Chartered Governance Institute UK & Ireland

Surpass Assessment Platform: Frequently Asked Questions



October 2026

Introduction

This document has been produced to help students prepare for and confidently undertake their CGIUKI exams using the Surpass Assessment Platform.

The questions and answers included in this guide are based on the most common enquiries received from students, including those raised during CGIUKI's Surpass assessment platform webinar. The guidance covers the key stages of the assessment journey, from accessing the platform and completing system checks to online invigilation, technical requirements and exam-day procedures.

We strongly encourage all students to:

- Complete the system check as soon as they receive it.
- Take a sample assessment to become familiar with the platform.
- Review the technical requirements before exam day.
- Read this guide in advance of their exam.

USEFUL LINKS

The resources below provide additional guidance to help you prepare for your exam and familiarise yourself with the Surpass assessment platform and to prepare for your exam. We recommend reviewing these documents/resources before exam day. They include information on technical requirements, online invigilation, system checks and what to expect during your assessment.

- **Guidance for Candidates Taking an Online Assessment**
  Comprehensive guidance covering exam-day requirements, preparing your assessment environment and online assessment regulations.

- **Information on the New Assessment Platform**
  CGIUKI's dedicated webpage containing information about the Surpass Assessment Platform, including key features and links to sample assessments.

- **Surpass Online Proctoring - Candidate Guidance**
  Guidance explaining the online invigilation process, system requirements, room checks and what to expect before, during and after your exam.

BEFORE YOUR EXAM

What is Surpass?
Surpass is the online assessment platform used to deliver CGIUKI exams.

How do I access my exam?
You will receive two emails before your exam:

- A system check link, sent seven days before your exam.
- An exam access link sent three days before your exam.

These emails are sent automatically to the email address held on your MyCG account.

Can I forward my exam link to another email address?
Yes. The exam link will still work if it is forwarded to another email address. However, we strongly recommend ensuring that the email address held on your MyCG account is correct and up to date.

Do I need to enter my name when I start the exam?
No. Your exam link and key code are unique to you, and your details will be populated automatically. You will be asked to confirm that the details displayed are correct.

How do I disable additional browser notifications during my exam set-up?
During your initial systems check, the ProctorExam website may ask whether you wish to receive additional notifications from your browser. These appear as pop-up notifications in the bottom-right corner of your screen and provide updates from ProctorExam while you are completing your exam.

These additional browser notifications are optional. If you choose to enable them, you can turn them off at any time during your exam by selecting the three horizontal dots within the browser notification and choosing the 'Turn off notifications' option.

Please note that these additional browser notifications simply repeat notifications that are already displayed within the ProctorExam webpage. You do not need to enable them to receive notifications from your invigilator.

Notifications from your invigilator will remain enabled within the ProctorExam website, allowing them to contact you through the chat box where necessary.

How can I prevent pop-up notifications from appearing during setting up for the exam?
We recommend disabling notifications on your computer before starting your exam. Notifications from email, messaging applications, calendar reminders and other software can be distracting and may cover part of your screen while you are completing your assessment.

If a notification appears during your exam, you may be able to dismiss it by selecting the options provided within the notification itself. Depending on your device and operating system, this may include options such as Turn off notifications, Mute notifications or Do not disturb. On some notifications, the options to disable may appear by clicking on three dots that appear as part of the notification.

Before exam day, consider enabling Do Not Disturb or Focus Assist mode. You should close all applications that are not required for your assessment.

SAMPLE ASSESSMENTS

Can I take a sample assessment before my exam?
Yes. We strongly recommend completing a sample assessment before exam day. The sample assessment allows you to become familiar with the Surpass platform and understand how the assessment will work on the day of your exam.

Do I need to complete the system check before taking a sample assessment?
No. The sample assessment and system check are separate activities.

The sample assessment allows you to practise using the platform, while the system check confirms that your equipment meets the technical requirements needed for your exam.

Will the sample assessment look like the real exam?
The sample assessment does not contain actual exam content. Instead, it uses general knowledge questions to help you become familiar with the platform.

However, it has been designed to closely replicate the look, feel and functionality of the live exam, including the navigation, layout and question types you may encounter on exam day.

What can I learn from the sample assessment?
The sample assessment allows you to:

- Practise navigating between questions.
- Learn how to flag questions for review.
- Familiarise yourself with the exam layout.
- Experience the timer and answer-entry screens.
- Understand how questions are presented.
- Build confidence before exam day.

SYSTEM CHECKS AND TECHNICAL REQUIREMENTS

Do I need to complete the system check?
Yes. We strongly recommend completing the system check as soon as you receive the link. This allows you to identify and resolve any technical issues before exam day.

When will I receive the system check link?
The system check link is sent automatically seven days before your exam.

I haven't received my system check link. What should I do?
First, check the date of your exam. System check links are only issued seven days before the relevant exam date. You should also check your junk or spam folder. If you still cannot find the email, please contact the Exams Team.

What does the system check test?
The system check confirms that your:

- Device
- Internet connection
- Browser
- Camera
- Microphone

meet the technical requirements needed to run the assessment platform and online invigilation software.

What should I do if the phone camera test or QR code does not work?
Ensure that you are using the correct device, browser and equipment specified in the published guidance.

If the issue persists after following the instructions, please contact the Exams Team for assistance before your exam.

DEVICES AND SOFTWARE

Can I use a work-issued laptop?
Yes. Many students successfully use work-issued devices.

However, some organisations apply security settings that may prevent camera, microphone or screen-sharing functions from working correctly during the live exam.

If you plan to use a work-issued device, you should:

- Complete the system check on that device.
- Speak to your IT team in advance.
- Check whether any security restrictions, VPNs or firewalls could affect your exam.

Please note that issues can sometimes arise when establishing the live connection with the invigilator, even when the system check has been successful.

Can I use an iPad with a keyboard attached?
No. iPads are not supported by the assessment platform, even when a keyboard is attached. You must use a compatible laptop or desktop computer.

Can I use an external monitor?
Yes. You may use an external monitor provided that:

- Your laptop lid is closed.
- Only one screen is active.

Two active screens are not permitted.

Can I use an external webcam?
Yes. External webcams are permitted and may be useful when using an external monitor.

Which browser should I use?
Google Chrome is the recommended browser and should be used wherever possible.
Safari is not supported.

Do I need to download any software?
Yes.

Before your exam you will need:

- The ProctorExam browser extension for Chrome.
- The ProctorExam mobile app on your phone.

Full instructions can be accessed at Online Proctoring – Candidate Guide which has been produced by Surpass.

STARTING YOUR EXAM

When should I log in?
We recommend logging in at least 15 minutes before your scheduled exam start time.
Students attending a group sitting should arrive at least 30 minutes before the scheduled start time.

This will allow sufficient time to complete the identity verification and room scanning process before your exam begins.

When does my exam time start?
Your exam time does not begin when you log in. The timer will start only when:

- Your identity has been verified.
- Your room scan has been completed.
- The invigilator has approved your exam environment.
- You have entered the required PIN and accessed your exam paper.

Will I need any codes before starting the exam?
Yes. The following codes will be given to you.

- **Key Code**
  An eight-character alphanumeric code displayed during the check-in process. You will be asked to enter this code before proceeding. This will be provided to you on the instruction page that will be displayed before you start your exam.

- **PIN**

A six-character Personal Identification Number (PIN) provided by the invigilator once all checks have been completed. You must enter this PIN before your exam paper can be opened.

I understand that I won't be able to see my exam paper until the invigilator confirms I am ready. Is this correct?
Yes. Before you can access your exam paper, the online invigilator must complete a series of pre-exam checks to confirm that both your technical setup and exam environment meet the required standards.

These checks may include confirming that your camera and microphone are working correctly, that you are clearly visible on camera and that your desk and surrounding area are free from unauthorised materials.

Once the invigilator is satisfied, they will provide a unique six-character PIN which must be entered before the exam paper can be opened. Your exam time will not start until you access your exam paper.

IDENTIFICATION AND SECURITY

What identification do I need?
You should have a valid photo ID available, such as:

- Passport
- Driving licence
- National identity card

The invigilator will ask to see your ID during the check-in process.

Can I use an expired ID?
An expired ID may be accepted if the photograph clearly identifies you and the name matches your registration details. However, valid and current identification is strongly recommended.

My name on my ID is different from my MyCG record. What should I do?
Please contact the Exams Team before your exam so that appropriate arrangements can be made.

INVIGILATION

How does online invigilation work?
An online invigilator will:

- Verify your identity.
- Check your exam environment.
- Confirm your technical setup is working correctly.
- Monitor the assessment remotely throughout the exam.

Will my exam be recorded?
Yes. Exams are recorded as part of the invigilation and quality assurance process.

Can I communicate with the invigilator during the exam?
Yes. A live chat function is available throughout your exam if communication with the invigilator is required.

Will my browsing history be monitored?
The invigilator will ensure that, where allowed, you are only accessing permitted webpages. Browsing history is only monitored during the exam.

READING TIME AND THE USE OF NOTE PAPER

Can I type during the reading time?
No. Reading time should be used to read the paper, review the requirements and plan your responses. You should not begin answering questions during the reading period.

Can I use blank paper during the exam?
Yes. Blank paper is permitted. This may be inspected by the invigilator before your exam begins.

Can I make notes during the reading time?
Yes. You may use blank paper to make notes and plan your responses during the reading period.

What should I do with my notes at the end of the exam?
Any note paper used during the exam must be destroyed on camera before ending the assessment session.

BOOKS, NOTES AND CASE STUDIES

Can I use textbooks or study notes?
No. CGIUKI exams are closed-book assessments unless specific resources are expressly permitted within the exam paper.

My exam includes a pre-seen case study. Will I have access to it during the exam?
Yes. A copy of the case study will be available within the assessment platform during your exam. You may also bring a printed copy of the case study into the exam. However, this must be a clean copy with no notes, annotations, highlighting or other markings.

The invigilator may ask to inspect the case study before allowing you to begin the exam.

Can I access authorised legislation and guidance websites?
Where permitted, links to authorised resources will be provided within the exam paper and may be accessed during the assessment.

DURING THE EXAM

Does Surpass save my answers automatically?
Yes. Responses are saved automatically throughout the exam.

Can I move between questions?
Yes. You can move between questions, review previous responses and flag questions that you wish to revisit later.

Is spell check available?
No. Spell check is not available within the assessment platform.

Minor spelling errors will not normally affect marks unless they significantly affect the meaning of your response.

Can I copy and paste text?
Yes. You may copy and paste material from the question, case study or authorised resources where appropriate.

However, responses should be written primarily in your own words.

What should I do if a pop-up notification appears during my exam?

Do not be concerned if a notification appears during your exam. Simply close or dismiss the notification and continue with your assessment.

TECHNICAL ISSUES DURING THE EXAM

What happens if my internet connection drops?
Reconnect as quickly as possible and follow the on-screen instructions.

Your responses will remain saved. However, any time lost due to connectivity issues will not normally be added back to your exam.

If think that technical issues significantly affect your performance, you may wish to submit an Extenuating Circumstances application after the exam.

What happens if my computer freezes?
Restart your device if necessary, reconnect to the assessment platform and follow any on-screen instructions or provided by the invigilator or technical support team.

Will I lose my answers if I disconnect?
No. Your responses are automatically saved and should still be available when you reconnect.

Is technical support available during the exam?
Yes. Live technical support is available through the assessment platform throughout your assessment.

Technical Difficulties
If you experience a technical issue during your exam, remain calm, reconnect as quickly as possible and use the support options available within the assessment platform.

How can I prevent pop-up notifications from appearing during my exam?
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Before exam day, consider enabling Do Not Disturb or Focus Assist mode. You should close all applications that are not required for your assessment.

What should I do if a pop-up notification appears during my exam?
Do not be concerned if a notification appears during your exam. Simply close or dismiss the notification and continue with your assessment.

If a notification prevents you from continuing or interferes with the assessment platform, contact the online invigilator using the chat function for guidance.

BREAKS AND FOOD

Can I take a toilet break?
Yes. You must notify the invigilator through the chat function before leaving your desk.

Please note that exam time will continue to run during toilet breaks unless an approved reasonable adjustment applies.

Can I have water during the exam?
Yes. Water is permitted and should ideally be in a clear bottle or glass.

Can I have snacks during the exam?
Yes. Small snacks such as sweets are permitted.

Can I vape or smoke during the exam?
No. Smoking and vaping are not permitted during the assessment.

FINISHING YOUR EXAM

How do I submit my exam?
When you have finished select **Finish**. You will be prompted to confirm that you do want to finish your exam. After you have confirmed this you will see a message confirming that you have finished your exam and that may close the browser window.

What happens if I run out of time before clicking Submit?
The assessment platform includes an auto-submit function.

If time expires before you submit manually, your responses will be submitted automatically.

How do I know my exam has been submitted?
A confirmation message will appear on screen once your exam has been successfully submitted.
You should wait for this confirmation before closing your browser.

Further Help

If you require assistance before your exam, please contact:

Exams Team
✉ examinations@cgi.org.uk

During your exam, assistance is available through:

- The online invigilator
- The live Surpass technical support available within the assessment platform

Disclaimer

This document is provided for guidance purposes only and reflects the assessment arrangements in place at the time of publication. Students should always refer to the latest communications from CGIUKI and any instructions provided within the assessment platform before their exam. In the event of any inconsistency, the official assessment regulations and examination instructions issued by CGIUKI will take precedence. For further assistance, please contact examinations@cgi.org.uk.

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The Chartered Governance Institute UK & Ireland
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