



Mastering Surpass: Best Practice for Administrators and Invigilators



Purpose of the session

- Preparation for assessments and pinning the key differences between Multiple Choice Qualifications & Digital
- Scheduling and preparing for assessment
- Invigilating and handling in flight exams
- Handling results
- Top tips and recommended good practice
- Support resources

Preparation for Assessments

Adding staff member accurately onto Prism to ensure all staff have their appropriate surpass accounts

Familiarise yourselves with the different practices between MCQ and Digital Requirements

Ensure Assessment Web Link is book marked on all devices where candidates will sit.

Download & review Surpass Guide for Centres & Surpass Guide for Candidates

Ensure **Registrations of learners** are complete via MyQuartz

Multiple Choice Qualifications (MCQs)	Essential Digital Skills & Digital Functional Skills (Digital)
Register on MyQuartz	Register on MyQuartz to allow the learner to appear available to schedule in Surpass
Schedule assessment on MyQuartz (this will then allow the candidate to appear in Surpass)	Schedule assessment on Surpass
Can permit a booking window of up to one months when scheduling to which the assessment can be sat any date within.	Singular date permitted only.
100% computer marked with results automatically returning on exam completion.	Partially computer marked for the MCQ elements.
<p>Results automatically process and does not require further quality assurance activity.</p> <p>Results can also be viewed in Surpass via results tab and the usual Learner Achievements Report in MyQuartz</p>	<p>EDSQ and DFSQ Entry 3 are Internally marked within 10 working days, followed by moderation activity and externally released via Gateway Qualification upon successful EQA checks.</p> <p>DFSQ Level 1 is marked By Gateway Qualifications</p> <p>Results will only appear in MyQuartz via the EDSQ or DFSQ result reports once results are released from Surpass.</p>
Exam bookings will self clear allowing re sits via Surpass 24 hours after exam date. Providing Key Code <u>has not been entered</u>.	Exam bookings will self clear allowing re sits via Surpass 24 hours after exam date. Providing Key Code <u>has not been entered</u>.

Our Systems: Surpass

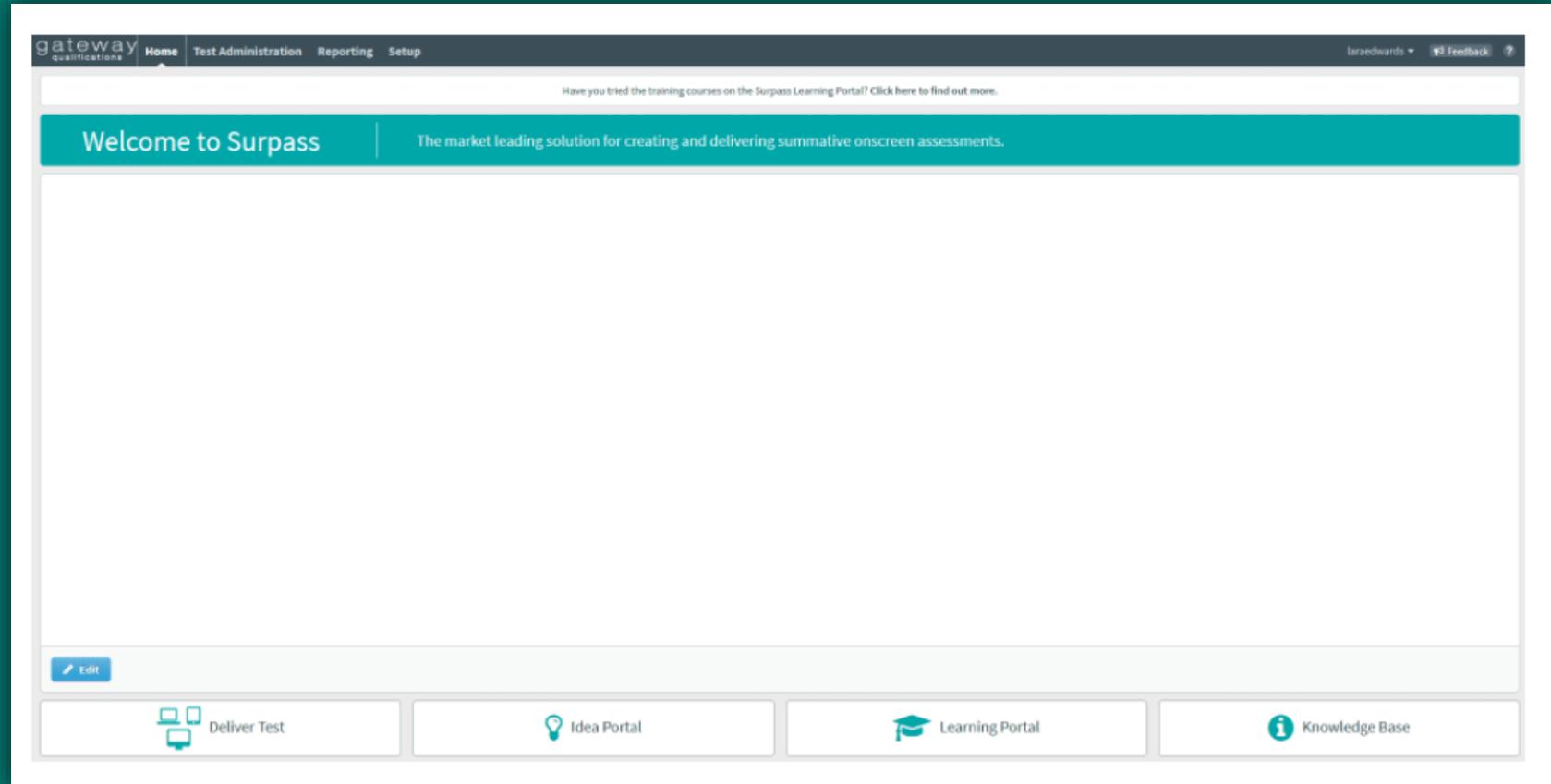
Schedule mock and live assessments



Download invigilation packs which includes key codes, invigilation report and attendance register



Marking and Moderation Activity (For Digital Provision)



Gateway.Surpass.Com



Multiple Choice Qualifications
(MCQs)



On the day of the assessment

(Invigilator)

On the day of the assessment (Invigilator)

- Prepare the examination room ensuring gateway.surpass.com/takeatest is available on all devices
- Ensure you are able to log into gateway.surpass.com and contact us to resolve any login issues
- Ensure you have access to the downloaded invigilation pack
- Enter any reasonable adjustments if required
- Familiarise with what each Surpass symbol means (next slide)
- Hand out and/or Advise Candidates of their individual key codes ensuring to issue correctly
- Consider issuing Surpass Candidate Guide to candidates
- Complete the Attendance Register
- Once ready to proceed – reveal pin code to the candidates to start the test
- Request candidate double check information on the screen is accurate prior to proceeding
- Complete invigilate report within the pack on assessment completion

Dealing With Cancellations

Action should only be required if you intend to bring the assessment date forward from what you have originally booked

Centres can delete scheduled assessments at any time up to 24 hours before the test date (before the learners reach the invigilation tab)

By finding the learner on the Schedule tab, highlighting the learner and clicking on the Delete Test button at the bottom of the screen

When learners are on the Invigilate tab, you do not need to take any action as the booking will automatically clear 24 hours after the scheduled date

Reschedule assessment in the usual way

24-hour grace period pre and post assessment where keycodes remain valid. Once cleared a new booking can take place

Avoid booking assessments on the day you wish learners to sit

Print Invigilation Pack

Schedule Test

Edit Test

Show Additional Details

Delete Test

Symbols

<p>'Locked by PIN' – Usually indicates loss of network/connection or the test cannot be started until the learners enter the correct PIN. The learner must enter their keycode first.</p>	
<p>'Ready' – The test is ready to be taken by the learner.</p>	
<p>'In Progress' – The test is currently being taken by the learner.</p>	
<p>'Paused' – The test has been paused by the Invigilator.</p> <p>Highlight learner and select 'resume' to resume test.</p>	
<p>'Awaiting Upload' - The learner has completed the test but failed to select 'submit' at the end. The Centre will have 24 hours from the assessment date to submit the test.</p> <p>Follow instructions in In-Flight Exam Troubleshooting section.</p>	
<p>'Finished' – The learner has finished taking the test</p>	
<p>'Voided' – The test has been voided by a member of staff or Gateway Qualifications.</p>	

Entering Reasonable Adjustments (Extra Time)

- Centres can self-permit and self serve up to 50% additional time to a learners' exam duration for all Surpass qualifications. Ensuring appropriate records are kept. Centres may use the available exemplar from our website
- Should 50%+ this required application through the Gateway Qualifications Reasonable Adjustment Request Form

[Special Considerations and Reasonable Adjustment Forms](#)

The screenshot shows a software interface with a top navigation bar containing buttons: 'Modify Duration' (highlighted with an orange border), 'Unlock', 'Pause', 'Resume', 'Void', and 'Print Invigilation Pack'. Below this is a dialog box titled 'Edit Candidate Exam Duration' with a close button (X) in the top right corner. The dialog is divided into two sections: 'Candidate Exam Details' and 'Exam Duration Adjustments'. Under 'Candidate Exam Details', the following information is displayed: Candidate: Test Man, Candidate ref.: 1215151, Standard Duration: 40 mins, Pre-registered Additional Time: None, and Break Time: No breaks set. Under 'Exam Duration Adjustments', the 'Duration:' field is set to '60' (highlighted with an orange border) and '(50.00% extra)'. The 'Reason for Additional Time:' dropdown menu is set to 'Extra time only - learning difficulties'. At the bottom right of the dialog are 'OK' and 'Cancel' buttons.

Candidate Exam Details	
Candidate:	Test Man
Candidate ref.:	1215151
Standard Duration:	40 mins
Pre-registered Additional Time:	None
Break Time:	No breaks set

Exam Duration Adjustments	
Duration:	60 (50.00% extra)
Reason for Additional Time:	Extra time only - learning difficulties

During The Exam: Handling Inflight Challenges

Candidate has an invalid key code entry notice on login attempt

Computer/Device issues during the exam

Device displaying “User Disconnected”

Exam not loading, upload link not working or any elements not displaying as expected

Candidate forgot to submit the assessment or was not able to complete and submit test as usual (such as unforeseen emergency)

During the Exam: Handling Inflight Challenges

Immediately STOP the exam if:

Detect a candidate is using the incorrect key code

Realise a LIVE is being sat instead of a MOCK

Event of Emergency such as fire drill or unforeseen emergency

Suspected misconduct

When needing to stop the assessment: MCQs & DFSQ

The assessment may be paused by highlighting and selecting Individuals or selecting 'Select All in Page'

Click **Pause**

A blue rectangular button with the word "Pause" in white text.

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

To resume the test

Select individuals or select all in page as above

A blue rectangular button with the text "Select All in Page" in white.

Click **Resume**

A blue rectangular button with the word "Resume" in white text.

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

Welcome to MyQuartz

This system is designed to help you manage your learner registrations and award certificates.

The video on how to conduct a registration [here](#).

You can find further guidance on all our processes on our [website](#).

Please ensure that when registering learners, you are using the correct registration template published in January 2021 and that you use the correct codes as shown on the coding tab.

Selecting Units:

Selecting units (that are planned to be delivered) at registration is now a mandatory requirement for qualifications that consist of optional units. Further guidance can be found on the following support pages. Please be advised units are amendable up until the cohort end date should any alteration need to be made.

- [Registering Learners - Selecting Units at Registration - Gateway Qualifications](#)
- [Registering Learners - Selecting Units at a Later Date - Gateway Qualifications](#)

Top Tips & Good Practice



Request dummy key codes (via the Customer Excellent Team) to test devices and become familiar with assessment format and navigation style

Log in using username NOT email addresses

Do not enter keycodes for no shows

Get comfortable with manipulating filters to display what you require

Resolve any issues and submit assessment within 24 hours to avoid losing the assessment

Digital results will consistently show as failed on results tab in Surpass unless a learner achieves 100%. Be sure to use results report as shown previously

Surpass Subjects do not require an RAC. All results and certification auto generate on return

Top Tips & Good Practice



Have your ICT teams contact available to liaise should complex technical difficulties arise

Immediate issues or support should be dealt with over the phone where the team can advise. Do not share sensitive exam material over emails

If believed results are delayed be sure to check mark and moderate tabs and check with responsible staff to ensure appropriate actions have taken place prior to escalating

Ensure learner hard drives are clean ahead of the next assessment following assessment.

Ensure staff have correct permission in Prism to enable appropriate set up and permissions

Do not select the 'Remove PIN' or 'Void' buttons as **all** learners **MUST** use a PIN to access the assessment. Results may be at risk if these selections are processed

Ensure appropriate further teaching takes place addressing weaknesses prior to booking resits

Mastering Filters

- Believe to have made a booking but learner not appearing
- Sat the assessment and can no longer see the learner
- Generally checking progress of learners

Schedule Invigilate Mark Moderate Results Audit Bulk Schedule Standard

	Test Name	Candidate	Candidate ref.	Date of Birth	Start Date	End Date	Date Scheduled
	Q	Q	Q	Q	Q	Q	Q
y Level 3 in Digital Functional Skills	LIVE Entry Level 3 Digital Functional Skills			14/10/1963	04/06/2025	04/06/2025	
y Level 3 in Digital Functional Skills	LIVE Entry Level 3 Digital Functional Skills			21/05/1995	04/06/2025	04/06/2025	
y Level 3 in Digital Functional Skills	LIVE Entry Level 3 Digital Functional Skills			26/04/2006	03/06/2025	03/06/2025	

Filter dropdown for Date Scheduled: []
= Equals
= Between
Q Clear

Moderate Results Audit Standard Legacy

	Test form reference	Last name	First name	Candidate ref.	Duration	Original Result	Adjusted Result	Percent	Mark	Centre Name	Centre Code	Completed
	Q	Q	Q	Q								Q
Skills	E3DFSQAA3				90	Fail		94%	47			
Skills	E3DFSQAA3				90	Fail		88%	44			
Skills	E3DFSQAA2a				90	Fail		84%	42			

Filter dropdown for Completed: [] 05/05/20...
= Equals
= Between
Q Clear

Website Support and Resources Available

Centre Surpass Guide

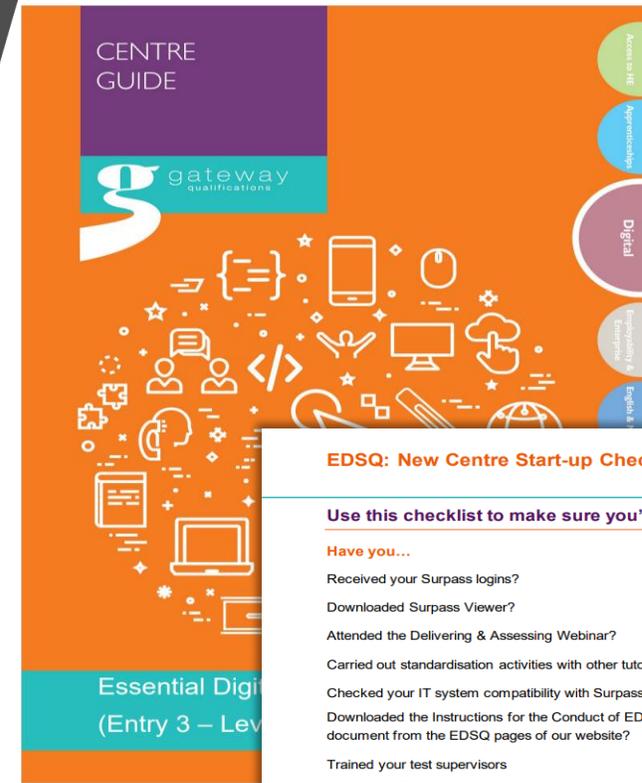
Candidate Surpass Guide

Online How To Videos

FAQs (For MCQs and Digital)

EDSQ Centre Guide, Checklists and Conduct of Assessments

Basic Diagnostic Tool



EDSQ: New Centre Start-up Checklist

gateway qualifications

Use this checklist to make sure you're on track with EDSQ delivery

Have you...

- Received your Surpass logins?
- Downloaded Surpass Viewer?
- Attended the Delivering & Assessing Webinar?
- Carried out standardisation activities with other tutors?
- Checked your IT system compatibility with Surpass?
- Downloaded the Instructions for the Conduct of EDSQ Assessments document from the EDSQ pages of our website?
- Trained your test supervisors
- Set up the IT system to ensure learners will have a secure, clean area to save their work and all data will be removed following the assessment?
- Accessed our guidance documents (Centre Guide, Surpass Guide, Surpass Candidate Guide) on the EDSQ pages of our website?

Do you know...

- How to access and use the initial assessment tool?
- How to use Surpass to:
 - schedule a mock or live assessment?
 - download the invigilation pack?
 - support candidates on test day?
 - mark an assessment?
 - internally quality assure an assessment?

Use Prism to access:

- Free Teaching Resources
- Digital Glossary of Terms
- Chief Examiner's Report and Pass Marks
- Sample Assessments

Contact your Prism Superuser for instant access

EDSQ pages on our website: <https://www.gatewayqualifications.org.uk/qualification-area/digital-qualifications/essential-digital-skills/>

For further assistance, contact registrations@gatewayqualifications.org.uk

Questions?

 01206 911 211

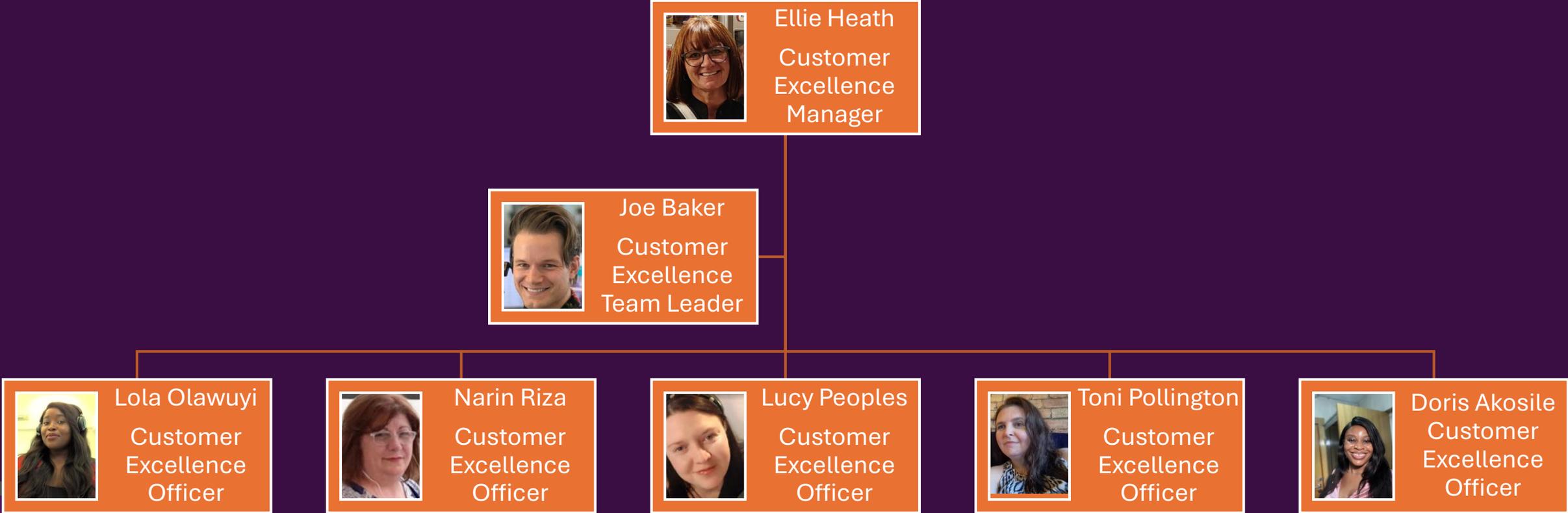
 @GatewayQuals

 www.gatewayqualifications.org.uk

 enquiries@gatewayqualifications.org.uk



Meet The Customer Excellence Team



Contact information

Website



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Customer Excellence Team



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LEARNER OF THE YEAR
FAB 2024 AWARDS
AWARD WINNER



QUALIFICATION OF THE YEAR
FAB 2024 AWARDS
AWARD WINNER