



Buyer's Guide:

# Essential Elements for Effective Certification & Licensure Proctoring

How to select the right proctoring solution to secure, grow and scale your certification or licensure program

You've invested much time and resources to create high-quality certification and licensure exams. Protecting your program's reputation and securing exam content is paramount. However, the multitude of proctoring offerings can be overwhelming. How can you cut through the noise and find the solution that best meets your program's unique needs?

To help determine whether a solution is a good fit, we've designed this guide and checklist to help you identify what factors you should consider when selecting a proctoring solution—whether you're evaluating alternatives to your current service or choosing a solution for the first time— and why these particular components matter.

## Essential Elements for Effective Certification & Licensure Proctoring



1. Intentionally Different & Professional Human Touch



2. An Optimal Candidate Experience



3. Exceptional Service & Support



4. Actionable Insights to Maximize Investment



5. Scalability, Affordability & Effectiveness



6. Comprehensive Integrity Toolkit



Additionally, we've created a simple checklist for you to evaluate proctoring solutions according to your certification or licensure program's unique needs.

# 1. Intentionally Different & Professional Human Touch

Live proctors make a big difference in an effective proctoring solution.

Even a cursory Google search quickly reveals the less-than-stellar reputation many proctoring services have earned, documented in numerous [articles](#) and [reviews](#), and surfacing within online discussion threads. Unprofessional proctors have been reported to make inappropriate and disturbing comments to test takers, end sessions without reason, and cause even more stress to an already stressful situation.

Online proctoring doesn't have to be creepy and invasive. There's a better way to secure certification exams.

Unlike other providers, Honorlock's live human proctors are committed to supporting test takers, especially in moments of frustration or anxiety, creating a welcoming, non-invasive and non-intimidating experience than other proctoring solutions. Honorlock's human touch makes a big difference.



## Honorlock's Live Proctors...

### **... are professionals who receive extensive and ongoing training in:**

- De-escalation, trauma-informed sensitivity and redirection
- Emotional regulation, mindfulness and reducing test anxiety
- Privacy and data confidentiality
- Non-discrimination and non-bias policies



This prepares them to support test takers every step of the way, especially in moments of frustration and anxiety.

### **...drive decisions using data from artificial intelligence. *A.I. doesn't drive us.***

Our A.I. learns and adjusts based on our experts' input, ensuring we use A.I. responsibly throughout the testing process.

### **...respond in a timely manner with solutions.**

Test takers won't have to waste valuable test time waiting for help because our proctors are ready to assist at a moment's notice should an issue arise.

### **...go beyond "catching cheaters."**

Instead, our proctors build relationships with test takers and exam administrators to help everyone achieve success.

### **... help ensure a fair, equitable, inclusive, and accessible online assessment experience.**

Our live proctors review and respect individual accommodations so that everyone has the opportunity to succeed.

### **... prioritize person-to-person communication.**

Instead of automatically ejecting test-takers out of the exam session at the first sign of trouble like other providers, our live proctors intervene, when appropriate, which helps test takers gain confidence in their abilities, the testing process, and the exam provider.

## 2. An Optimal Candidate Experience

A consistent, reliable and flawless assessment experience is a crucial step in realizing the potential of every candidate. Clear the path to success for your candidates while safeguarding your intellectual property.

### A Friction-Free Experience

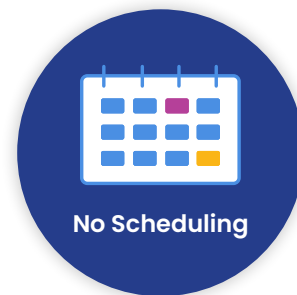
Unfortunately, many proctoring solutions create unnecessary obstacles for test takers such as:

- Mandatory scheduling and penalty fees for rescheduling
- Driving, traffic and parking
- Waiting and unexpected delays
- Inconsistent quality and offerings of physical test centers
- Outdated practices & policies
- Required user profiles



Avoid the many hassles of physical testing centers and poor remote proctoring solutions that increase anxiety and introduce hurdles for candidates. With Honorlock, you can provide an optimal experience for your candidates and clear their path to success with:

- Flexibility (*No scheduling ever required*)
- Convenience (*No driving, traffic or parking*)
- 24/7/365 service and support  
(*No waiting or unexpected delays*)
- Consistent, reliable, exceptional quality  
(*No luck of the draw in choosing a test center*)
- Modern, anywhere, anytime secure assessment  
(*No overreliance on in-person or remote proctors and under-reliance on AI and smart technologies that could make those proctors infinitely more effective*)
- Lightweight, friction-free technology (*No separate profile creation required*)



## Accommodating All Test Takers

Accessibility plays a key role in an exceptional candidate experience. Test takers face many unknowns as they navigate online testing. Individuals who require accommodations often contend with strict guidelines and difficult system requirements that limit their ability to take an exam comfortably. Many proctoring solutions fall short and fail to support all test takers effectively.

**Here are some key factors to keep in mind to ensure you choose an accessible proctoring solution:**

### System Requirements

Exams should be accessible for everyone, regardless of Internet connection or device. Unlike other solutions, Honorlock proctored exams don't "boot out" test takers when a challenge or error arises.

Our goal is to help test takers complete their exams as seamlessly as possible, without inducing extra anxiety. Honorlock adjusts our reporting and session viewer for test takers with low bandwidth so that they can complete their exams, even on an unstable network or a hotspot. This flexibility helps you reach candidates in rural communities or with socioeconomic disadvantages where a hardwired connection may not be possible. Honorlock's ability to support testing on Chromebooks further expands your reach.

Unlike many providers, Honorlock was designed to work without requiring a stand-alone app. Our simple browser plug-in requires no bulky stand-alone app download for each test taker making it easy to be up and running in no time.



### An Accessibility-first Approach

With the right approach, you can improve accessibility for all test takers while protecting your certification or licensure program. Most proctoring solutions fail to consider the impact of their product design on the candidate experience.

In contrast, Honorlock aims for genuine accessibility for all users. We engage a third party to conduct a yearly end-to-end accessibility test across all workflows to ensure accessibility and build our Voluntary Product Accessibility Template (VPAT). Honorlock spreads knowledge throughout our organization with regular accessibility training. As our accessibility-certified engineers develop our solutions, we focus on building features with an accessibility-first mindset. This means providing flexible accommodations for test takers; integrating with assistive technology; conforming to compliance standards and guidelines; and routinely reviewing the accessibility of our offerings.

To drive continuous improvement, we conduct regular audits throughout the year to ensure we address any accessibility bugs, keep up with new WCAG standards, and adjust accordingly.



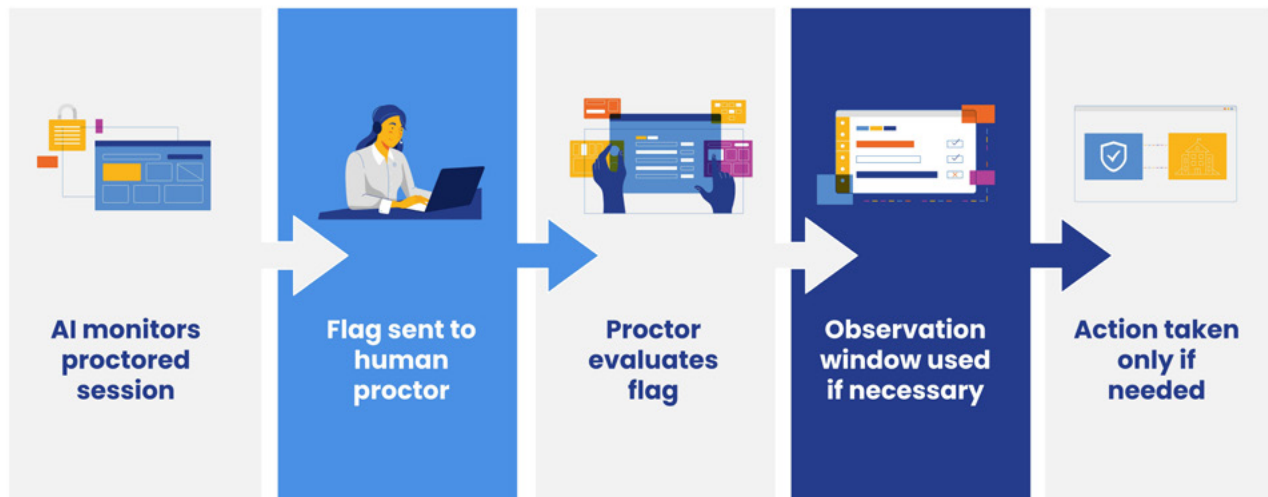
## Robust Accommodations Support With A Human Touch

Unlike other solutions, Honorlock offers robust support to accommodate the needs of all test takers, from ADA accommodations to learning disabilities. Exam administrators can enter any specific accommodations for test takers, such as additional time or breaks to complete their exams. This includes extensions enabled for assistive purposes or other assistive technology, such as dictation software. Honorlock will respect accommodations configured within the LMS as well.

### Some sample accommodations include:

- John Doe is allowed to use multiple monitors during the exam.
- Jane Smith will have an interpreter in the room.
- John Doe does not have a Photo ID, please bypass ID verification.
- Jane Smith is allowed three 5-minute breaks.

Instead of automatically pausing or terminating an exam, like many solutions do when behavior is flagged, Honorlock's live, human proctors respect the accommodations for every test taker. Before intervening, our live proctors review individual accommodations. For example, if a test taker is allowed to wear headphones, per an accommodation, the live proctor would refrain from intervening and interrupting the exam session.







### **Smart Speech Detection, Screen Readers, & Keyboard Accessibility**

Additionally, Honorlock supports screen readers, is keyboard accessible, and detects speech, not sound. Instead of just flagging any sounds, Honorlock's [Smart Speech Detection](#) listens for keywords and phrases that may indicate exam misconduct, like "Hey Siri" and "OK Google." This allows test takers to read aloud without being flagged and prevents exam interruptions due to benign background noise. Honorlock accommodates those who need text to be read aloud with a [screen reading capability](#). Plus, exam administrators and test takers are able to navigate within Honorlock with a keyboard. An outline appears while tabbing provides clear guidance on where users are navigating within Honorlock.

### **Meets Accessibility Standards**

At a minimum, like Honorlock, any worthy proctoring solution should be fully ADA compliant, conform with WCAG 2.1 level AA guidelines and provide a publicly available [Accessibility Statement](#).

## 3. Exceptional Service & Support

### 24/7/365 End User Support

When selecting a proctoring solution for your certification or licensure program, first and foremost, be sure support is included. Watch out for proctoring providers who direct test takers to go to your team (instead of their own) when they encounter a problem with their proctoring solution. This practice is surprisingly common. A quick review of a vendor's website can help you avoid this pitfall.

Unfortunately with these proctoring providers, certification programs find their time and resources drained by supporting test takers and fielding complaints about the exam experience. All too often, programs are not staffed or prepared to shoulder that burden. Test takers are then left helpless when issues arise and they can't find the proper channel to receive the assistance they need.

Unlike those other solutions, Honorlock provides [24/7/365](#) support for all end users at no extra cost. And, our always-available knowledge base is filled with FAQs, how-to articles and practical guidance. Lighten the load on your team and free your resources to focus on what they do best. Honorlock effectively supports all end users.



## Quality & Responsiveness

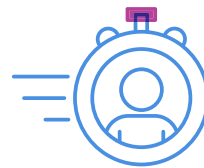
Next, when it comes to service and support, you should be able to count on response times and issue resolutions within seconds and minutes, not hours and days. Unfortunately, hours and days are par for the course for many proctoring providers. Even with in-person testing centers, test takers are often met with staff who can't assist and send them away without answers.

Instead, Honorlock delights clients with [exceptional service and support](#). Year after year, Honorlock's support team achieves unmatched levels of quality and responsiveness:

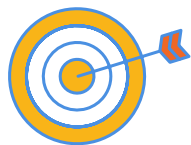
Today, Honorlock customers enjoy...



**< 15 seconds  
average  
response time**



**< 7 minutes  
average  
resolution**



**99% issue  
resolution**



**94% live chat  
satisfaction**

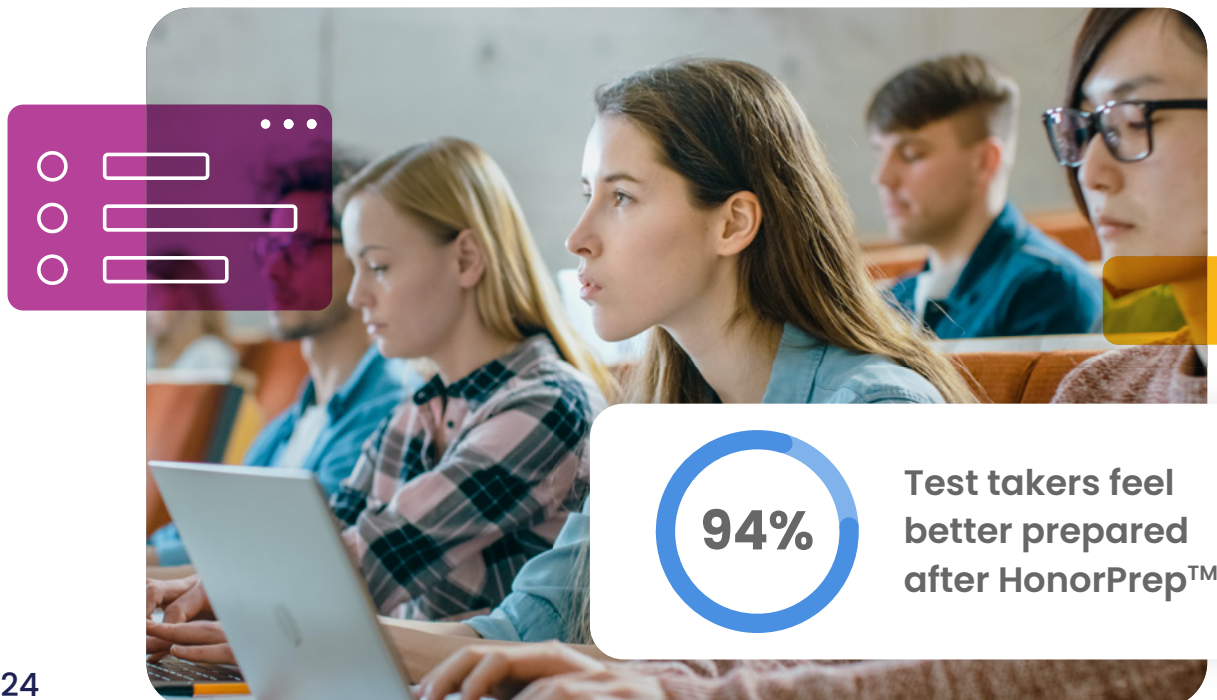
## Unlimited System Checks & Practice Exams

With many proctoring solutions, candidates often find out their device or connection is not up to snuff right as they attempt to kick off their scheduled exam when it is often already too late. This can even happen after completing the provider's system check in advance, frustrating even the most prepared test takers.

Updating a browser or OS may seem routine on most days but adds unnecessary stress and risk at the moment a candidate may be about to take the most important exam of his life— such as the LSAT® . In many cases, test takers even end up needing to reschedule their exam and rack up additional costs to do so through no fault of their own. (Talk about a poor candidate experience.)

Alternatively, Honorlock provides a test-taker tutorial, available to candidates at all times, to ensure they are fully prepared when they are ready to take their certification exams. [HonorPrep™](#), Honorlock's research-backed, unlimited-use tutorial prepares test takers for their proctored exams and includes a system check, authentication and sample room scan. HonorPrep reduces anxiety and minimizes stress.

Additionally, Honorlock enables programs to implement practice exams, at no extra cost, to ensure proctored exams and workflow expectations are clear in your [assessment platform or LMS](#).



A purple rectangular overlay with rounded corners is positioned on the left side of the image. It contains three white circles, each followed by a white rectangular box, resembling a list or checklist. To the right of the image, a white callout box with rounded corners features a blue circular graphic containing the text '94%'. To the right of this graphic, the text reads: 'Test takers feel better prepared after HonorPrep™'.

**94%**

Test takers feel better prepared after HonorPrep™

## A Dedicated Success Manager

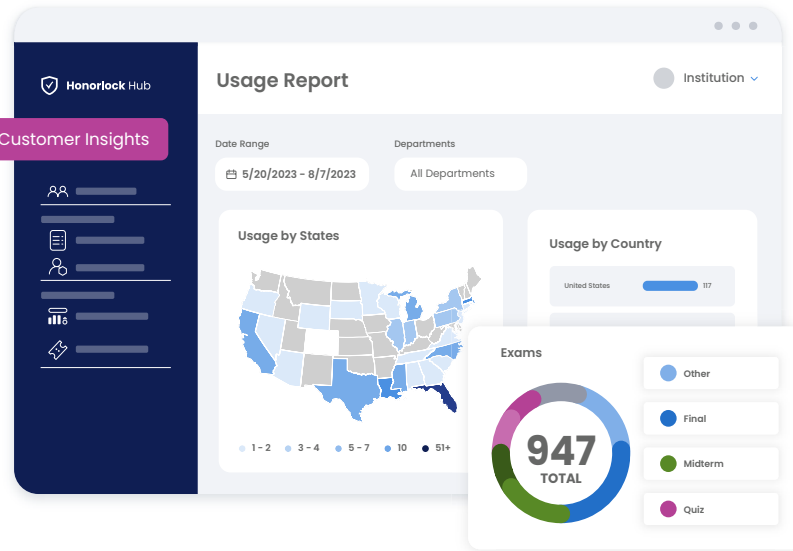
While many proctoring solutions provide support, at minimum, for the certifying or licensing organization, but not end users, you often find yourself lost in a support black hole. With many solutions, support agents may be based across all corners of the globe and language may be a significant barrier. Even with US-based teams, you end up engaging with support agents who don't understand your program, your unique needs, or who know anything about your certification program at all.

In contrast, your program is in good hands with Honorlock. A dedicated success manager assigned to each partner organization provides best-in-class, end-to-end, personalized service including onboarding, regular health checks and personalized reporting throughout the year. Your dedicated success manager will get to know the unique needs of your team, the nuances of your certification or licensure program and will help you succeed in the long term.



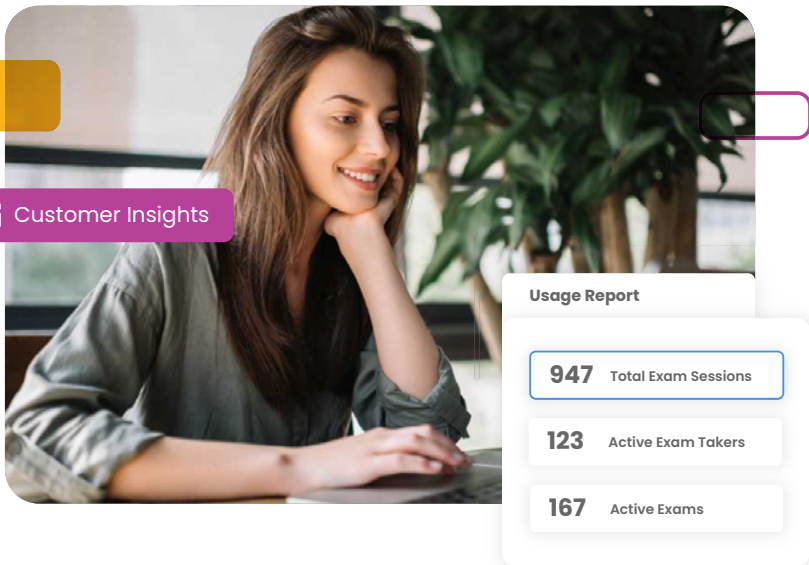
## 4. Actionable Insights to Maximize Your Investment

To maximize your integrity investment, real-time actionable insights are essential. Many proctoring providers offer reports, but the data is often limited, stagnant and not actionable. While point-in-time data has some value, real-time actionable insights are the key to making the most of your integrity investment.



### Actionable Analytics

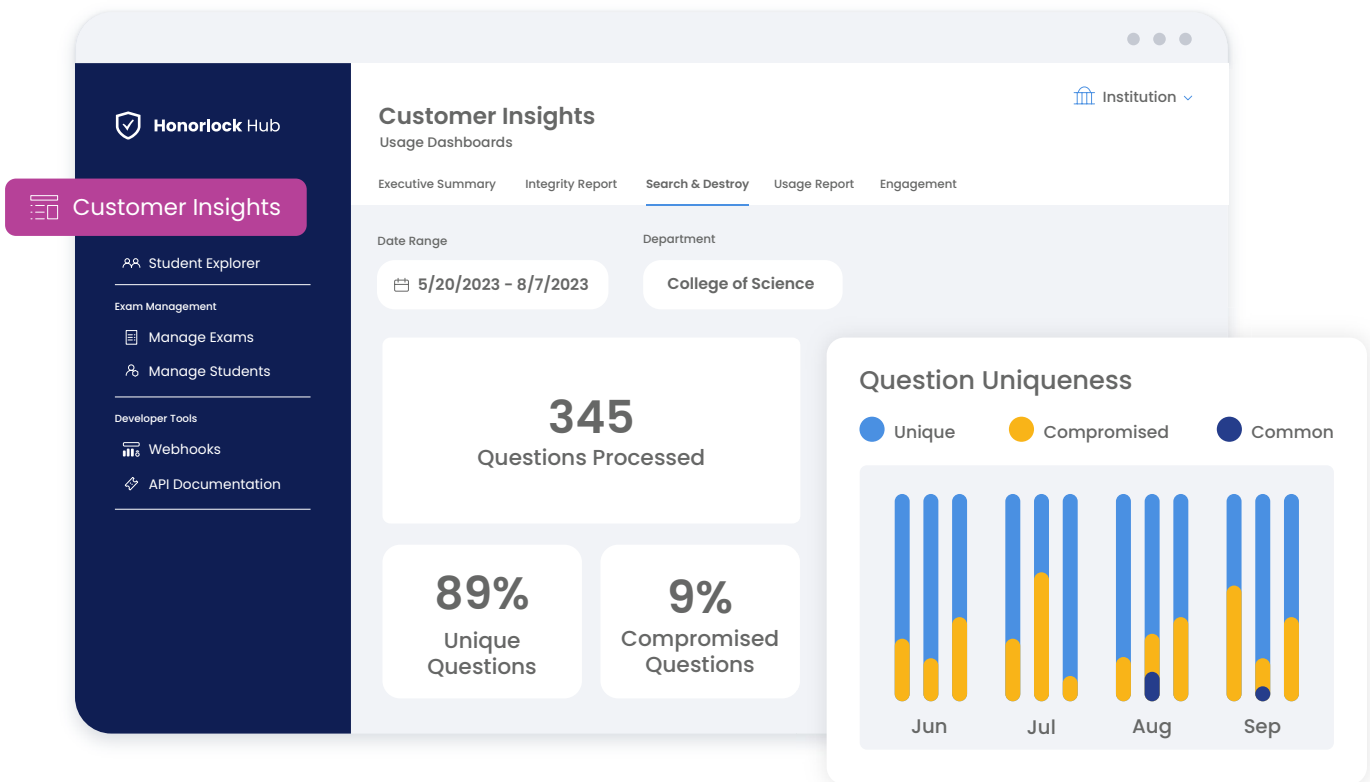
Unlike other solutions, Honorlock is the first to offer a comprehensive 360-degree view of proctoring, empowering programs with [actionable insights](#) and complete visibility into their integrity investment. We equip programs with tools for data-driven decisions and a deeper understanding of proctoring’s impact on program and exam integrity.



Instead of point-in-time static data, our industry-first Analytics Hub™ provides a real-time view into the impact of Honorlock proctoring—from usage to efficacy. Spot trends, drive adoption, and address gaps to develop impactful policies that foster consistent best practices to grow and scale your certification program with actionable insights.

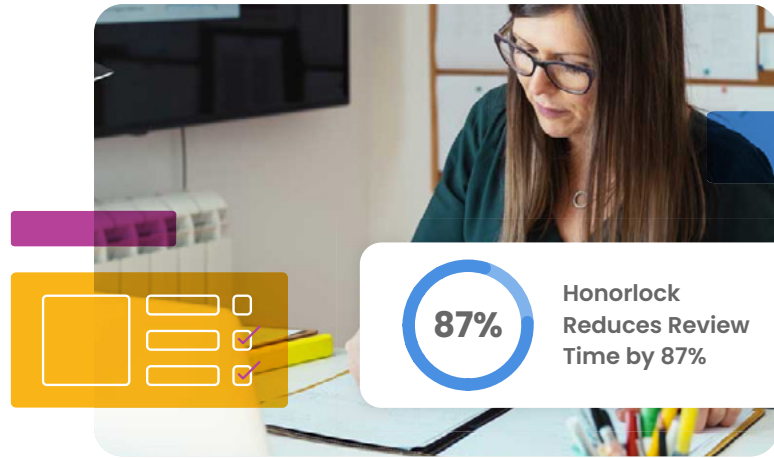
## Identify & Resolve Leaked Content Across Certification Program

To ensure the validity and reliability of your certification exams, securing your exam content is essential. How do you know if your exam content has been leaked online? Honorlock's Analytics Hub™ provides [actionable insights](#) into compromised assessment items across all exams within your certification or licensure program. Don't just identify compromised content, immediately take action to improve your assessments with a one-click takedown request and practical guidance on refining your assessment.



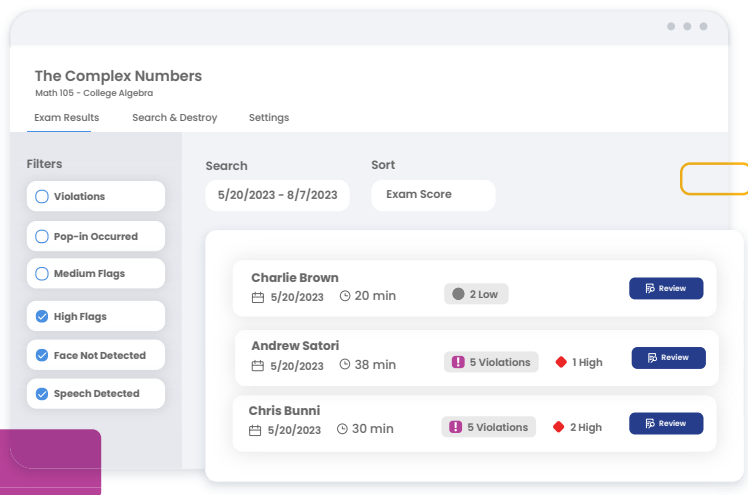
## Save Time & Streamline Review

With many proctoring solutions, your team is responsible for manually reviewing flagged test-taker behaviors. In most solutions, AI flags behaviors in real time, but the live proctor does not review or respond to those flags. Only after an exam session is complete, your team then shoulder the burden of reviewing flagged behaviors after that fact. This process is time-consuming and tedious work, especially for amateur reviewers.



Unlike other solutions, you save review time when Honorlock’s proctors do most of it for you, in real time. With our proctors actively reviewing flags and intervening when necessary, your team only reviews the most critical sessions. Our unique Integrity Funnel™ provides complete transparency into how Honorlock lightens this load for you. A third-party study found that Honorlock reduced violation review time by 87%, or more, for exam administrators.

Additionally, Honorlock’s actionable insights, exam summary report, powerful filters and best-in-class session viewer streamline review and save time. With Honorlock’s recommended review, you’ll quickly review the exam sessions that matter most. Focus more on growing and scaling your certification program and less on exam integrity review.





## 5. Scalability, Affordability, & Effectiveness

When selecting a proctoring solution, you must carefully consider affordability and effectiveness. Failing to consider or downplaying the impact of cost and efficacy can jeopardize your ability to scale and grow your certification or licensure program. With the right choice, you can get the most out of your certification proctoring investment and maximize every dollar without sacrificing efficacy.

### Flat-rate Cost, No Set-up Fees

Many proctoring solutions mandate hefty set-up fees and enforce variable fee structures based on exam length making it difficult to budget effectively for your growing program. They also charge test takers who must reschedule for every change, whereas Honorlock does not require scheduling.

In contrast, Honorlock's flat-rate pricing per exam or per candidate protects your bottom line. Don't pay by the hour for longer certification exams. Our proctoring services include implementation, training, set-up, end-user support, and a dedicated success manager at no additional cost.



## Honorlock is 97% Effective

Concerning efficacy, a widely held misconception is that remote proctoring is not highly effective. With Honorlock, that's simply not true. As a reference point, research by the [International Center for Academic Integrity](#) revealed that more than 60% of students admit to cheating in some form in in-person testing. Honorlock deters and prevents much dishonest behavior before it becomes a real problem. A third-party study revealed Honorlock was more than 97% effective in catching exam misconduct.



Don't commit to hefty setup fees and pay by the hour for in-person proctoring. Protect your bottom line and watch your certification program grow with reasonable, flat-rate pricing and highly effective proctoring with Honorlock. Curtail costs without compromising quality.

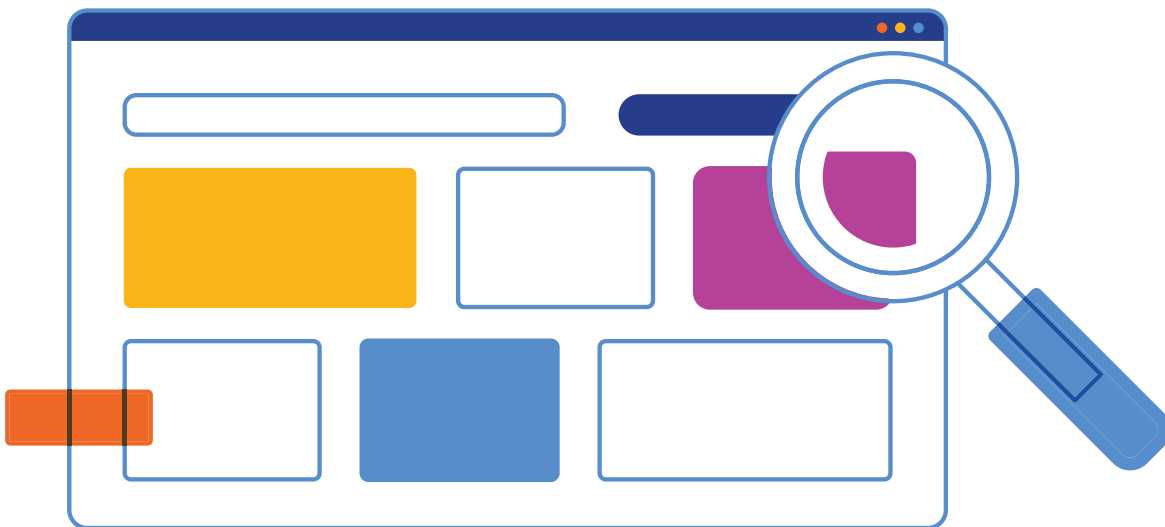
## 6. A Comprehensive Integrity Toolkit

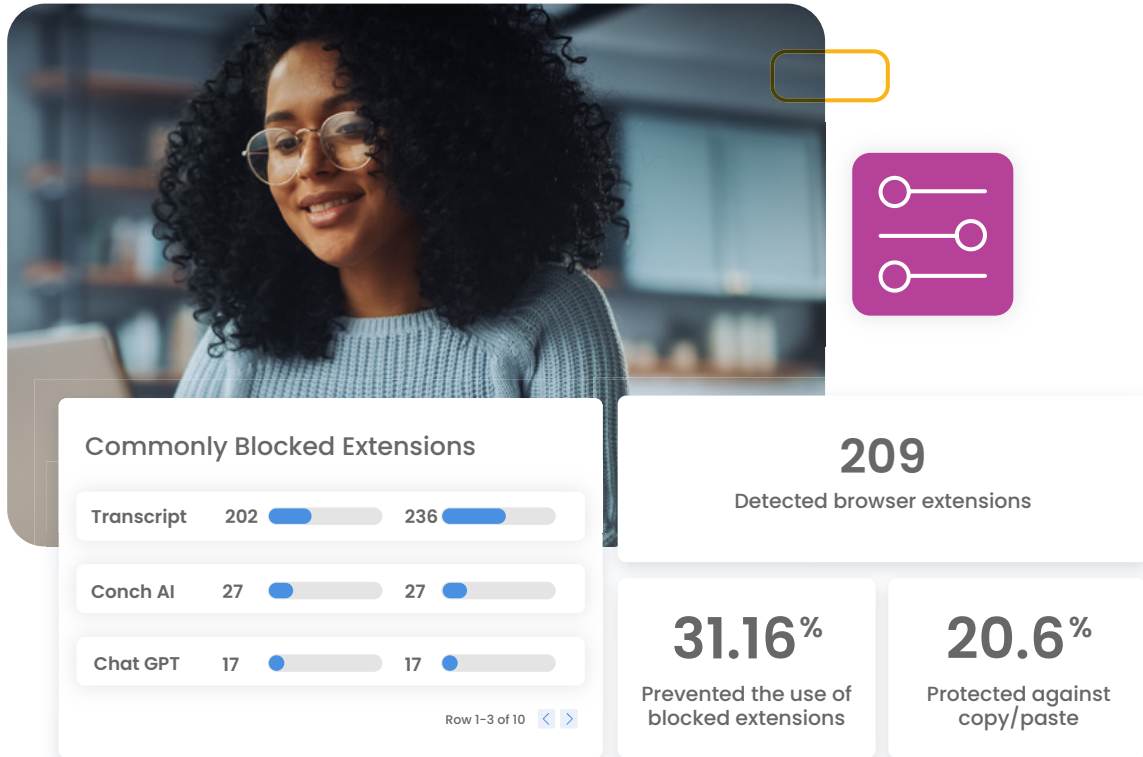
For the validity and reliability of your certification or license, the security of your assessments and the reputation of your program is paramount. Therefore, a comprehensive security toolkit is essential when choosing your proctoring solution. Nearly all solutions include foundational features such as [room scans](#), a [locked browser](#), [identity verification](#), and [desktop recording](#).

In addition to all the basic security tools available in other solutions, Honorlock provides several unique integrity features that other solutions fail to offer. With Honorlock, these security tools elevate the security of your exams and firmly uphold your program's reputation.

### Find Leaked Content and Take Action

How can you protect the time and resources you invest in creating quality certification exams? How do you know if your exam content has been leaked online? Honorlock's unique [Search & Destroy™](#) identifies compromised content automatically, provides one-click takedown requests, and offers practical guidance to improve your assessments. Unlike other solutions, Honorlock is easy to use and doesn't require bulky Excel sheet uploads for any change you need to make.





## Double Down Against AI

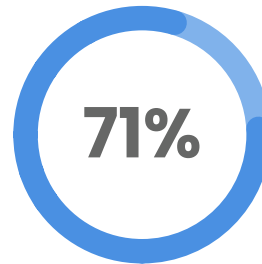
How can you prevent test takers from stealing your exam content? How can you [block unauthorized AI tool usage](#)? Shield your certification program and exams through Honorlock by:

- Disabling copy/paste
- Blocking AI extensions
- Detecting voice assistant activation speech
- Preventing access to other applications or notes
- Deterring phone and tablet use with comprehensive multi-device detection

## Defend Against #1 Threat: Cell Phones

Don't rely solely on a live proctor's attention to spot cell phone use in real time.

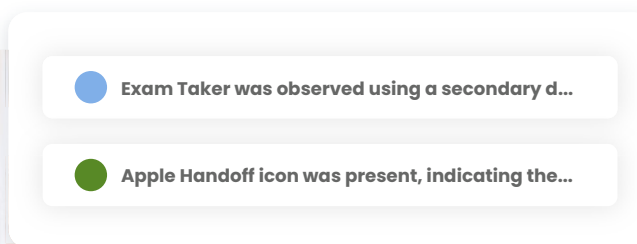
Did you know that cell phones are the #1 proctoring violation? With Honorlock, defend your program with the most comprehensive toolkit to [fight cell phones](#) and secondary devices including:



of violations involve secondary devices

- **Apple Handoff Detection**  
Honorlock's exclusive AI-enabled Apple Handoff technology detects the presence of Apple devices in the testing vicinity and alerts the live proctor.
- **Multi-Device Detection**  
Only Honorlock detects when test takers try to search test questions during exams using a secondary device, such as a cell phone; then the proctor validates and clearly marks the violation.
- **Prioritized Proctor Review**  
All suspected cell phone use is reviewed and verified by a human proctor to give you confidence in our results.

Honorlock has created the most comprehensive and extensive device detection toolkit on the market to protect your exams and secure your certification program.



Exam Taker was observed using a secondary d...

Apple Handoff icon was present, indicating the...



Juliette Arnau (256)

2 Violations

2 High

Checklist:

## Essential Elements for Effective Certification & Licensure Proctoring

As you can see, not all proctoring solutions are alike. Whether you're evaluating alternatives to your current proctoring service or selecting a solution for the first time, use the following checklist to avoid common proctoring pitfalls and find a solution that will best meet the unique needs of your certification and licensure program.

- Responsive proctors augmented by AI, that effectively support test taker success by providing an equitable, inclusive, and accessible online assessment experience.
- Optimizes the candidate experience with flexibility and convenience; 24/7/365 service and support, with consistent, reliable, and exceptional quality; modern, anywhere, anytime secure assessment. No scheduling or separate profile creation is required.
- Provides lightweight, friction-free technology that works with low bandwidth, hot spots, and Chromebooks.
- Accommodates the needs of all test takers, from ADA accommodations to learning disabilities, through technology and human decision-making.
- Provides 24/7/365 support for all end users included at no extra cost. Delivers exceptional service levels marked by response times and issue resolutions within seconds and minutes, not hours and days.
- Offers unlimited practice exams and a test taker tutorial, including a comprehensive system check, available to candidates at all times, at no additional cost.

- A dedicated success manager who provides best-in-class, end-to-end personalized service including onboarding, regular health checks, and personalized reporting throughout the year.
- Offers a comprehensive dashboard with a 360-degree view of proctoring—from usage to efficacy—that provides actionable insights and complete visibility into your integrity investment.
- Identifies leaked content across your certification program and provides a powerful one-click takedown request, as well as practical guidance on refining your assessments.
- Proctors proactively review flags in real time, intervening when necessary, so that your team only reviews the most critical sessions.
- Actionable insights, powerful reports, filters, and an easy-to-use session viewer that helps save time by streamlining reviews.
- Offers flat-rate pricing per exam or candidate and includes implementation, training, set-up, end-user support, and a dedicated success manager at no additional cost.
- Provides a comprehensive and highly effective integrity toolkit including robust secondary device detection, AI tool prevention, ID verification, and resolution of leaked content.
- Built for genuine accessibility for all users as demonstrated by an accessibility-first approach, annual end-to-end accessibility testing across all workflows, and a third-party VPAT.
- Demonstrates full ADA compliance, conforms with WCAG 2.1 level AA guidelines, Soc 2 Type 2 certification, and provides a publicly available Accessibility Statement.



Honorlock.com

+1 (844) 243-2500