

**Update: Correction, in our last news update, we made an error with the date. Please see the amended date below, our apologies for the inconvenience this may have caused.**

### **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 June 2025**

#### **What are some key questions to consider with this change?**

You can find some frequently asked questions on page 2. If you have any further questions, please feel free to contact us.

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

NHSS Team

## Frequently Asked Questions

### **What will happen to currently booked courses?**

Any course schedules that are booked already through the current proctor provider will remain as those even after the switch. Any new course schedules booked after 8am 23/06/25 will then run on the new system

### **Do I need to download any software?**

No, the new proctoring system required no downloads or plugins of any kind

### **There are lots of void exams with the current provider will this still happen.**

The new system uses screen capture every second or so to record the learner so uses significantly less bandwidth than the current system