



DESIGNING TRUST

The Proctoring Question: A Practical Guide

A framework for choosing, applying and governing proctoring

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The right proctoring approach is not the one that creates the most surveillance. It is the one that provides sufficient assurance in the assessment outcome while respecting candidate rights, needs and circumstances.



THE PROCTORING QUESTION

Ten Principles Worth Keeping

1 Start with the assessment risk, not the technology.

Define what could undermine the validity, reliability or credibility of the assessment before selecting controls.

2 Use the least intrusive control that provides sufficient assurance.

More surveillance does not automatically produce better security.

3 Do not confuse availability with equity.

A method may be technically available while still creating barriers for some candidates.

4 Treat candidate experience as part of assessment quality.

Stress, confusion, technical friction and unclear rules can affect the quality of the evidence collected.

5 Make every security control earn its place.

Every control should address a defined risk to the validity, integrity or credibility of the assessment.

6 Apply equivalent standards, even where delivery models differ.

Remote, test-centre and other routes may look different, but candidates should be judged against coherent expectations.

7 Be explicit about what technology does and what humans decide.

Automated flags should inform review; they should not quietly become final judgements.

8 Make decisions explainable and challengeable.

Candidates and staff should understand the process and have access to meaningful review or appeal routes.

9 Check that controls remain proportionate over time.

Monitor incidents, outcomes, appeals, candidate feedback and unintended effects, then adjust when necessary.

10 Technology can support trust. Governance has to earn it.

Trust depends on transparency, accountability and the willingness to change when evidence shows that something is not working.

SUPPORTING TOOL 1

Choosing the Right Proctoring Model: The Three Matches



Match the level of control to the level of risk.

A high-stakes licensing assessment may require stronger identity, environment and incident controls than a low-stakes formative test.



Match the delivery model to the candidate and assessment context.

Consider accessibility, geography, digital access, privacy, language, support needs and the type of evidence being collected.



Match the technology to the organisation's ability to operate it responsibly.

A sophisticated system is not the right choice if the organisation cannot train staff, support candidates, review flags or manage appeals properly.

THE KEY TEST

Can we explain, in plain language, why this model is necessary, proportionate and fair for this assessment?

If the answer is no, reconsider the model.

SUPPORTING TOOL 2

Five Governance Questions Before Using AI in Proctoring

- 1 What specific assessment risk is AI being used to address?
- 2 What can the system reliably identify, and what can it not determine?
- 3 Where does human judgement enter the process, and does the reviewer have genuine authority to disagree?
- 4 How will we identify and monitor unequal impact across candidates and delivery conditions?
- 5 How can a candidate understand, question or appeal a decision influenced by the system?

More surveillance is not the only answer

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