

The Chartered Institute of Payroll Professionals Relies on TestReach to Deliver Secure Exams with Remote Invigilation

The CIPP logo consists of the lowercase letters "cipp" in a white, rounded, sans-serif font on a dark blue background.

the **chartered institute**
of **payroll professionals**

The Chartered Institute of Payroll Professionals (CIPP) uses TestReach to quickly and easily roll out secure online exams, in a format welcomed by professional candidates.

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Background

Governed by Chartered Status, the Chartered Institute of Payroll Professionals (CIPP) is responsible for ensuring high quality standards within the payroll profession. The CIPP qualification and certification programmes require candidates to sit one or more formal exams. There is high demand for these qualifications and certificates, not only in the UK but also in other countries, and it was becoming increasingly difficult to manage exams in remote locations, where there was a requirement to source and manage local test centres and invigilators. This made it very challenging to scale the overall examination process in a cost effective and secure manner. The fully paper-based exam approach also required manual marking and scoring, which was a labour-intensive process.

Solution

The CIPP now uses TestReach’s comprehensive test authoring capabilities and remote invigilation exam delivery to roll out exams to their distance learners. Remote invigilation ensures that the exam is completed with integrity, with TestReach’s trained supervisors monitoring the candidate during the exam using audio, video and screen share technology. It removes the logistical difficulties of organising test centres in distant countries, and is more convenient for CIPP members, who have the option of sitting their exam from their home or office, instead of having to travel to a test centre at a specific time. The overhead of marking paper is significantly reduced as much of the process is automated. For some of the numerate questions, the calculations are broken down using TestReach’s extensive question types, so that points can be auto-awarded for both the calculation and the answer itself.

Results

Using TestReach to automate the exam process has helped the CIPP to improve its examination process. “There is a huge reduction in

the amount of administration,” said Mike Aldous, Education Support & Development Specialist at the CIPP. “For instance, candidates can now take this exam completely online, so we don’t have to worry about secure transport of the exam papers or the logistics of manually correcting paper-based answers. It really is a big step forward for us.”

The CIPP’s qualifications, using remote invigilation as an exam delivery model, have been accredited by Ofqual. The Certificate in Pensions Administration is Ofqual QCF level 3.

The CIPP can now quickly and easily roll out exams in a format that is in line with candidates’ expectations. “Our members are business professionals, who are working on computers on a daily basis”, continued Mike, “it makes sense for them to be able to use a keyboard as opposed to having to write answers on paper. It’s just not the way things are done anymore.” There is also huge flexibility associated with running the exam online and everything can be quickly and easily scaled into new outlying parts of the UK and beyond. “We are excited about the potential that TestReach provides,” added Mike, “and are looking to use the solution to develop and further automate more of our exams into the future.”

About CIPP

The Chartered Institute of Payroll Professionals (CIPP) is the Chartered Association for payroll and pensions professionals in the UK and is dedicated to raising the profile of payroll within businesses. It has over 10,000 individuals enjoying membership benefits. Its education portfolio has been developed based on business and individual needs to ensure that is providing the most relevant training in the market. To learn more, visit www.cipp.org.uk



About TestReach

TestReach is a total online assessment solution. It covers everything from feedback surveys, employee knowledge tests and compliance evaluations, through to formal certification exams with multiple paper variants. At the click of a button any assessment can be securely invigilated over the Web, where the candidate is connected to a trained supervisor by video, audio and remote screen share, and everything is recorded for later review. TestReach offers the flexibility to meet all your assessment needs in a cost-effective manner, within one single application.

For more information contact:
Info@testreach.com
www.testreach.com