Online Assessment for T Levels – Training Pack

T-LEVELS

NCFE

Contents

Introduction

Welcome to your training session, specifically related to Online Assessment for T Levels (Core components Paper A and B).

We know some providers will have used our Surpass platform for other NCFE qualifications, and that it will also be completely new to others, so we have covered everything in this handy training pack, to help you feel supported and confident throughout the process.

There is a lot of information within this pack as we wanted to make it a step-by-step fully comprehensive tool. We have provided you with keycodes to practice assessments which you can use alongside this pack to see how it works in real-time. This will help you feel confident in using the software with your students when the time comes and will also allow you to troubleshoot any issues that may arise so you can be sure everything will run smoothly for the assessments in June.

You will also find contact details at the end if you have any questions or require further support.

Online Assessment Approval and Set up

At this stage you should have completed and submitted your request form to be set up on the online assessment platform, Surpass.

If your students wish to do their T Level assessments online, this part of the process is crucial. If you have not yet done so, please complete the Online assessment registration request form as soon as possible, ensuring that your devices will meet the technical requirements stated in the technical specification.

Once we have set you up on Surpass you will receive an email to create your password, along with an email with instructions on how to use this system.

Installing Surpass and Secure Client

What are Surpass and Secure Client?

NCFE has an online assessment system that allows providers to deliver external assessments securely on-screen. We're operating the most current version of this system, which is called Surpass, to ensure our customers and students have the best experience possible.

All T Level assessments must be booked and viewed through the NCFE Portal. If you have chosen the online option for your students, the T Level assessment will be automatically scheduled on Surpass.

Please note - You don't need to manually book assessments in Surpass, as you may have previously done for other qualifications such as our Functional Skills. Please disregard any reference to booking or scheduling in the attached guidance, as this is not relevant to T Level assessments.

What are Surpass and Secure Client?

Surpass – The online assessment administration site for invigilating student assessments

Secure Client – the software students will use to sit the actual assessment (and where you can also attempt the practice assessments)
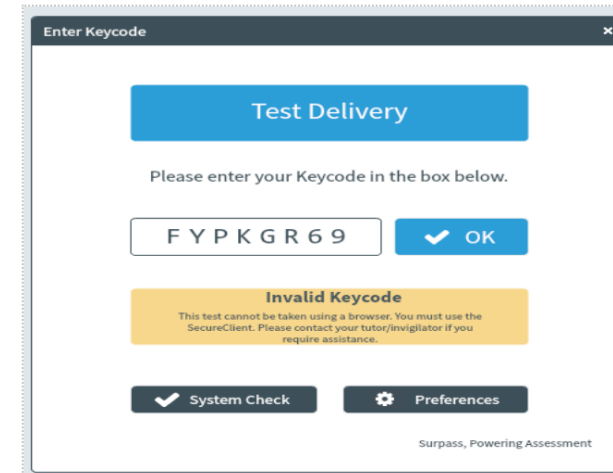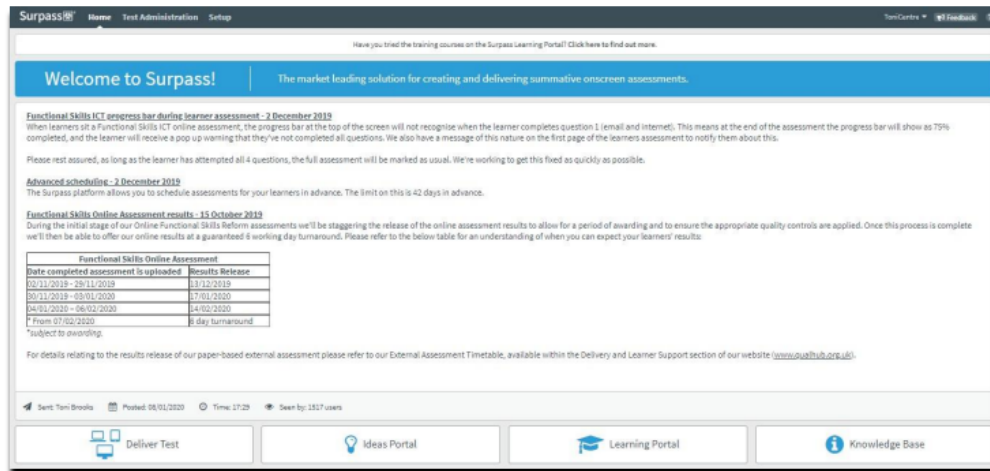
Installing Surpass Viewer

- You will need to install Surpass Viewer on machines that will be used to invigilate assessments

- Installation of the Surpass Viewer shouldn't require any admin or elevated permissions. It should install by any user on their machine; like the installation of zoom or other similar software.

- Please note that the size of the Windows file is 84.6 MB and the size of the MacOS file is 127 MB.

- When there is an update the Surpass Viewer updates automatically. You can choose to restart the application to begin using the updated version or wait until you next open it. You don't need to reinstall the Surpass Viewer to receive the update.

- If your firewall settings prevent you from downloading and installing the Surpass Viewer, your security settings will need to be relaxed or exceptions added for the Surpass Viewer. If you don't do this, you'll not be able to install the Surpass Viewer.

- The Surpass Viewer automatically installs to the user's profile on the local machine. It's currently not possible to change the installation location.

Full instructions on installing Surpass Viewer on a Windows or Apple computer, including troubleshooting guidance, can be found here – Surpass Viewer User Guide

Installing Secure Client

System requirements

There are minimum requirements for installing and running Secure Client on a device. If a device does not meet these requirements, you may not be able to run assessments without technical issues that may impact on your students, and we may not be able to support you. Please make sure the device meets the below minimum requirements. The detailed technical specification can be found here.
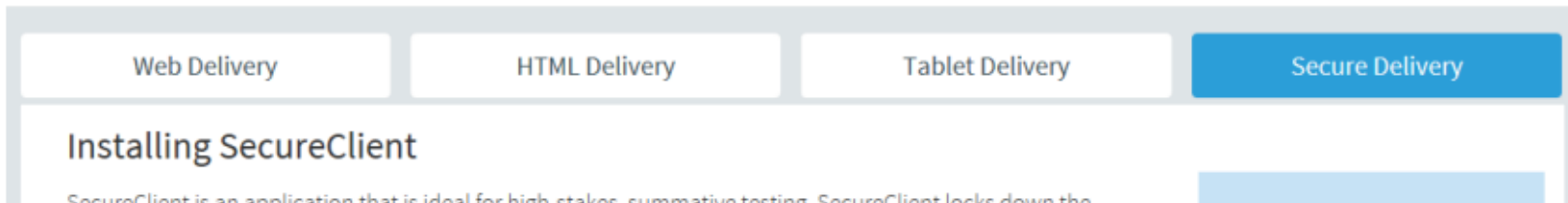
To install Secure Client:

Hardware

- Processor 1.80GHz or faster

- RAM 4GB as a minimum and 8 GB as the recommended (with 1GB of free memory whilst the application is running)

- 1GB of free space - Single display

- Screen resolution of 1024x768

Software

- Windows 8 (32bit or 64bit), Windows 8.1 (32bit or 64bit), Windows 10 (32bit or 64bit)

- Microsoft .NET Framework 3.5 and 4.5.2.

Installing Secure Client

1. Click this link: https://ncfe.surpass.com/launchtest. When the page loads, click the 'Secure Delivery' tab

| Web Delivery | HTML Delivery | Tablet Delivery | Secure Delivery |

Installing SecureClient

SecureClient is an application that is ideal for high stakes, summative testing. SecureClient locks down the

2. Select 'Download SecureClient (MSI)'.

⊙ Download SecureClient (MSI)

3. Select 'Run' when presented with the security warning.

Do you want to run or save **SecureClientInstaller.msi** (163 MB) from **cmspublic.surpass.com**? | Run | Save ▼ | Cancel | ✕

Installing Secure Client

4. After clicking 'Run', you'll be presented with this screen. Click 'next'

5. You will then see this screen which shows the location of where the software will be installed.

Do not change the destination. Click 'next'.

Please note: Secure Client will check for updates each time it's opened. You should open the software once you've installed it to let it do this for the first time.

Full instructions on installing Secure Client including troubleshooting guidance can be found here – Secure Client installation guide

Using Surpass and Secure Client

Using Surpass

- Once logged into Surpass you will see the home screen where NCFE will post information and updates about the system and online assessments.

- 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 several options on this bar.

Using Surpass

Test Administration Screen – Schedule: This screen is only applicable to non-T Level assessments

Test Administration Screen – Results: This screen is only applicable to non-T Level assessments

Test Administration Screen – Invigilation: The Invigilation screen of Surpass allows you to access students' keycodes, both onscreen and on printouts. It also allows you to monitor and control the progress of students' assessments in real time.

T Level assessments will appear in the Invigilation screen 120 hours (5 days) before the scheduled start time of the assessment. For example, if the assessment is due to be sat on Friday 10th June at 9am, your assessments will appear in the Invigilation screen on Sunday 5th June at 9am.

On the invigilation screen, the purpose of some headings are as follows:

• Test Name – refers to which paper the student has been booked on

• Duration – the length of the actual assessment

• Start Date – the first date the assessment can be sat on

• End Date – the last date the assessment can be sat on

• Start time – the earliest time the assessment can be started

• End time – the latest time the assessment can be started

Please note: T Level online assessments should begin at the published start time, as documented in the Key Dates Schedule. However, as detailed in our Regulations for the Conduct of External Assessments, providers are permitted to begin assessments, 30 minutes prior to, or later than, the published start time of the assessment. For assessment variation requests beyond this 30 minutes, please complete and submit an assessment variation request form.

Using Surpass

Keycodes and reports

Students will require a keycode to begin their assessment, and you can find this keycode on the Invigilate screen 72 hours prior to the scheduled assessment date and time.

You can provide a student with their keycode directly from the screen or print an invigilation pack, which includes a keycode slip which can be issued to the student.
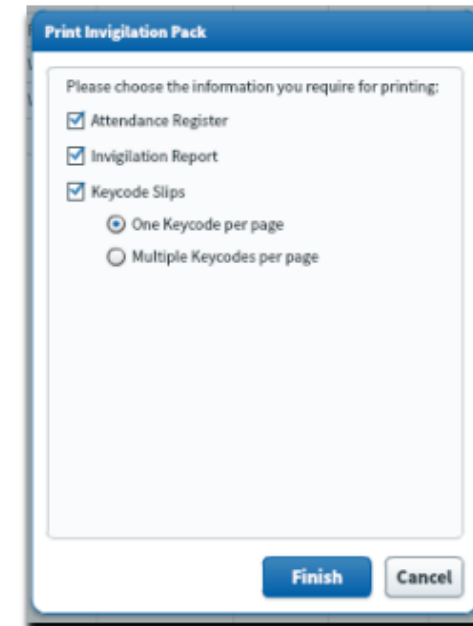
Using Surpass

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 '**students Assessment Keycodes**':

• **Attendance Register**: this is an optional report to confirm the student 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 students 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.
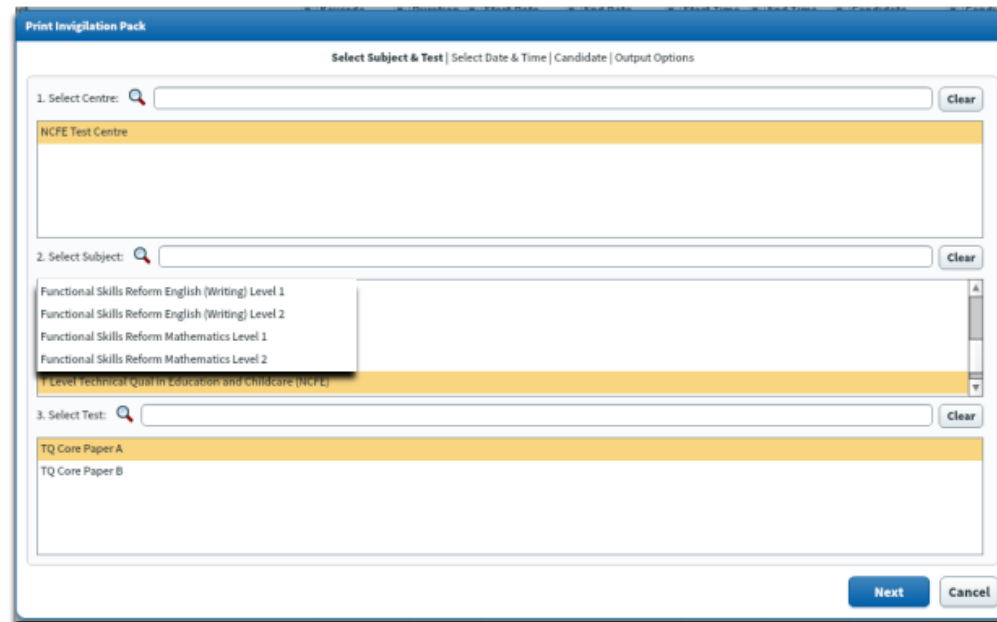
Using Surpass

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 provider name, 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 student(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.

Using Surpass

Invigilating Assessments

The Invigilation screen allows you to monitor the progress of your students' assessments in real time for any assessments that are being run with a live internet connection. The screen will show when assessments have been downloaded for remote assessment and can be used to track answers being uploaded following those assessments being completed. Each assessment will be in one of the following states;

Icon	State
Locked For Invigilator	The assessment has been locked and will need to be unlocked by the invigilator before it starts, or the learner will need to enter the PIN number the invigilator has set
R	The assessment is ready to start and the learner can log in using their Keycode
In Progress	The assessment is in progress now, an additional icon will show if the internet connection has been lost whilst the assessment was in progress
(upload icon)	The assessment window has closed and the system is expecting learners results to be uploaded
Finished	The assessment is finished and the learner results have been received
(red X)	The assessment has been voided and is not available to log in to, the learner can be rescheduled to a new assessment
R (download icon)	The assessment has been downloaded
Paused	The assessment has been paused

Using Surpass

Modifying Assessments

If a student requires additional time as part of a Reasonable Adjustment, it must be done in the Invigilate screen. When an assessment is in the '**ready state**, the '**Modify Duration**' button becomes available.

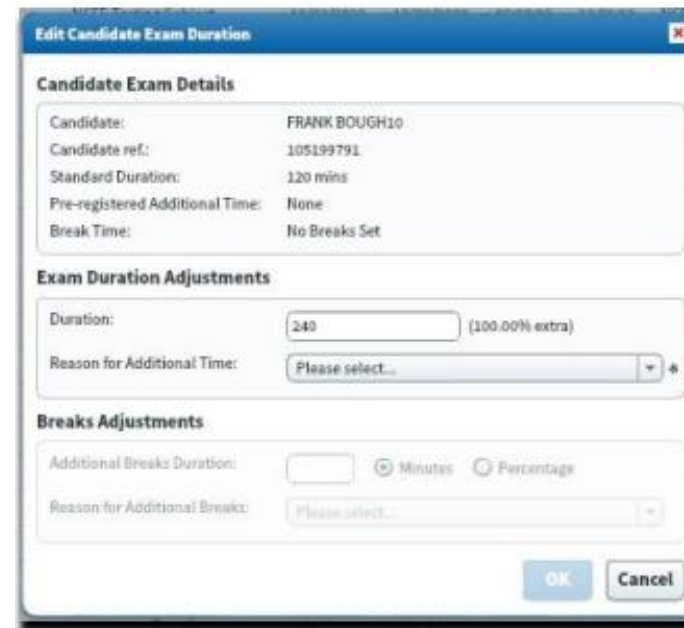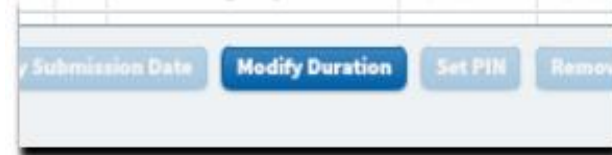This must be done before the assessment is started.

Once selected you'll be given the '**Edit Candidate Exam Duration**' box.

The '**Duration**' box will show the number of minutes that the test is currently booked for, which will be the standard number of minutes. Add into this the additional number of minutes that the student requires (so it will show the total minutes overall). In brackets to the right of this box, it will show you how much you have increased the duration by, as a percentage. You can increase it up to 100%.

This duration must be increased in line with the NCFE Access Arrangements and Reasonable Adjustments policy and Guidance for Applying Access Arrangements and Reasonable Adjustments, which can be found here.

You will then need to add in the reason for adding the additional time, using the drop- down box.

Click '**OK**' and the additional time will show on the main screen in the '**Duration**' column.

Using Surpass

Pausing Assessments

If something happens during an assessment, such as a fire drill, and you wish to pause the assessment you can do this with the '**Pause**' button at the bottom of the **Invigilate** screen. This will stop the timer and the student will see a message on-screen to tell them the assessment has been paused. You would then restart the assessment using the '**Resume**' button.

This must be completed in line with the NCFE Regulations for the Conduct of External Assessment.

Please Note: Pausing assessments can only be done on assessments being sat online, not ones that have been downloaded.
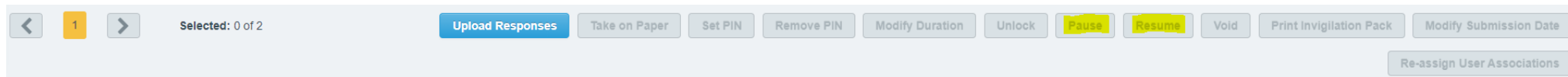
Using Secure Client

Once you have installed Secure Client, you can open it via the shortcut icon on your desktop:

SecureClient

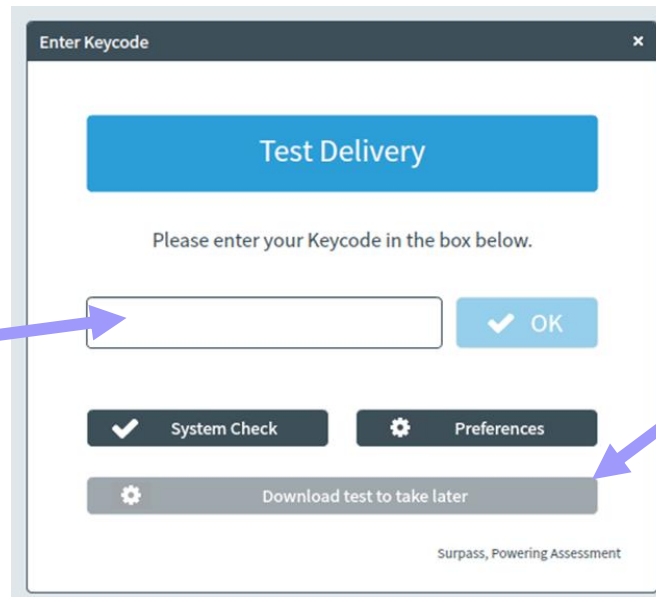Your screen will look like this:

Enter Keycode   ×

Test Delivery

Please enter your Keycode in the box below.

[   ]   ✔ OK

✔ System Check   ⚙ Preferences

⚙ Download test to take later

Surpass, Powering Assessment

Keycode – you will get this from Surpass, under Test Administration > Invigilate

Download test to take later – Always recommended
Simply enter the keycode and select this 'download test to take later' button instead of selecting 'OK'.

You need to then turn off the internet connection to your machines.
Students will sit their assessments offline, and when they have completed, you can restore internet connection which will then pull the information back through to the system

By downloading the test to be sat offline, you remove the risk of any connection issues disrupting students' assessments, so we always recommend this course of action, even if you are confident your connection is strong.

Using Secure Client

- Once students enter their keycode, they will be asked to confirm their details, and should check to make sure the information shown is correct. The assessment will then begin, and the time remaining will be visible at the top of the screen

- Full instructions will be given at each stage to support the students to navigate each page, and when they get to the end of the assessment, they will be advised that they can select 'finish'. Once finished, you would then connect machines to the internet so the information can pull through to the system.
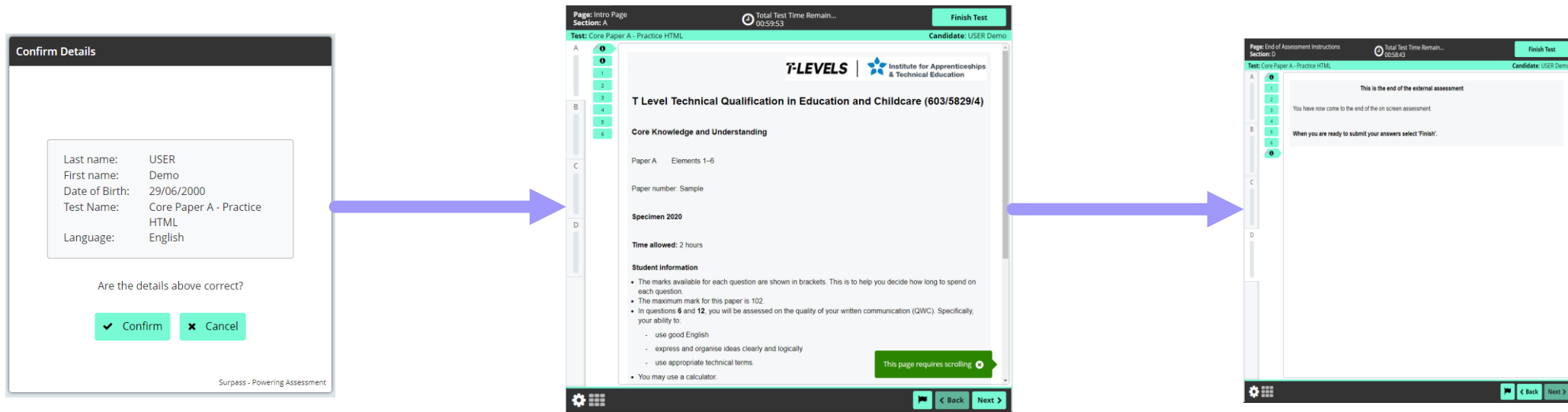
Results

For providers who have previously used Surpass for other NCFE qualifications, one of the noticeable differences is that for T Levels, results will not be made available on Surpass.

Results will be made available via the NCFE Portal, in line with the dates published in the Key Dates Schedule.

Useful links

[Surpass Viewer User Guide](#) [and](#)[Surpass Viewer Update Video](#)

[Online Assessment User Guide – SecureClient Installation](#)

[Online Assessment User Guide – Administration](#)

[Online Assessment User Guide – Invigilation](#)

[T Level Portal and Online Assessment User Guide](#)[- includes troubleshooting](#)

[Key Dates Schedule](#)

[Qualification Specific Instructions for Delivery (QSID)](#)

[All T Levels – Qualification pages of Qualhub](#)

Contact details

If you have any queries related to T Levels, or the use of the online assessment platform, please don't hesitate to contact us:

Tlevelsupport@ncfe.org.uk

0191 2408862

Thank you