

You Spoke; We Listened – We're Changing Our Proctoring Provider

We're excited to announce that, based on your feedback, we are switching to a new proctoring provider to make the experience smarter, and more accessible for your learners.

What's changing?

- Learners will now be able to use both **Microsoft Edge and Google Chrome**.
- **No software downloads required** – everything runs directly in the browser.
- **Improved stability** – the new solution significantly reduces issues like screen sharing dropouts, helping learners stay focused and stress-free during assessments.

When is this happening?

We'll be going live with the new proctoring solution from **23 July 2025**

This change is all about supporting your learners better with a smarter, smoother service.

Your feedback matters.

If you haven't already completed the **Net Promoter Score (NPS)** survey, it's vital that you do. Your input helps us understand what's working – and where we need to improve. It's because of your feedback that changes like this happen.

Thank you for your continued support!

Yours sincerely



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