



# Identification Policy

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Internal

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Document Revision History		
Version	Date	Description of Change
4.0	08/04/2024	2024 Rebranding
3.0	31/01/2022	Annex A was updated
2.0	26/11/2021	Note was added in paragraph 4
1.0	20/04/2021	Initial version

## 1 Introduction

This policy is aimed at candidates who are preparing to take or are registered to take an online exam with live invigilation. It sets out the identification (ID) requirements you are required to meet to take an online exam with live invigilation.

## 2 ID Requirements When Registering for Your Online Exam

When you register for your online exam, you are required to provide ID information.

You must ensure that the First/Middle Name(s) and Last Name you use to register for your online exam exactly matches the ID document that you will present on the day of your online exam.

When you complete your online exam registration you must complete the First/Middle Name(s) and Last Name fields in English-language letters (Latin Characters) – **this is a mandatory requirement.** You are also able to add your First/Middle Name(s) and Last Name in your native language as well.

In addition, on the day of your exam as part of the exam onboarding process, you will need to upload photographic evidence of the ID you used to register for your exam.

## 3 ID Document Requirements

You are responsible for ensuring the ID used to register and take your online exam is **valid and acceptable**. On the day of your exam if you do not present valid and acceptable ID, or the First/Middle Name(s) and Last Name of your ID does not **exactly** match the name you used to register for your exam, you will not be allowed to test and will not be entitled to a refund. You will, however, be able to re-book your exam following the standard exam booking process. If you re-book, you must ensure the ID you are using to register and take your online exam is valid and acceptable.

Your ID document must:

- Be current and valid – ID documents containing dates that have expired are not allowed
- Be an original, not a photocopy
- Include a recognisable photo of you
- Match the information you gave when you booked your online exam
- Be a government-issued national/state/province identity card that is recognized by the country in which you are a citizen or permanent resident
- Contain your BirthDate/Year

**Please note that electronic IDs will not be accepted.**

## 4 Using an ID document NOT Written in English-language Letters (Latin Characters)

Please note: ID documents NOT Written in English-language Letters (Latin Characters) will **only** be accepted in the languages where we offer a Proctor language preference.

If the ID document you are using to register for your online exam is an acceptable ID document but NOT written in English-language letters (Latin Characters), then as part of registering and booking your exam you must **pick the correct Proctor language to match your own native language** (When available<sup>1</sup>). For example, if your native language is Chinese and you are using an ID document that is NOT written in English-language letters (Latin Characters) but instead, is written in Chinese characters, then you must select your 'Proctor's language' preference to Chinese as shown in the example below (Available for certain modules only<sup>2</sup>). When booking your exam if the 'Proctor's language' or your language is not available as an option, you must:

- Send not less than 48 hours before your exam an image of your ID document for validation to [customerservice@peoplecert.org](mailto:customerservice@peoplecert.org) and we will validate your ID document in accordance with our internal protocols.

The screenshot displays the exam booking interface. At the top, it asks "WOULD YOU LIKE TO PICK YOUR EXAM SLOT NOW?" with a "NOT NOW" link. Below this, there is a dropdown menu for "Presenting time slots in" set to "(UTC+08:00) Beijing, Chongqing, Hong Kong, Urumqi". A yellow warning box states: "Make sure that the correct timezone for your exam location is selected on the above menu." The main section is titled "SET LANGUAGE PREFERENCES". It includes a dropdown for "Choose your native language" set to "Chinese". Below this, there are buttons for "Proctor's Language" with options: English, Spanish, Italian, Chinese (highlighted in red), French, and Japanese. A date selector shows "Selected Date: Wednesday, 21 April 2021" with a calendar view. Time slots are shown as "00:00 - 07:59", "08:00 - 15:59" (highlighted in red), and "16:00 - 23:59". Below the time slots, it says "Your exam will start at:" followed by a grid of 12 buttons representing start times from 09:00 to 10:50 in 10-minute increments.

<sup>1</sup> Proctor languages are available for a limited range of languages as shown in language options of the exam booking system.

<sup>2</sup> When booking your exam and selecting your Proctor language preference this is available for certain exam modules only as shown in the options of exam booking system.

If the ID document you are using to register for your online exam is an acceptable ID document but NOT written in English-language letters (Latin Characters), on the day of your exam your online Proctor will check and validate that the:

- ID document you are presenting is valid, acceptable and matches the ID details that you registered with
- First/Middle Name(s) and Last Name that you registered with in English-language letters (Latin Characters) is an accurate translation of your native language ID document. The details must be an exact match. If you use a 'preferred name' (e.g., a name you prefer to be known by) to register for your exam that does not exactly match the ID details you registered with, **this will not be accepted.**

## 5 Generally Accepted ID Documents

The following ID Documents are generally acceptable in most countries providing they meet the requirements set out above. However, not all of these ID documents are accepted in all countries. Please ensure you review **Annex A** for **certain country specific** ID documents that are accepted.

- Passport
- National ID Card
- State or Province ID Card
- Government issued Driving License
- Military ID

## 6 Annex A

This section sets out country specific acceptable ID documents.

### Japan – Acceptable ID Documents

Document Type	Issued By
Passport	Japanese Government
My Number Card	Japanese Government
Resident Registration card – “Jyuki” card	Local Government
Driver’s License	Public Safety Commission of Prefecture
Employee ID with face photo <sup>3</sup> and: Health Insurance Card <sup>3</sup>	Company (Employer) Japanese Government
<b>NOTE: Both ID documents must be presented</b>	

### China – Acceptable ID Documents

Residents Type	Document Type	Issued By
<b>Chinese nationals from mainland China</b>	2 <sup>nd</sup> Generation National ID Card	Government
	Passport	Government
	Exit-Entry Permit for Travelling to and from Hong Kong and Macau	Government
<b>Chinese nationals from Hong Kong and Macao</b>	HONG KONG Permanent Identity Card	Government
	Passport	Government
	Mainland Travel Permit for Hong Kong and Macau Residents	Government
	Residence Permit for Hong Kong and Macao Residents	Government
<b>Chinese candidates from Taiwan</b>	Mainland Travel Permit for Taiwan Residents	Government
	Residence Permit for Taiwan Residents	Government

<sup>3</sup> ID type will only be accepted for PeopleCert Business & IT (B&IT) exams. This ID type will not be accepted for LanguageCert exams.



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