

# CENTRE GUIDE



# Surpass Guidance for Centres Essential Digital Skills

## Apprenticeships

# Digital

English &amp; Maths

# ESOL

## Personal & Social Development

## Vocational

## Contents

Logging in to Surpass for the First Time .....	3
Logging in to Surpass .....	4
Quick Reference .....	5
Scheduling Assessments .....	6
Scheduling a mock assessment .....	6
Scheduling a live assessment.....	10
Resit assessments .....	14
Cancelling an assessment .....	15
Obtaining Key Codes for Candidates and Printing the Invigilation Pack.....	16
On the Day of the Test (Assessment Supervisor) .....	17
Starting the assessment.....	17
In the event of an emergency .....	20
Assessment Marking.....	21
Uploading the Observation Record (Entry 3 only).....	24
Internal Quality Assurance Process .....	26

## 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.**

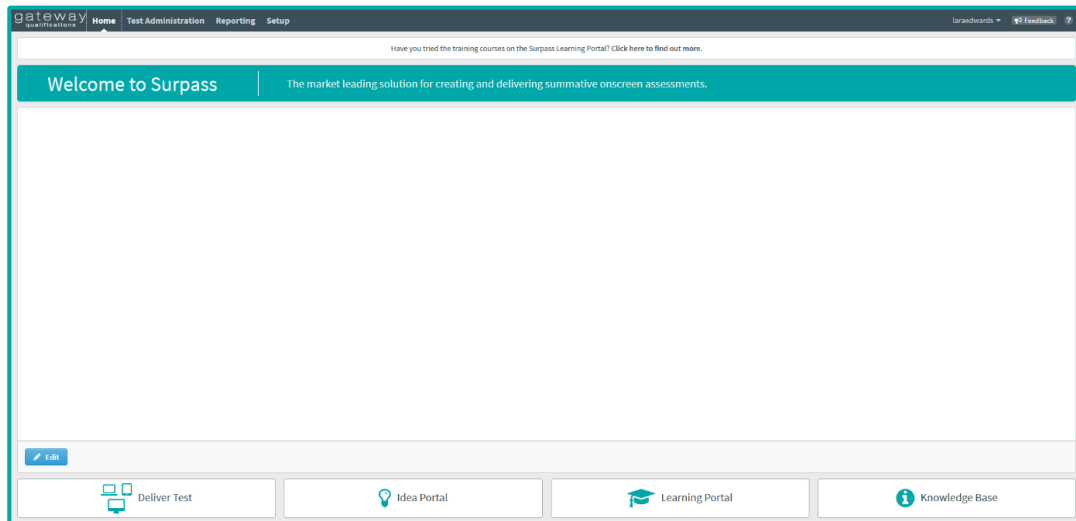
For more product information or useful guides and tutorials please visit us at the [Surpass Community](#).

Thanks,

The Surpass Team

1. Click 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.

4. Once the password and security question have been created and entered, the Surpass Home Page will be displayed:



## Logging in to Surpass

To schedule, invigilate, mark, and moderate assessments, log into Surpass using the following weblink:

<https://gateway.surpass.com/Login>

## Quick Reference

- 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 clear the completed filter in the moderate screen to ensure no assessments have been missed (see page 26).
- 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.

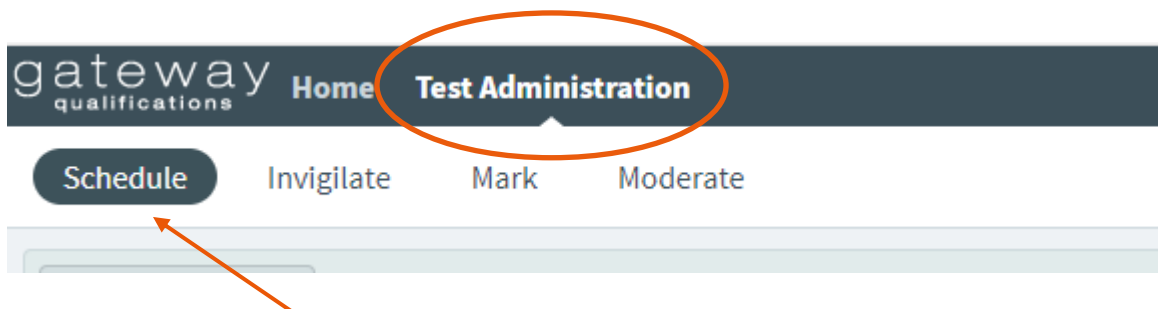
Before scheduling an assessment, learners must be [registered](#) using the QuartzWeb system.

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.

Surpass Tes... x

https://gateway.surpass.com/#TestAdministration

gateway qualifications Home Test Administration Setup

Schedule Invigilate Mark Moderate

Schedule Test Wizard

1. Centre, Subject, Test & Date

Centre, Subject, Test & Date

2. Candidates

3. Delivery & Administration

4. Review

Centre

Gateway Digital Training Centre

Subject & Test

Subject

Select...

Gateway Qualifications Entry Level 3 in Essential Digital Skills

Gateway Qualifications Level 1 in Essential Digital Skills

Test Subject Html (EDSQ Dummy)

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

gateway qualifications Home Test Administration Setup

Schedule Invigilate Mark Moderate

Schedule Test Wizard

1. Centre, Subject, Test & Date

Centre, Subject, Test & Date

2. Candidates

3. Delivery & Administration

4. Review

Centre

Gateway Digital Training Centre

Subject & Test

Subject

Gateway Qualifications Level 1 in Essential Digital Skills

Test

Select...

Level 1 Essential Digital Skills

MOCK Level 1 Essential Digital Skills MOCK

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' section with two input fields: 'Start Date' and 'Submission Date'. Both fields are set to '18/12/2020'. A calendar dropdown is open for the 'Start Date' field, showing the month of December 2020. The date 18 is highlighted in orange. The calendar grid shows days from Monday to Sunday, with some dates crossed out.

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 sidebar on the left has four steps: 1. Centre, Subject, Test & Date; 2. Candidates (highlighted in orange); 3. Delivery & Administration; 4. Review. The main area is titled 'Candidates' and contains a table with the following data:

	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 left sidebar has four steps: 1. Centre, Subject, Test & Date; 2. Candidates; 3. Delivery & Administration (highlighted); 4. Review. The main area is titled 'Delivery & Administration' and contains fields for 'Delivery', 'Language' (set to English), 'Invigilate' (with a checked box for 'Schedule for Invigilate'), and 'Administration'. Under 'Administration', the 'Marker' dropdown is open, showing '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 scheduled tests for two candidates. The table has columns for Candidate ref., First Name, Last Name, Date of Birth, Duration, Submission Date, and Reasonable Adjustments. The first candidate is Charlotte Blue, born 13/12/1980, with a 1-day duration and submission date of 18/12/2020. The second candidate is Daniel Blue, born 13/08/1990, with a 1-day duration and submission date of 18/12/2020. The table is part of a wizard with steps: 1. Centre, Subject, Test & Date; 2. Candidates; 3. Delivery & Administration; 4. Review (highlighted). The 'Review' step shows the test details: 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, and Language: English. At the bottom, there are 'Back' and 'Schedule Test' buttons.

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	

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

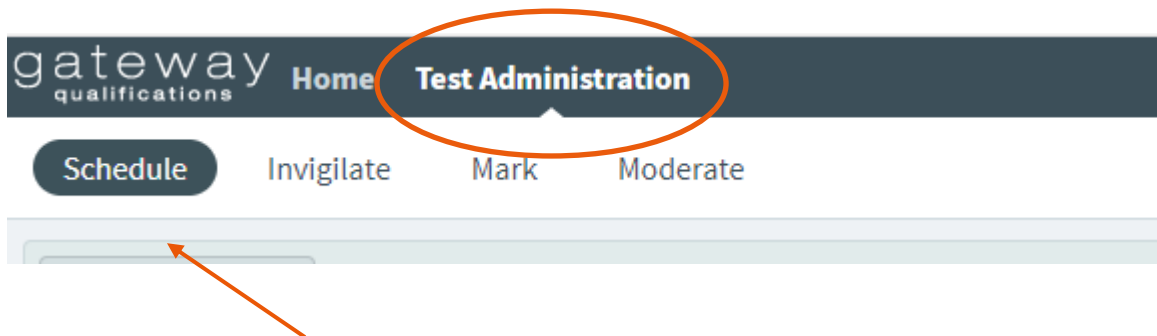
**Schedule Test**

## Scheduling a live assessment

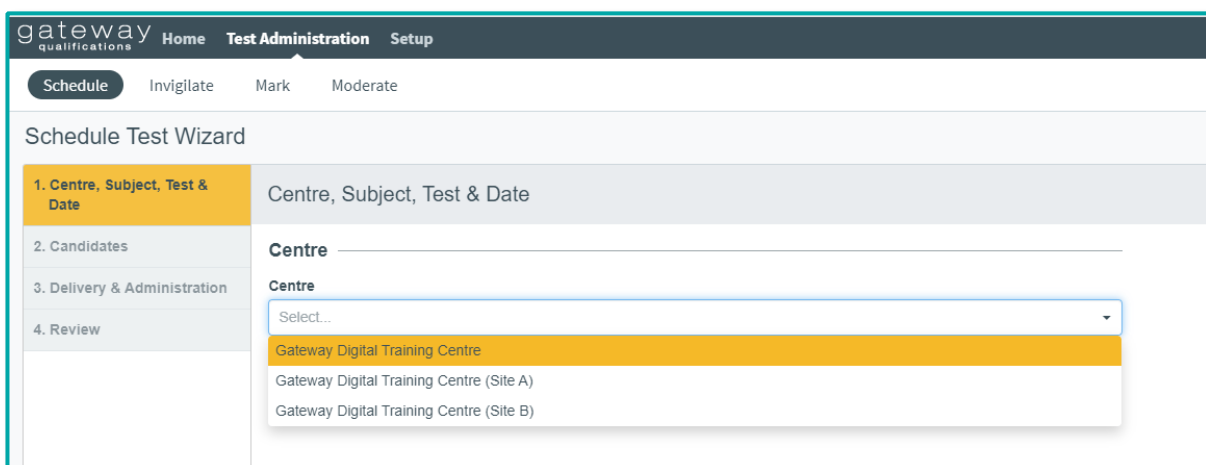
Assessments must be booked **at least 24 hours** before the assessment date, although five days in advance is recommended.

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.

Surpass Tes... x

https://gateway.surpass.com/#TestAdministration

gateway qualifications Home Test Administration Setup

Schedule Invigilate Mark Moderate

Schedule Test Wizard

1. Centre, Subject, Test & Date

Centre, Subject, Test & Date

2. Candidates

3. Delivery & Administration

4. Review

Centre

Gateway Digital Training Centre

Subject & Test

Subject

Select...

Gateway Qualifications Entry Level 3 in Essential Digital Skills

Gateway Qualifications Level 1 in Essential Digital Skills

Test Subject Html (EDSQ Dummy)

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

gateway qualifications Home Test Administration Setup

Schedule Invigilate Mark Moderate

Schedule Test Wizard

1. Centre, Subject, Test & Date

Centre, Subject, Test & Date

2. Candidates

3. Delivery & Administration

4. Review

Centre

Gateway Digital Training Centre

Subject & Test

Subject

Gateway Qualifications Level 1 in Essential Digital Skills

Test

Select...

Level 1 Essential Digital Skills

MOCK Level 1 Essential Digital Skills MOCK

8. 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' section with two input fields: 'Start Date' and 'Submission Date'. Both fields are set to '18/12/2020'. A calendar dropdown is open for the 'Start Date' field, showing the month of December 2020. The date 18 is highlighted in orange. The calendar grid shows days from Monday to Sunday, with some dates crossed out.

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

Next

12. 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.

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

Next

The screenshot shows the 'Schedule Test Wizard' interface. On the left, there is a sidebar with four steps: 1. Centre, Subject, Test & Date; 2. Candidates (highlighted in orange); 3. Delivery & Administration; 4. Review. The main area is titled 'Candidates' and contains a table with the following columns: Candidate ref., First Name, Last Name, and Date of Birth. The first row is highlighted in orange and has a checked checkbox in the first column. The table data is as follows:

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

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

The screenshot shows the 'Schedule Test Wizard' interface. On the left, a sidebar lists four steps: 1. Centre, Subject, Test & Date; 2. Candidates; 3. Delivery & Administration (highlighted); and 4. Review. The main area is titled 'Delivery & Administration' and contains several sections: 'Delivery' with a checkbox for 'Deliver different tests to candidates'; 'Language' with a dropdown menu set to 'English'; 'Invigilate' with a checked checkbox for 'Schedule for Invigilate'; and 'Administration' with a 'Marker' dropdown menu. A red arrow points to the 'Marker' dropdown, which currently displays 'HeatherKnight'.

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 sidebar on the left highlights step 4, 'Review'. The main area displays a summary of the scheduled test and a table of candidates. The summary includes: 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, and Language: English. The table below lists the candidates scheduled for the test.

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	

At the bottom of the table, there are navigation buttons: '< 1 >' and 'Back Schedule Test'.

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

[Schedule Test](#)

## 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.

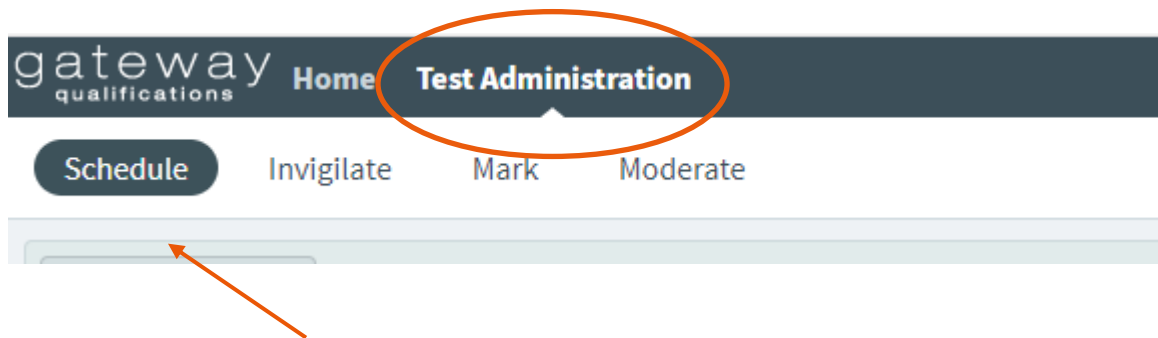
Gateway Qualifications will ensure that learners are allocated a different assessment to that originally taken.

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

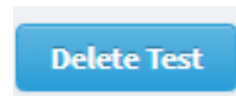
## Cancelling an assessment

Assessments may be cancelled or rescheduled **up to 24 hours** before the assessment date.

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



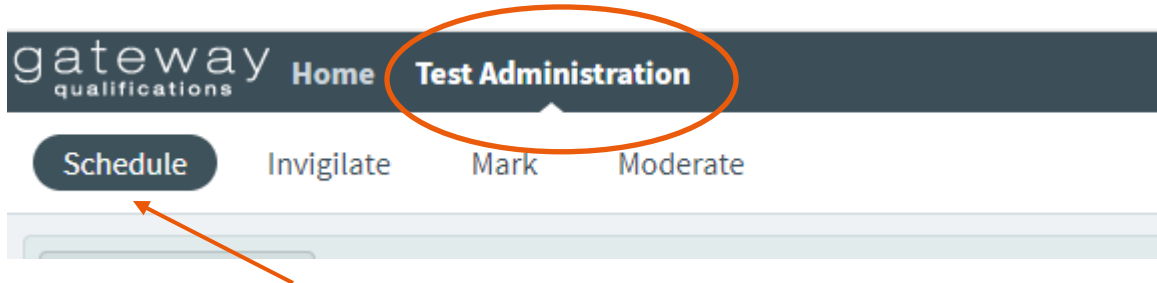
2. Select the **Schedule** tab.
3. Find the candidate in the candidate list.
4. Select the candidate by clicking on their name.
5. Click on **Delete Test**, located at the bottom of the screen to cancel the assessment.



**Note:** If a candidate does not attend an assessment, it will automatically void after the 24 hour assessment window has passed, at which point it may be re-booked.

## 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 multiselect)

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 (Assessment 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. 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

Last name:

First name:

Test Name:

Language:

PALSER

Nick

MOCK Entry Level 3  
Essential Digital Skills  
MOCK

English

Are the details above correct?

✓ Yes

✗ No


Surpass - Powering Assessment

4. The Supervisor/Invigilator announces the PIN for all candidates which is found in 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	
<input type="checkbox"/>	State	PIN	Test Name
		Q	
<input type="checkbox"/>	R	WVXQPP	Entry Level 3 Essential Digital Skills
<input type="checkbox"/>	✓	YKBKPJ	Level 1 Essential Digital Skills
<input type="checkbox"/>	✓	NFNLDY	Entry Level 3 Essential Digital Skills
<input type="checkbox"/>	✓	GLBDVP	Level 1 Essential Digital Skills
<input type="checkbox"/>	✓	RWKDLB	Entry Level 3 Essential Digital Skills
<input type="checkbox"/>	✓	NGPLPN	Entry Level 3 Essential Digital Skills

5. Candidates enter the 6-character PIN.

Warning



Test is locked by PIN.

Please enter your 6 character PIN to proceed.

✓ Enter

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

Page: E3 EDSQ Mock3 Introduction

Section: Introduction

Progress 0%

Close

Test: MOCK Entry Level 3 Essential Digital Skills MOCK

Candidate: PALSER Nick

1

**THIS IS A MOCK ASSESSMENT**

Gateway Qualifications Entry Level 3 in Essential Digital Skills

**Number of parts:** 3

**Total marks available:** 44

**Total Time:** 1 hour 30 minutes (+ 15 minute break)



**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**







- Candidates may use a paper-based or online bilingual dictionary in the assessment room. Where learners access an online dictionary, it should be on the same device that is being used for the live assessment.

	Task	Task Description	Marks
<b>Part 1</b>	Task 1	Creating a folder	4
	Task 2	Searching for your local post office	3
	Task 3	Booking a table at a restaurant	5
	Task 4	Paying a deposit for your booking	5
	Task 5	Creating a social media advert poster	7

Start the Project >



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 the following link for easy access for future examinations.  
<https://gateway.surpass.com/secureassess/htmldelivery/>

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

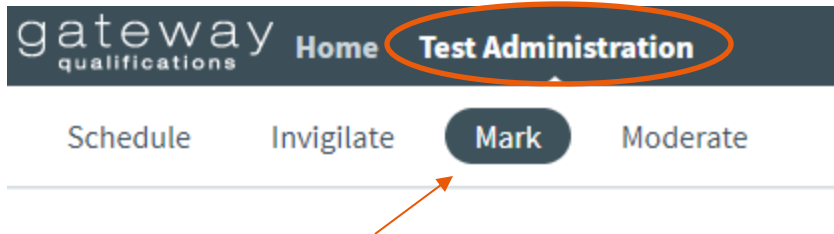
## In the event of an emergency

- 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 the test has been paused.
- To resume the test, select candidates and select **Resume** 

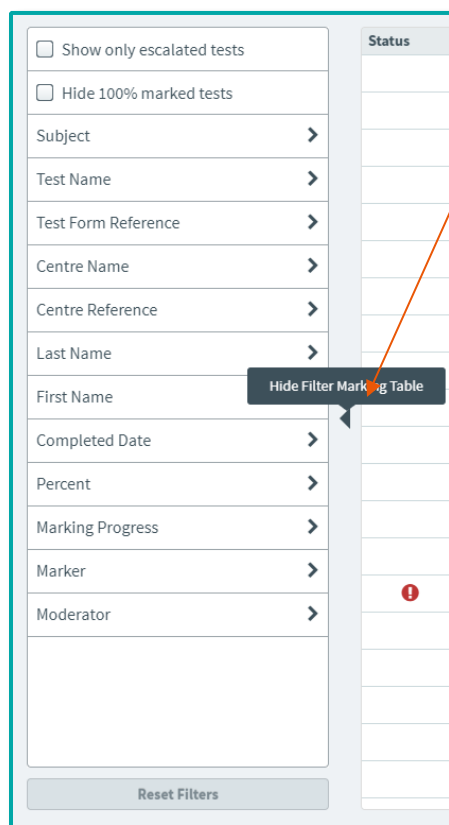
**Note:** Any disturbances/emergencies should be documented in the Invigilation Record found in your Invigilation Pack on Surpass. Please retain your completed Invigilation Records as these will be requested periodically.

## 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.

Schedule

Invigilate

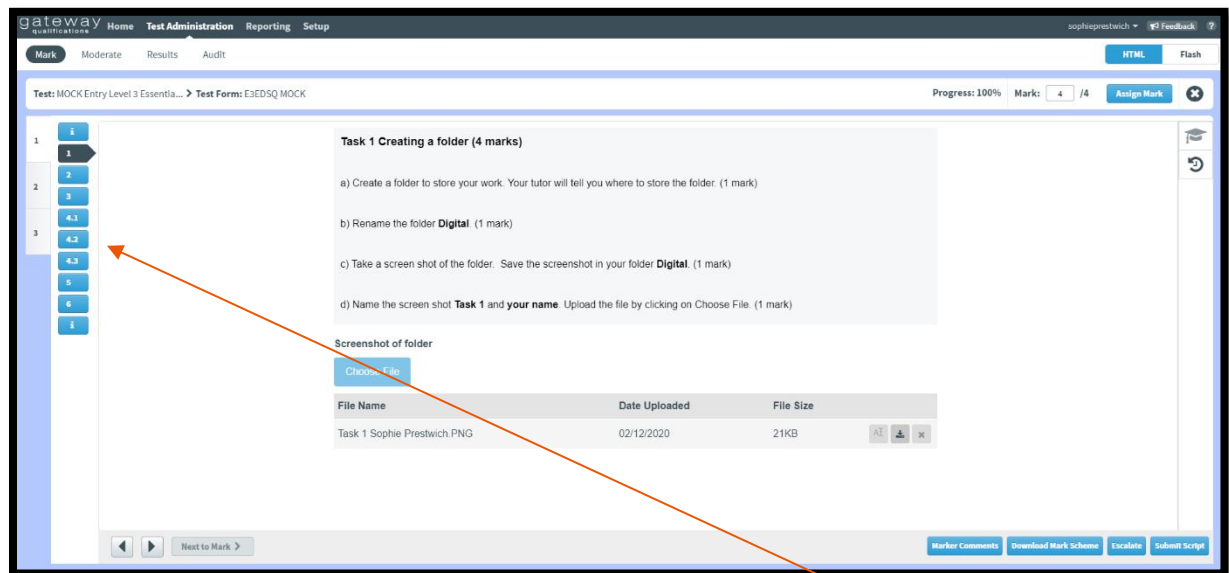
Mark

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.

Mark Script

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.

Download Mark Scheme

- **Note:** From the first question the entire mark scheme will be downloaded and 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 mark later if needed.

Mark:  /4 **Assign Mark**

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

Marker Comments

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

2 marks for completing correct field

1 mark for formatting 2 decimal places

924 characters remaining

✓ OK

✕ Cancel



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 from the **Mark** screen.

Marker Comments

Download Mark Scheme

Escalate

Submit Script

## 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.

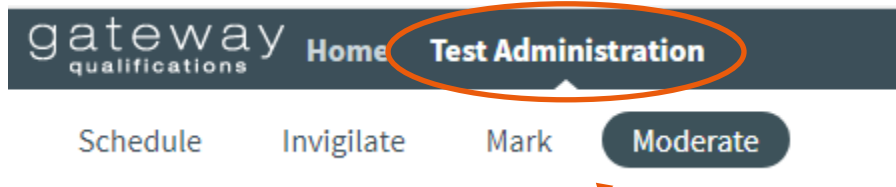
4. Select **Other** from the **Reason** drop-down and enter 'Observation Record' in the text field.



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.



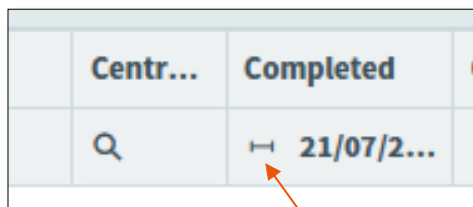
2. Select the **Moderate** tab.
3. Candidates' scripts will be shown in a list.
4. You can modify settings, such as zoom in/out and column widths. These adjustments will remain each time you log in.

### Note:

To see all available scripts, you may need to **clear the "Completed" filter**.

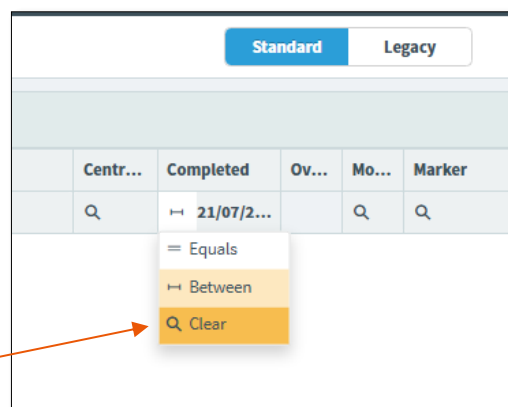
This is **always** automatically set to show only the scripts from the previous month.

**You may need to scroll to the right of the screen to see the Completed column.**



Click on the bar next to the date

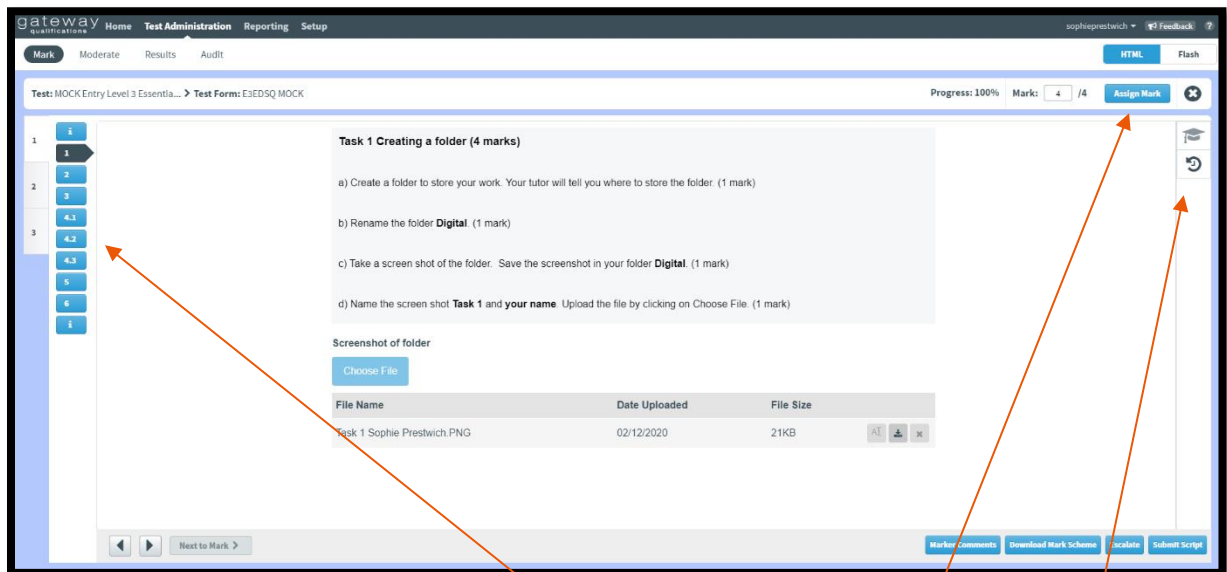
Click on Clear to remove filter



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

**View Responses**

6. You can view the current question and the candidate's response in the main panel.



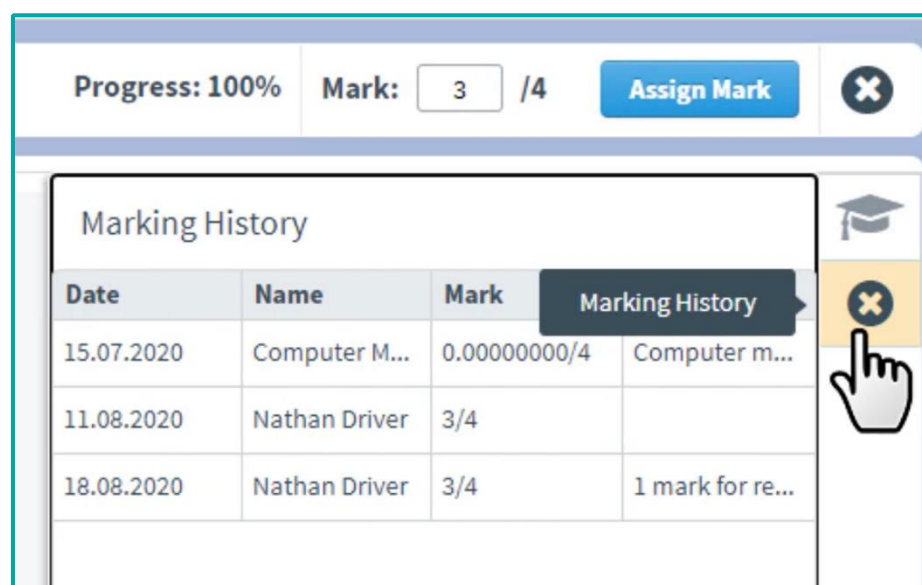
7. Navigate through the script with the question drop-downs on the left. You can also use the **Previous** and **Next** buttons.

8. The mark the tutor has given is shown at the top right of the screen

9. You can see why the tutor has assigned specific marks by selecting **Marking History** from the side bar.



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



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

**Marker Comments**

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

**Assign Mark**



14. When you have finished sampling the script, select **Close**.
15. Ensure you delete any learner work and the mark scheme from your device that was downloaded during the internal quality assurance process.
16. 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.



Gateway Qualifications, Gateway House,  
3 Tollgate Business Park, Colchester CO3 8AB