



LANGUAGECERT

Candidate Behaviour Policy

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Internal

TABLE OF CONTENTS

1	PURPOSE	3
2	SCOPE	3
3	GENERAL EXPECTATIONS OF CANDIDATE BEHAVIOUR.....	3
4	PROHIBITED CANDIDATE BEHAVIOUR	3
5	BREACHES AND CONSEQUENCES	4
6	APPEALS	4

Document Revision History		
Version	Date	Description of Change
1.0	31/08/2026	Initial version

1 Purpose

This policy sets out the required standards of behaviour for candidates undertaking LANGUAGECERT® examinations. Its purpose is to ensure the integrity, fairness, and security of the assessment process whilst protecting the wellbeing of test centre staff, examiners and other candidates.

2 Scope

This policy applies to **all** candidates taking LANGUAGECERT® examinations, including:

- Online and computer-based exams
- Paper-based exams
- Candidates testing at approved test centres or via remote proctoring

3 General Expectations of Candidate Behaviour

Candidates are expected to:

- Act honestly and with integrity in their relationship with LANGUAGECERT®, its test centres and staff
- Follow all examination instructions provided by LANGUAGECERT®, the LANGUAGECERT® Proctor or the test centre
- Treat LANGUAGECERT® staff, test centre staff and other candidates with respect at all times
- Comply with identification, security and invigilation requirements
- Complete the examination honestly and without unauthorised assistance or using or enabling unfair advantage

4 Prohibited Candidate Behaviour

Engaging in, attempting to engage in, or facilitating any of the following behaviours may result in sanctions:

- Using unauthorised materials, devices or technology before, during, or after the examination - this includes use of video or audio communication devices
- Receiving or providing unfair assistance, including reading from prepared answers
- Communicating with any third party during the assessment
- Accessing or sharing confidential examination materials or information before, during or after an exam
- Attempting to remove or copy confidential examination materials
- Obstructing monitoring processes (e.g. by changing camera view, audio)
- Using abusive, aggressive, or threatening language, or behaving inappropriately toward LANGUAGECERT® staff, test centre staff, Proctors, examiners or other candidates
- Engaging in any criminal or unlawful activity in relation to LANGUAGECERT®, its test centres or staff

- Failing to follow instructions issued by LANGUAGECERT® or the test centre
- Impersonating another candidate or allowing themselves to be impersonated

5 Breaches and Consequences

Where there are concerns regarding candidate behaviour, LANGUAGECERT® may take one or more of the following actions:

- Pause, suspend, or terminate the examination
- Carry out additional identity, security and integrity checks
- Refer examination evidence for further investigation and scrutiny
- Withhold, invalidate, or annul the candidate's own examination results or those of other candidates
- Cancel examination vouchers or deactivate candidate profiles
- Impose any other appropriate sanctions, depending on the severity and nature of the behaviour

LANGUAGECERT® reserves the right to investigate suspected misconduct before, during, or after an examination. Where conduct may constitute assessment malpractice or maladministration, it will also be considered in accordance with LANGUAGECERT®'s Malpractice and Maladministration Policy. Candidate sanctions will be applied in accordance with LANGUAGECERT®'s Sanctions Policy.

Where permitted by law and where appropriate, outcomes may be shared with visa authorities, educational institutions, employers, regulators, or other relevant stakeholders.

6 Appeals

Candidates have the right to appeal decisions in accordance with the LANGUAGECERT® Appeals Policy.

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