

› EXAM
RESULTS
YOU CAN
TRUST



Test security is a challenge that all exam boards face, regardless of how the test is delivered. While the majority of candidates approach exams with integrity, there will always be those intent on gaining results through fraudulent means. We continually adapt to tackle the issue of cheating to ensure fairness in the assessment process. With the comprehensive security protocols we have in place, candidates and institutions can be confident that the test results they receive are a valid and reliable reflection of language ability.

We invest heavily in anti-cheating initiatives, keeping track of the latest trends in examination fraud. Our approach to test security is made up of many different measures, including:

- Robust process and standard operating procedures
- A mix of human and AI contact, proctoring, and interventions
- Technology solutions
- Item/question bank security and volume
- Ongoing Quality and Compliance monitoring coupled with robust protocols to take action when actual and/or suspected malpractice is identified.

Our standards are maintained through our commitment to protecting the validity, security, and integrity of our exam content and delivery.



LANGUAGECERT ISO certifications



Secure test materials

Tests are developed, managed, and delivered through a rigorous process adhering to **ISO 27001 – Information Data Security** and **ISO 23988 – Use of IT in the Delivery of Assessments**. This includes monitored access controls (to facilities and to secure zones within buildings) and advanced technology to enable effective monitoring of every test session.

We use a **proprietary item bank system** to store all test materials securely. Test items (i.e., test questions) are encrypted twice using strong encryption algorithms, and each item has a unique encryption key.

Administrative **access to test materials is restricted** based on user roles, with auditing capabilities for change history. Protective measures are implemented to prevent brute force attacks and trigger service interruption mechanisms across our test platforms.

Candidate responses are transferred securely to LANGUAGECERT's marking application, ensuring test centres do not have access to or hold any test data. The same level of security applies to online proctored exams taken on candidates' own technology at home.

LANGUAGECERT Secure Test Centres

Specifically designed to meet the requirements of the UK Home Office for visa and immigration, this network incorporates **additional enhancements** to address the risks associated with fraud and malpractice in the visa and immigration market.

All test centres have controlled access to the internal movement and are under live video and audio surveillance (and direct test invigilation), with recordings securely stored for audit and investigation purposes. Recordings are stored in compliance with local data protection legislation.

Test centre security check-in procedures include the use of hand-held metal detectors to scan candidates for mobile phones, cameras, or other prohibited devices. Metal detector wands catch more than 300 cheating attempts every year.

As part of the check-in process, staff will inspect eyeglasses, jewellery, and other accessories to look for camera devices that could capture exam content. Candidates must remove eyeglasses and any facial coverings for close visual inspection at check-in and again upon return from breaks to ensure that no violations of security protocols have occurred. Apart from wedding and engagement rings, we do not allow jewellery.

Hair accessories and ties are subject to inspection. Candidates with ornate clips, combs, barrettes, headbands, tie clips, cuff links, and other hair accessories cannot wear them in the testing room and instead, store them in lockers (shown below). Our checks include candidates raising their trouser legs above their ankles, emptying and turning out all pockets, and raising their shirt sleeves above their wrists. Within the test room, we permit only centre-supplied soft ear plugs (with no wires or cords attached) and centre-supplied tissues. If candidates remove light clothing items (e.g., sweater, suit jacket, and scarf), these must be on the back of the candidate's chair, not on their laps or the desktop. We do not allow outerwear (e.g., heavy coats or jackets) in the test room.



For breaks, staff follow our 'end-of-exam process' to ensure the path to exit is clear and that we record time in and out of the test room, removing the need for the candidate to sign the roster. During an exam break, there is no access to a candidate's locker. On returning from a break, without exception, candidates go through all necessary security checks. There are no breaks in any LANGUAGECERT exam session unless granted in advance of the session starting as part of an agreed Reasonable Adjustment plan.

During test events, qualified Proctors monitor the behaviour of candidates to deter, prevent, and detect malpractice. Standard operating procedures include:

- At least one staff member always directly observes the candidates.
- Proctors observe the test room via the viewing window and video monitor. The video link in full-screen mode monitors each workstation, and the Proctor cycles through each camera view for at least 5 seconds to look for prohibited items or suspicious behaviour, taking care to check back against the full room view for raised hands.
- A thorough walk-through by a Proctor occurs every 5 to 10 minutes.

Security of results and verification

Once candidates receive their results, they can share their Test Report with recognising institutions electronically through a secure verification portal. We advise institutions to only accept results verified through the portal and not to accept paper copies (that might have been printed out by the candidate). Institutions can trust the authenticity of the test results they receive through the LANGUAGECERT portal.

For more information, contact us at partnership@languagecert.org





LANGUAGECERT is an Awarding Organisation recognised by Ofqual. It spearheads innovations in language assessment and certification, providing high-quality services to the global learners' community. It is a UK-based member of the PeopleCert Group, a global leader in the certification industry, that delivers millions of exams in over 200 countries.

LANGUAGECERT is a business name of PeopleCert Qualifications Ltd, UK company number 09620926

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