

Adding Convenience and Security to the Hiring Process

The advent of new security technologies has made remote testing an appealing option for companies and candidates alike.

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valuating candidates is an integral part of the hiring process in many fields—whether to measure behavior, critical thinking, language proficiency or a host of other skills. While these tests play a critical role in ensuring that organizations hire the most qualified people to fill open positions, they can also add an administrative burden and cost to the hiring process. As the recognized leader in language proficiency assessment, Language Testing International (LTI) has firsthand experience helping companies overcome this challenge through the use of remote proctoring technologies that make language testing more convenient without compromising the security of the process.

CONVENIENT TESTING IS A PLUS FOR CANDIDATES

Call center candidates at one Fortune 500 financial services company may have to commute as far as an hour in each direction once they land a job. But their driving starts early: The organization's high-touch recruitment and hiring process requires several on-site assessment sessions.

Because the company is competing for talent with numerous similar centers in the same geographic area, any improvement in the candidate experience is an advantage. The opportunity for job applicants to skip just one trip to the center by using LTI's remote proctoring services to complete their language proficiency assessments from home has the potential to help the company stand out from its competitors and attract qualified new employees.

Global businesses are driving changes in employment practices

Modern communications technologies have created a global society and marketplace for products and services. These technologies also provide organizations with new workforce strategies and challenges.

Companies can more easily reach and support potential clients internationally. Additionally, companies can also target specific ethnic markets within the U.S. that have grown through ongoing and increasingly diverse immigration. Offering services in customers' native languages is becoming the norm, necessitating the hiring of bi- or multilingual workers to meet demand.

Mobile technology is also having a profound impact on today's work environments. Twenty years ago, it was rare for employees to work outside of the main office, and challenging to manage and collaborate with workers in different geographic areas. Now, the ability to complete work remotely and in real time is widely accepted and even expected in some fields.

New technologies have also had a profound impact on language proficiency assessment. Testing by computer was the first step—offering the same test remotely, along with its accompanying credential from the American Council on the Teaching of Foreign Languages (ACTFL), was the

next. But the evolution of computer-assisted language assessment hasn't stopped there. New technologies allow us to deliver assessments in an online environment as secure as a physical testing lab.

Security tops the list of remote-testing priorities

Among the leading concerns surrounding remote testing are the challenges of assessment integrity and identity assurance. Not only is it critical to ensure that candidates take their own tests—it's also important to be sure they don't have help and that they can't share materials with others during or after their test.

Research from Canada's Athabasca University shows that both remote identity verification upfront and remote proctoring worked into test designs successfully prevent compromising the integrity of tests. Based on a theory of mutual trust and verification, they serve as a "system of checks and balances" that ensure the organization's testing remains credible and reliable.

Simplifying the hiring experience attracts candidates

In addition to creating a secure environment to assess proficiency, remotely proctored tests streamline the application and vetting process and earn kudos from career candidates.

In 2012, software-as-a-service provider iCMS found that 46 percent of candidates rate their experience applying for jobs as poor to very poor. There's no doubt that many factors and individual interactions weighed into that number. However, the company identified that candidates universally welcome a hiring process that is "accessible, fast and easy, engaging, and personal."

In today's consumer-driven world, creating that type of experience requires businesses to move at the speed of the candidates they seek, using mobile job applications and remotely proctored skill assessments, providing routine updates on progress toward hire and, essentially, respecting the candidate's time and investment as much as the company does its own.

Remote proctoring provides a secure yet convenient testing option

LTI has helped companies balance the issues of testing security and candidate

convenience for years with its selection of language tests, available both online and by phone. Now, LTI's remote proctoring service takes assessment to a new level of ease and security.

Candidates take the test at a time and place that is convenient for them, on a secure website where a live proctor verifies their identity, locks down the browser to exclude other applications, and monitors the process by webcam during the test.

While ensuring testing integrity, LTI's remote proctoring service uses the same ACTFL Oral Proficiency Interview by Computer® (OPIc) that is already used successfully in live-proctored settings. The test is recorded and assessed by trained, certified raters, and candidates earn an ACTFL credential that validates and quantifies their language ability. Candidates have a more convenient assessment experience and companies are assured of accurate, secure results to help them make a hiring decision.

ADDING PREQUALIFICATION TO THE PROCESS

One senior aeronautical manufacturing executive and long-time LTI client explains that the assessment world welcomes intuitive changes that lead to a faster hiring process and lowers costs.

Consider adding remote proctoring to your protocols as an alternate means of taking the OPIc test.

You can also work with LTI to add a "Remote Proctoring Preferred" designation to your job postings, encouraging candidates to prequalify for open positions—saving your company money and making the hiring process more convenient for applicants. LTI offers a secure portal for corporations to verify the results of test-taker credentials.

How can LTI's remote proctoring service improve your business?

Call us at **800.486.8444** for a free consultation or visit languagetesting.com to learn more about our language assessment solutions.