

HOW HIREPRO PARTNERED WITH A LEADING EDUCATION COMPANY, PEARSON TO REVOLUTIONISE ASSESSMENTS

Increased efficiency, enhanced security, and global reach



About the client

Pearson is a leading global education company, a multinational corporation headquartered in the UK. Renowned for its educational publishing and services, the company offers various internationally recognised standardised tests in English language proficiency for non-native speakers. These computer-based exams assess candidate readiness for university-level or corporate-level English programmes by simulating real-life academic settings. Test-takers listen to audio prompts, respond with recorded answers, and are evaluated based on their responses.

The challenge

Maintaining test integrity in a remote world



By 2020, the covid-19 pandemic triggered a surge in demand for remote language and skill testing. The client faced significant challenges in upholding the integrity of their remotely conducted assessments. Issues like impersonation, malpractices through external help, and multiple test attempts posed a significant threat.

Here's a breakdown of their key concerns

Increased demand for remote testing

The pandemic necessitated online assessments on candidate devices, as many clients lacked the infrastructure to host large-scale in-person exams.

Need for precision and fraud prevention

Ensuring test integrity by preventing malpractices and impersonation was crucial. A sophisticated monitoring solution was needed to maintain test credibility.

Convenience and speed of the hiring process

The client sought to streamline hiring processes with efficient, user-friendly remote assessments that reduced time-to-hire.

Cost reduction

High costs associated with traditional in-person assessments needed to be minimised without compromising quality.

Scalability and flexibility

The client required a platform that could support global assessments and be adaptable to different roles and industries.

Existing systems lacked robust AI-based fraud prevention mechanisms, user-friendly interfaces, and customisation options, leading to inefficiencies and compromised test integrity.

Why HirePro?

A superior solution

The client was impressed by HirePro's ability to provide a superior user experience. Features like automated detection of suspicious behaviour and candidate verification were crucial for maintaining the integrity of high-stakes assessments. Positive feedback from existing clients and HirePro's strong reputation in the remote proctoring space further influenced their decision.

HirePro was selected as the preferred solution, surpassing several leading global proctoring technology providers.

Highly comprehensive proctoring solutions



HirePro's AI proctoring is designed to meet all client specifications.

Advanced fraud prevention



AI-driven monitoring effectively detects and prevents malpractice attempts.

Enhanced user experience



A user-friendly interface reduces the learning curve and frustration associated with new tools.

Cost effectiveness

HirePro offered a cost-effective solution compared to traditional methods.



Proven track record

HirePro had a history of successful implementations with other large organisations.



AI expertise

Through a rigorous evaluation process, the client chose HirePro's AI-based remote proctoring tool, which stood out for its utilisation of AI, computer vision, and machine learning.



Our approach

A customised solution for secure assessments

HirePro delivered a customised proctoring solution seamlessly integrated with the client's existing testing platform. This two-step process enhanced security and integrity:

Step 1: Anomaly detection



Video and image proctoring:

Monitors test-taker behaviour through webcam and screen capture to detect suspicious activities



Device proctoring:

Ensures unauthorised applications or restricted browser functions are not used during the test.

Step 2: Suspicion rating

Based on the detected anomalies, the AI classifies candidate behaviour as high, medium, low, or not suspicious, allowing for targeted review.

This solution was a standardised offering, refined to meet the client's specific remote proctoring requirements.



Implementation details

A streamlined process

The solution included a personalised application serving as a candidate database and applicant tracking system. Key features ensured efficient test administration and management:



Granular access controls ensure only authorised users had access to relevant reports and data.



Tools for assigning tests, viewing scores, and accessing proctored information streamlined the process.



Capabilities to review individual candidate scores and download bulk reports for analysis.

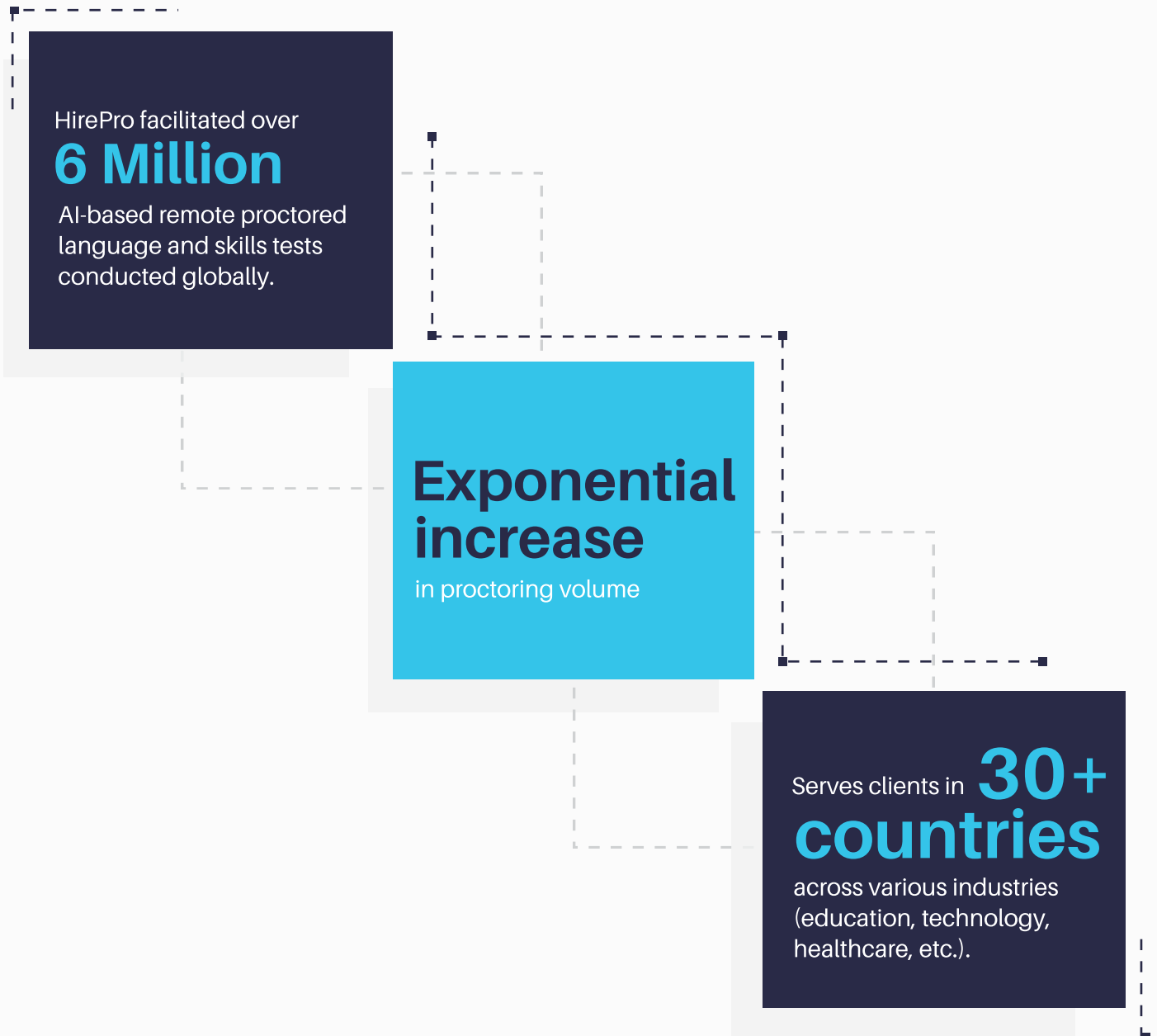


Review of candidate online proctoring sessions allowed for further investigation if needed.



A one-time training session post-integration equipped all users with the necessary skills to effectively utilise the platform.

The success story is further amplified by the following statistics



Large-scale testing globally made easy. The scalable platform efficiently handled a massive volume of tests with more than 6 million candidates successfully proctored. HirePro empowers the client to conduct bulk remote proctored language tests across the globe, serving customers in over 30 countries and test takers in over 100 countries.

The impact

Revolutionising remote testing

HirePro's solution successfully addressed all the challenges outlined by the client. Here's a glimpse of the remarkable impact:



Overcoming testing challenges

HirePro ensured the integrity of remotely conducted assessments, mitigating issues like impersonation and malpractices.



Usage surge

The client's trust in HirePro's proctoring solution is evident through the increase in usage since 2020 by more than 2x.



Long-term partnership

The client's satisfaction is reflected in their long-standing partnership with HirePro on an auto-renewal basis.



Large-scale testing made easy

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Increased efficiency

HirePro's AI-powered solution streamlined the testing process, with a notable ~6,000,000 remotely proctored sessions completed.



Industry versatility

The solution caters to diverse industries beyond education, including technology, healthcare, telecommunications, large private banks, airlines, and more.

Client Appreciation

“ We have enjoyed a long-standing partnership with HirePro, thanks to the exceptional services they consistently provide. They have been instrumental in bridging our tech gap, offering not just innovative solutions but also proactively helping us explore new opportunities. What truly sets HirePro apart is the management. We have a strong comfort level with HirePro Customer Success team, and it's always a pleasure working with them. Their willingness to go the extra mile to ensure our needs are met and their unwavering support in customer service make them invaluable to us. ”

- Prabhul Ravindran, Director ELL, Pearson India

The fearless edge

This case study showcases how HirePro's AI-powered proctoring solution revolutionised remote testing for Pearson. By addressing critical challenges, enhancing security, and streamlining the testing process, HirePro has demonstrably improved efficiency and facilitated large-scale assessments across the globe. The long-term partnership between HirePro and Pearson stands as a testament to the value and success of this innovative solution.




The HirePro advantage

HirePro is a leading recruitment automation and assessments solution provider to corporates, educational institutions, and governments. Established in 2004 and headquartered in Bengaluru, India, we have been offering pre-eminent technology platforms and allied services to companies that require expert support to navigate the talent landscape. As a distinguished provider of automated selection platforms and solutions, we at HirePro hold the prominence of a strategic partner in the talent acquisition and recruitment market today.



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