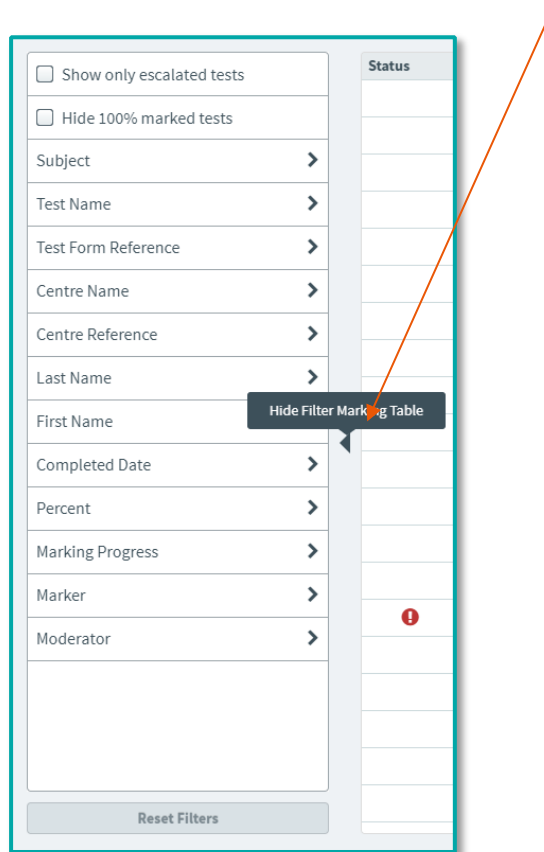
**Note:** Any disturbances/emergencies should be documented in the Invigilation Record found in your Invigilation Pack on Surpass. Please retain your completed Invigilation Records, as these will be requested periodically.

## Assessment Marking

1. Select **Test Administration** in the title bar.



2. Select the **Mark** tab.
3. You can search for your name or other details in the filter table found on the left of the screen, which can be expanded by clicking the arrow.



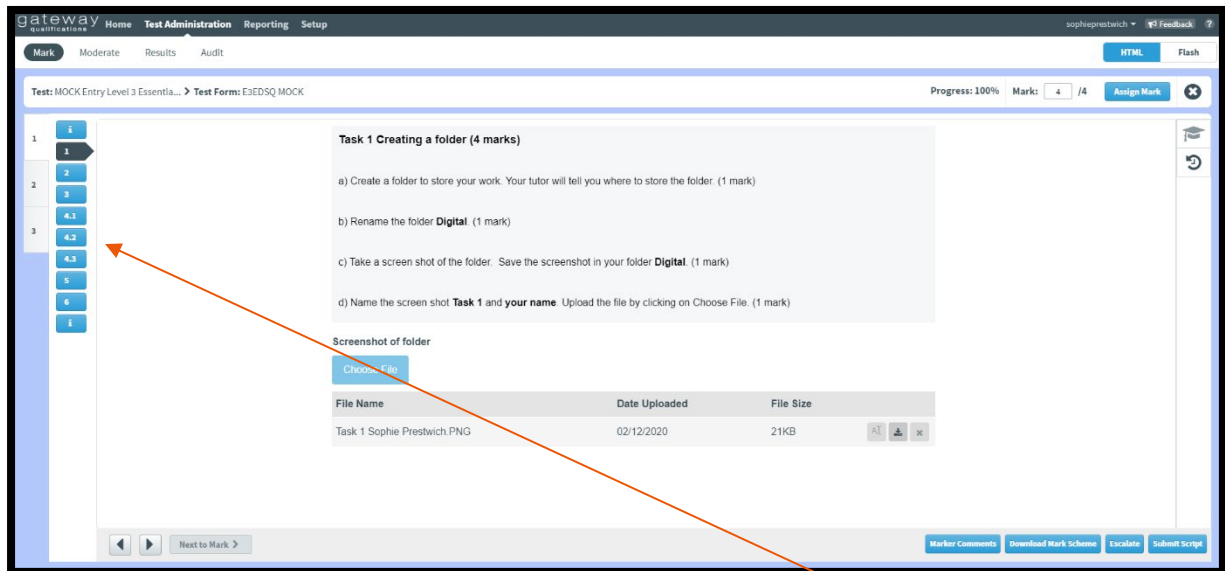
4. The scripts you need to mark will be shown.
5. You can see Candidates' names in the **Last Name** and **First Name** columns.

Status	Subject	Test Name	Test Form ...	Centre Name	Centre Ref...	Last Name	First Name	Completed ...	Max Mark A...	Mark Awar...	Percent
	Gateway Quali...	Entry Level 3 E...	E3EDSQT2	Gateway Prod...	61076	Palser	Nick	26.02.2024	44	0	0%
	Gateway Quali...	MOCK Entry Le...	E3EDSQM3	Gateway Prod...	61076	Palser	Nick	24.05.2024	44	3	6.8%

6. To mark a script, select it and use the **Mark Script** button.



7. You can view the current question and the Candidate's response in the main panel.



8. Navigate through the script with the question drop-downs on the left. You can also use the **Previous** and **Next** buttons.

9. Unmarked questions are marked with a \* in the question drop-downs. You can also use the **Next to Mark** button to jump to the next unmarked question.

10. You can download the mark scheme by clicking on **Download Mark Scheme**. You should refer to this often while you are marking tests.



- **Note:** From the first question, the entire mark scheme will be downloaded. From subsequent questions, only the mark scheme for the specific question will be downloaded.

11. After assessing a response, enter your mark in the **Mark** field at the top of the dialogue. Select **Assign Mark** to confirm the mark. You can change the mark later if needed.



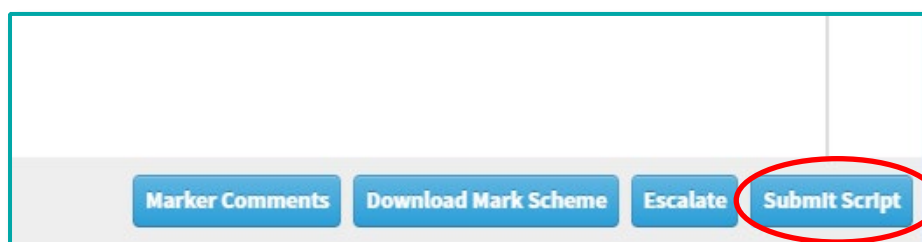
12. You should give full details of where the Candidates have scored marks if this is not clear. To do this, use the **Marker Comments** box and click **Assign Mark** to ensure they are recorded.

Marker Comments

Assign Mark



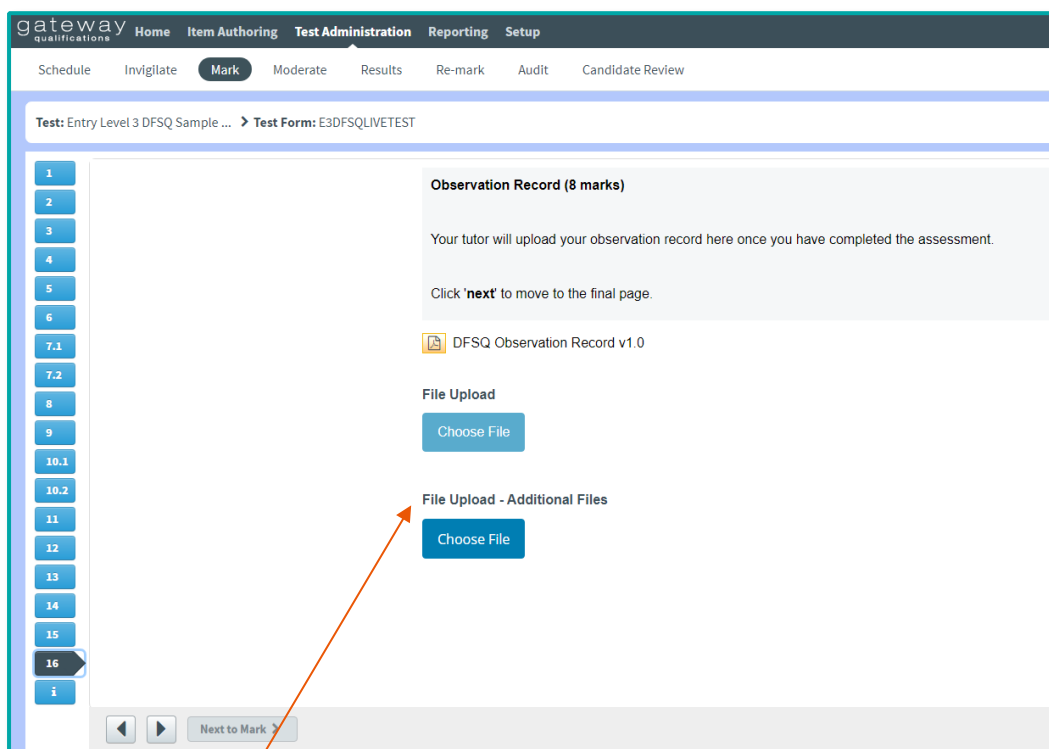
13. Once you have finished marking a script and have uploaded the Observation Record (see next section for instructions), click **Submit Script** or close the script to view the final mark and submit it from the **Mark** screen.



## Uploading the Observation Record (Entry 3 only)

When you have marked every question, you need to upload the Candidate's completed Observation Record.

The Observation Record is always uploaded to the final question of the assessment paper.



4. Select **Other** from the **Reason** drop-down and enter 'Observation Record' in the text field.

Upload Additional Files ✕

**File:**  Browse

**Reason:** Other ▼

**Other reason:**

Observation record

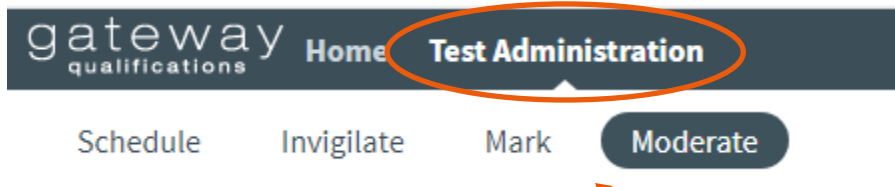
✓ Upload File
Cancel

5. Select **Upload File** to upload the Observation Record.
6. Enter the marks awarded and select **Assign Mark** in the usual way.
7. If you have completed marking the script, click **Submit Script**.
8. When you have marked every script, inform your IQA so that they can begin their sampling.
9. Ensure you delete any Learner work and mark schemes from your device that may have been downloaded during marking.



## Internal Quality Assurance Process

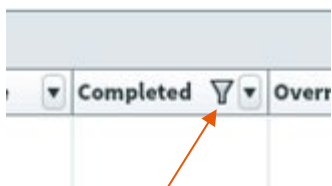
1. Select **Test Administration** in the title bar.



2. Select the **Moderate** tab.
3. Candidate scripts will be shown in a list.

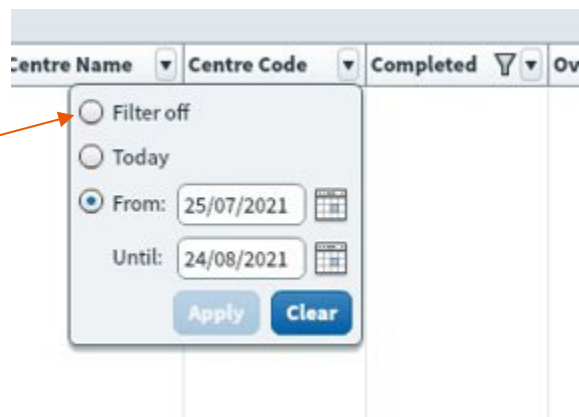
### Note:

To see all available scripts, you may need to remove the “Completed” filter. This is always automatically set to show only the scripts from the previous month.



Click on the down arrow.

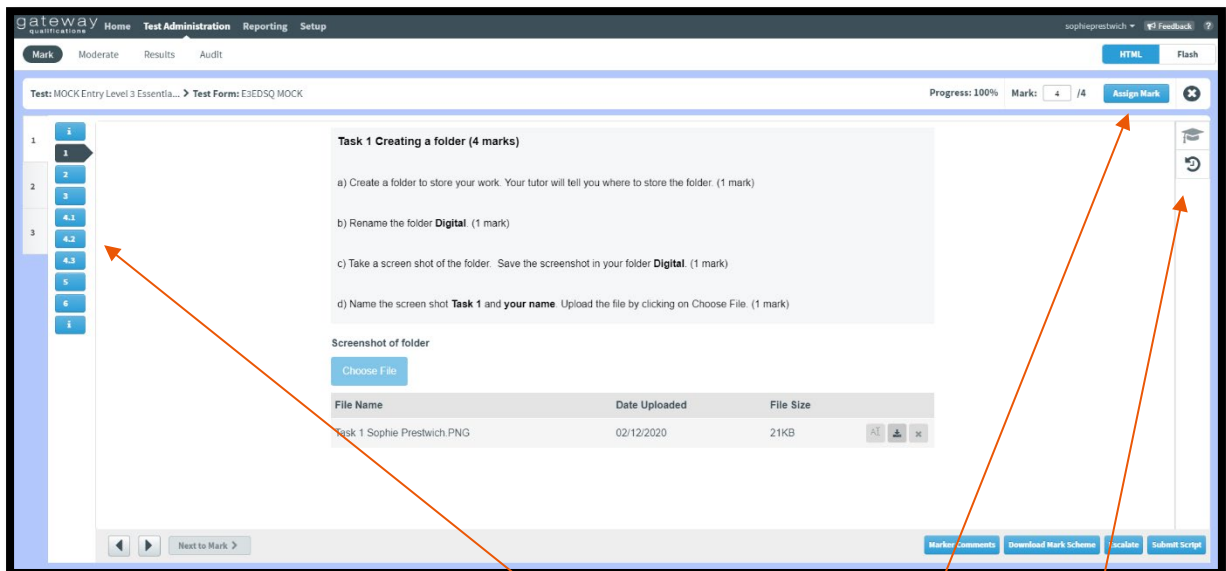
Click on Filter off.



4. Sample a script by selecting it and clicking the **View Responses** button.

[View Responses](#)

5. You can view the current question and the Candidate's response in the main panel.



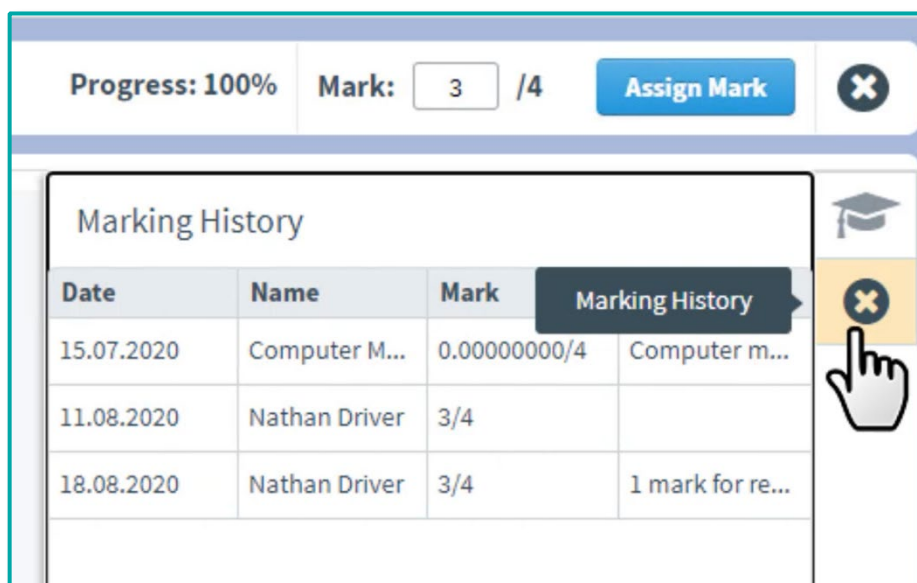
6. Navigate through the script with the question drop-downs on the left. You can also use the **Previous** and **Next** buttons.

7. The mark the Tutor has given is shown at the top right of the screen.


8. You can see why the Tutor has assigned specific marks by selecting **Marking History** from the

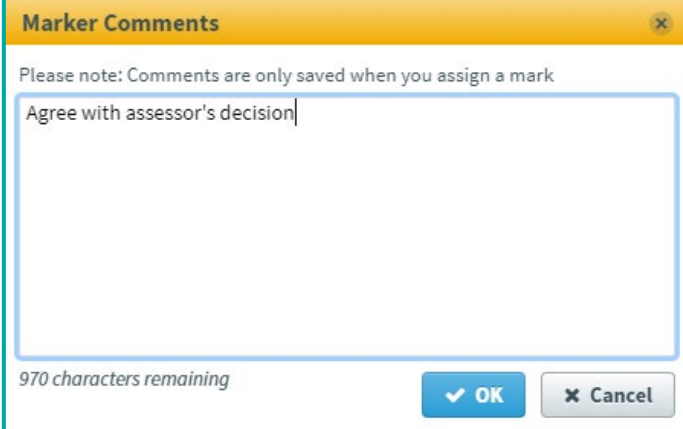


9. Hover over each comment with your mouse to see the entire comment. If there are no comments or any questions, you should encourage Tutors to do this when you give feedback on the marking.



1. To adjust a mark, enter your mark in the **Mark box**.
2. To add your own comments or reasons for adjusting marks, go to the **Marker Comments** button. 

3. Always click **Assign Mark** to ensure marks and comments are recorded. 



**Marker Comments**

Please note: Comments are only saved when you assign a mark

Agree with assessor's decision

970 characters remaining

✓ OK    ✕ Cancel



4. When you have finished sampling the script, select **Close**.
5. Ensure you delete any Learner work and the mark scheme from your device that was downloaded during the internal quality assurance process.
6. Following completion of all sampling, email [quality@gatewayqualifications.org.uk](mailto:quality@gatewayqualifications.org.uk) to inform us that your sampling is complete and the scripts are ready to be Externally Quality Assured. Attach your sampling record.

