

› LANGUAGECERT
ACADEMIC:
SETTING THE
STANDARD IN
ONLINE TEST
SECURITY

Commitment to fairness and integrity

At LANGUAGECERT, we are committed to ensuring fairness and integrity in assessments by continually evolving our measures to counter fraudulent activities. With our comprehensive security protocols, institutions can trust test results that reflect true language ability.

To stay ahead of current and emerging fraud trends, we allocate significant resources every year to prevent test fraud. Every year thousands of Online Live Proctored (OLP) tests are delivered around the world, through PeopleCert's proprietary software solution, ExamShield. With over a decade of experience, we have established ourselves as pioneers and experts in remote exam security. OLP enables test takers to take tests from their preferred location (e.g. at home), using their own device, under the watchful supervision of live proctors via real-time video and audio, and using our remote monitoring software. As the fastest-growing method of test delivery, LANGUAGECERT offers OLP testing 24/7/365 in over 200 countries and territories, supporting more than 500,000 test takers annually.

Our security framework combines cutting-edge technology with close human supervision. This includes biometric verification, secure test delivery platforms, and live proctoring protocols designed to detect and deter fraudulent behaviour. The measures we use are combined with a customer-first approach to ensure **LANGUAGECERT Academic Online** is accessible and maintains the highest standards of validity and reliability.



LANGUAGECERT Security Framework

Part 1: Identify Verification

- ID Document Authenticity
- Test Taker Authenticity
- Database Matching

Part 2: Proctor Supervision

- Live Human Proctors
- Deepfake Fraud Detection

Part 3: Device & Environment Security

- Device Lockdown
- Room Monitoring via Second Camera

Part 4: Robust Operating Processes

- ISO Certifications
- Item Bank Security
- Data Analysis & Similarity Detection Tool
- Secure Results Verification



Part 1. Identity Verification

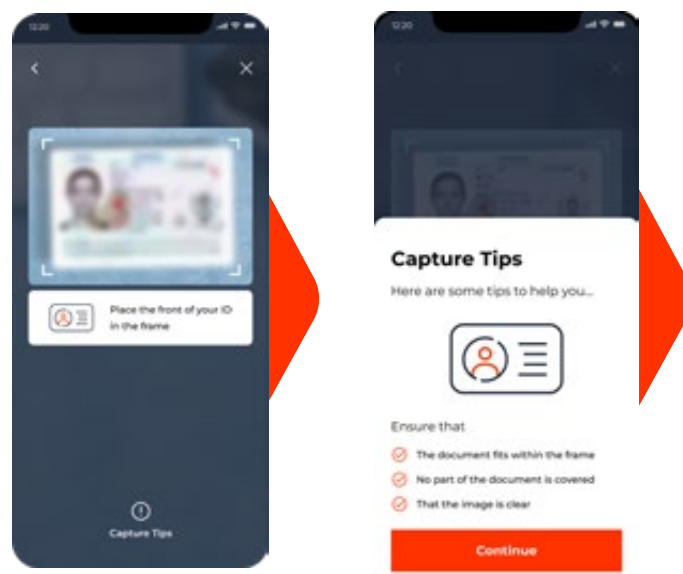
LANGUAGECERT has partnered with Aware, a leader in biometric identification software trusted by governments and the financial sector, to develop a robust Know Your Customer (KYC) solution designed to help combat identity fraud. By combining advanced KYC technology with real-time monitoring from our proctors, we ensure identity verification through three key methods:

1. Checking ID Document Authenticity

For LANGUAGECERT Academic Online, **we only accept passports as valid identification.**

Our comprehensive checks include:

- **Core Biometrics Validation:** Verifying details such as expiration date, date of birth, and address listed on the passport.
- **Physical Integrity Analysis:** Examining ID format and identifying signs of tampering, such as crumpled edges or forged elements.
- **Photo Authenticity Detection:** Identifying manipulated photos, including signs of photoshopping, blurriness, or overexposure.
- **Security Feature Verification:** Validating embedded passport security features such as holograms and rainbow prints.
- **NEW Microchip Reading Technology:** Using the ExamShield Mobile App, we read the microchip embedded in passports to verify the authenticity of the document and ensure the identity of the test taker matches the individual preparing for the test.



2. Verifying Test Taker Authenticity

Our system ensures the test taker's identity is authentic through:

- **Live Photo Matching:** Capturing a real-time photo of the test taker and comparing it against the image on their passport and the photo stored in the passport's microchip. The real-time photo is also used as the test day photo on the Test Report.
- **Liveness Detection:** Employing advanced technology to confirm the test taker is a genuine, live individual, not a deepfake overlay or digital filter.

3. Database Matching

To further enhance security, our KYC process includes:

One-to-One and One-to-Many Identity Checks: Comparing the test taker's data with existing records to identify potential security risks, such as:

- Previous test-taking attempts flagged for suspicious activity.
- Known barred or disqualified test takers.



Part 2. Proctor Supervision

Live Human Proctors: LANGUAGECERT's Many2Many software facilitates direct communication and monitoring between test takers and proctors who guide test takers remotely and ensure a supportive testing experience. It allows proctors to observe test takers in real time and detect any non-compliant or suspicious behaviour. The proctor to candidate ratio is 1:6 for Listening, Writing, Reading and 1:1 for Speaking. Our online proctors undergo comprehensive training and follow strict protocols to maintain exam integrity including:

- Confirming the test taker's identity including passport checks
- 360-degree camera check of the test taker chosen test room and its accessible contents to prevent any prohibited items from being present and to ensure that no one else is in the room.
- Video inspection of the test taker to ensure they are not wearing any prohibited items.
- Continuous visual and audio monitoring of the test taker throughout the test.
- The monitoring of the test taker's computer through LANGUAGECERT's ExamShield software with immediate alerts and test lockdown capability.

Deepfake Fraud Detection: With the increase in use of AI to generate deepfake images, our Proctors are trained to identify the telltale signs of deepfake overlays and filters. Proctors look for blurred or doubled faces, lines around the face, lighting anomalies, inconsistent backgrounds and eye discrepancies. They might also ask test takers to perform certain movements that reveal whether or not a deepfake has been used.

Part 3. Device & Environment Security

Device Lockdown: ExamShield is a proprietary desktop application that is downloaded onto the test taker's device and mobile phone before the exam. It blocks unauthorised functions and limits test takers to one monitor. It is responsible for preventing any malicious or blacklisted applications from being accessed during the test and the use of remote access applications which, if undetected, can allow third parties to undertake the test remotely during a live test session.



The lockdown features include the following:

Navigation prevention features	Infringement prevention features
<ul style="list-style-type: none"> ■ Prevents right click. ■ Prevents function keys. ■ Prevents important key combinations. ■ Hides taskbar and desktop. ■ Hides menus and icons. ■ Prevents window minimisation. ■ Prevents copy and paste. ■ Prevents printing. 	<ul style="list-style-type: none"> ■ Terminates black listed applications, such as screen capture and key loggers. ■ Grey listed applications generate a candidate alert. The application must be closed before the test can continue. ■ Prevents the launch of any application during the test session. ■ Terminates all communication software. ■ Prevents execution on virtual machines. ■ Prevents simultaneous tests. ■ Allows only one monitor and prevents its display on other monitors.


Room Monitoring via Second Camera: ExamShield Mobile is used for a 360° room check during the initial onboarding, the software enabling the test taker's smartphone to act as a second camera. It also allows the proctor to monitor the laptop or computer and the hands of the test taker during the test session. The application digitally records all footage, which is available with the primary camera recording and audio data for subsequent audit and investigation. Proctors observe the live feed, ready to halt the test if any irregularities occur.

Part 4. Robust Operating Processes

ISO Certification: Tests are developed and delivered through a rigorous process adhering to ISO 27001 (Information Data Security) and ISO 23988 (Use of IT in 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.



Item Bank Security: We use a proprietary item bank system to store all test materials securely. Test questions are encrypted twice using algorithms, and each item has a unique encryption key. Protective measures are implemented to prevent brute force attacks and trigger service interruption mechanisms across our test platforms.



Similarity Detection Tool: This tool offers a sophisticated, AI-powered solution for detecting similarities in writing tasks enabling us to identify potential plagiarism. Its advanced algorithms understand context rather than relying solely on exact word matches. The tool generates detailed plagiarism reports in near real-time, ensuring timely feedback for human markers and examiners. While AI enhances speed and accuracy, final evaluations are always made by humans, aligning with regulatory standards.

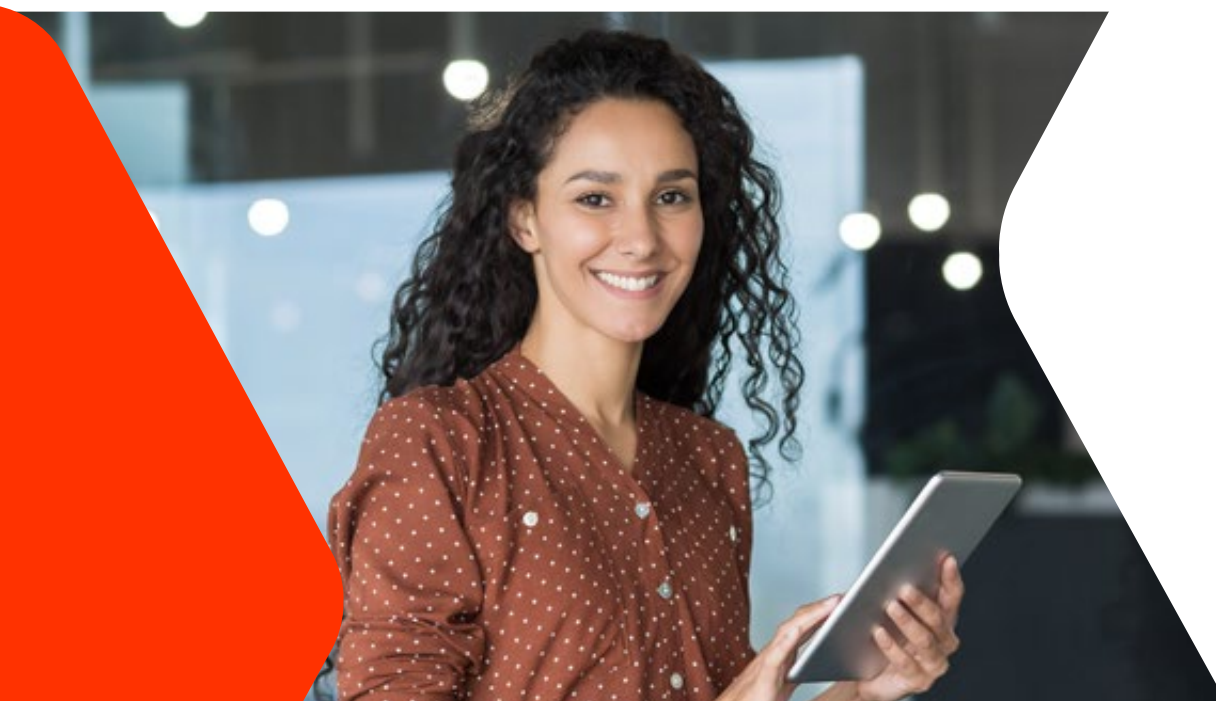
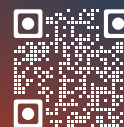
Data Analysis: This tool analyses various behavioural and writing patterns before the test results are released. It tracks metrics such as keystroke speed, spell check errors, and repeated use of similar text within a specified period. The tool also evaluates time spent reading versus answering questions, total versus net exam time, and days between any result changes.

Secure Results 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 test taker). Institutions can trust the authenticity of the test results they receive through the LANGUAGECERT portal.

Join the global LANGUAGECERT community by accepting LANGUAGECERT Academic test results. All you need to do is **complete our short form** and we will include your institution on our database which is shared with students and education advisors worldwide.



Accept our test results now



 LANGUAGECERT®

 PeopleCert
Dream it, do it.

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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