LIBF

Part of Walbrook Institute London

Transforming Assessment Delivery

LIBF's digital assessment journey

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Who are we?

- Part of Walbrook Institute London
- Supporting banking and finance professionals for over 145 years
- Based in the heart of the City of London
- Practical, work-relevant qualifications and training
- Industry-recognised programmes for career progression
- Working professionals with different levels of technical experience



Katy Hadlow



Andi Gardner

50 EXAMS

21,895 EXAMS SAT TO DATE IN 2026

2,200 EXAMS SAT PER MONTH ON AVERAGE

Where we started

The assessment model began very differently.

PAPER-BASED
Traditional assessment delivery

→

EXTERNAL TEST CENTRES
Test-centre delivery

→

COVID
Accelerated the move towards remote assessment

→

REMOTE EXAMS
External remote proctoring

→

TODAY
Integrated digital delivery in Brightspace

COVID accelerated the direction of travel - and gave us the opportunity to rethink the experience.

Why did we want to change?

Our objective: make it as simple & straightforward as possible to sit an exam from the comfort of your home – without compromising security.

SIMPLIFY TECHNICAL SET UP

Firewalls, security settings and plug-ins created barriers for students.

INCREASE FLEXIBILITY

Exam dates and availability were constrained by the external model.

IMPROVE TIMESCALES

Reduce the operational turnaround times / issue resolution times

INCREASE CONTROL

Bring proctoring decisions, partners, marking platforms and accessibility options under our direct control.

COST SAVING

Significant cost saving.

Our digital assessment framework

BRIGHTSPACE

Student access point

→

ATOMIC JOLT

Assessment creation & delivery

→

INTEGRITY ADVOCATE

Proctoring & review

LIBF ASSESSMENT OPERATIONS

Operational oversight • review • decision-making • results control

The journey: pilot to BAU

SEP 24
Quality assurance

OCT 24
Pilot live proctoring

DEC 24
Pilot record and review

JAN–MAR 25
Set-date exams go live

APR 25
First on-demand exams go live

JUL 25
First Trade qualification on Brightspace

OCT–DEC 25
Continue to roll out exams and prepare all students for the switch

JAN 26
Switch all exams to record and review

APR 26
Business as usual

SEP 26
Added second cameras to all exams

What started as a pilot has evolved into a scalable business-as-usual model.

Assessment creation

Moving assessment build and delivery in-house gave us greater control over change, delivery and issue resolution.

PREVIOUSLY: EXTERNAL PROVIDER

- Content was prepared internally, then sent to an external provider to build and deliver.
- Changes required coordination with the provider, increasing turnaround time.
- Post-launch amendments could result in additional cost and delay.
- The assessment team had less control over resolving issues quickly.
- Building an assessment could take up to four weeks.

NOW: BRIGHTSPACE + ATOMIC JOLT

- Assessments are built, delivered and managed in-house within Brightspace.
- Questions are prepared in our Student Information System, reviewed and signed off, then built in Brightspace using AJ.
- The team can make amendments directly without relying on an external provider.
- Question pools and randomisation support consistent and fair assessment delivery.
- Issues can be identified and resolved more quickly by the internal team.

THE IMPACT **Greater control | Faster updates | Reduced technical friction | Improved flexibility** **≈ 50% FASTER**

Internal process

01

ASSESSMENT CREATION

02

QUALITY ASSURANCE

03

CONTROLLED RELEASE

04

LIVE DELIVERY

05

PROCTORING & MONITORING

06

POTENTIAL FLAGS REVIEWED

07

OUTCOME CONFIRMED

08

RESULTS RELEASED

Student process: before the exam

01 Complete the Brightspace demo exam

02 Review the exam regulations and prohibited behaviours

03 Check equipment and internet connection

04 Ensure your testing space meets requirements

Student process: accessing the exam

01

ACCESS

Open the course site and select the exam launch link.

02

VERIFY

Scan photo ID to verify your identity.

03

SCAN

Complete room and desk scans; allow screen sharing.

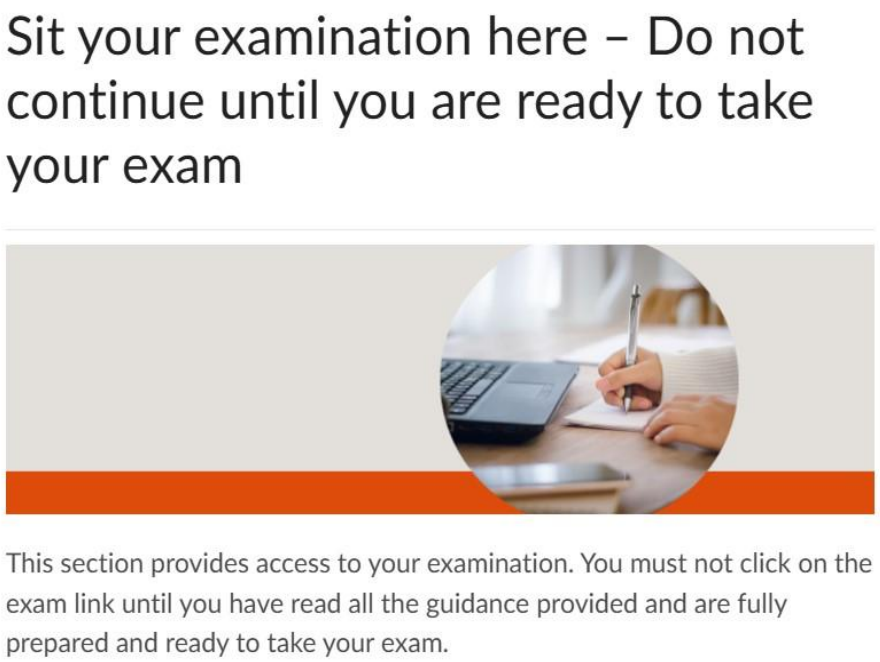
04

START

Read instructions and begin.

The systems work together: Brightspace provides access, Integrity Advocate provides proctoring and video review, and Atomic Jolt delivers the exam.

Student process: completing the exam



READ

Read the exam introduction and start the exam.

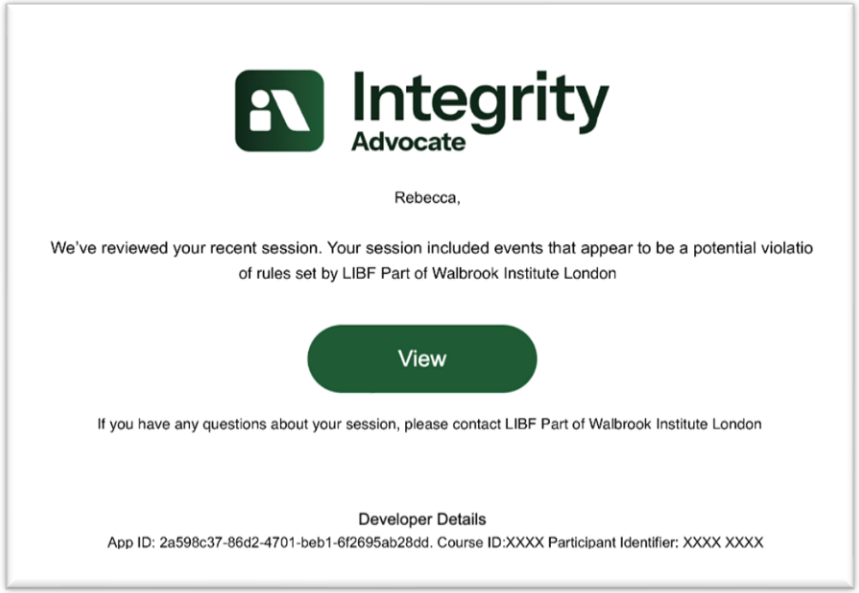
COMPLETE

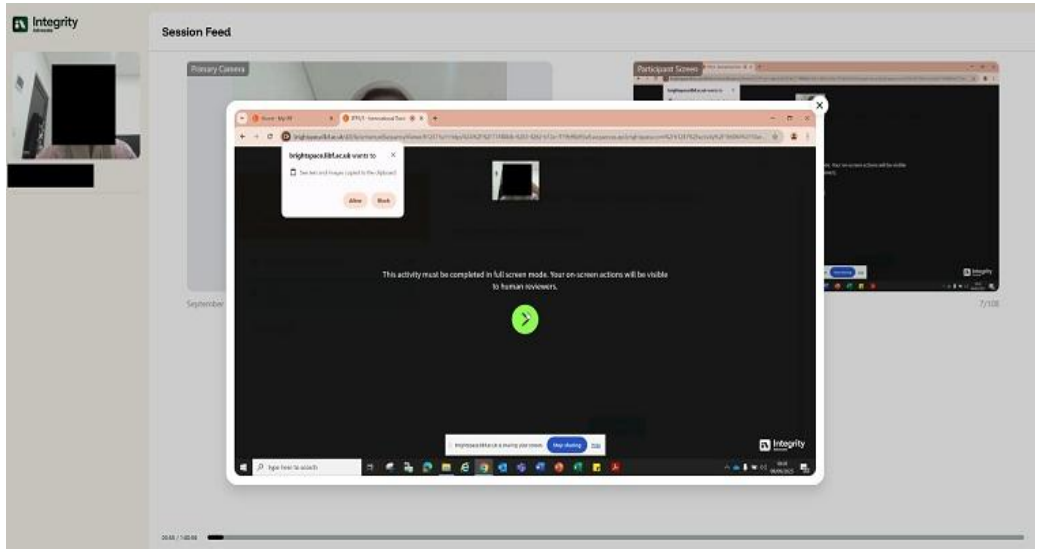
Answer questions within the allocated time and keep the proctoring session active.

SUBMIT

Submit before time expires or allow the system to submit automatically.

Integrity Advocate: record & review





1 Potential violation highlight to internal team.

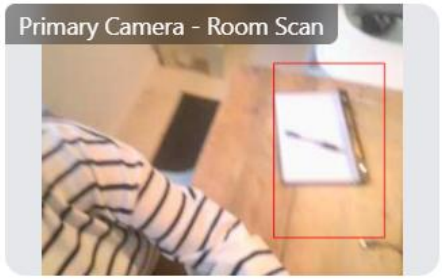
2 Review the session, flags, timestamps and warnings in context.

3 Override Invalid to Valid when evidence supports it; otherwise withhold and refer to Customer Services.

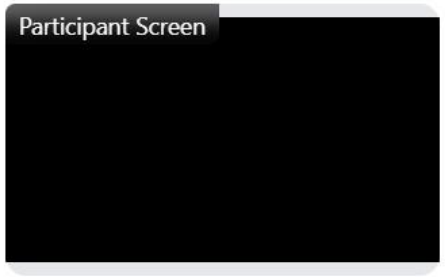
Integrity Advocate



Session Feed



7 October 2026 at 2:23:09 pm



7 October 2026 at 2:24:22 pm

00:00 / 01:20

13 flags found

Filter



00:00 2:19:55 PM

No ID Provided

An image must be submitted.



00:00 2:23:09 PM

Room and desk scan inadequate

Unauthorized object detected.



00:00 2:23:09 PM

Room and desk scan inadequate

Unauthorized object detected.



00:21 2:23:30 PM

Room and desk scan inadequate

Unauthorized object detected.



00:22 2:23:31 PM

Room and desk scan inadequate

Unauthorized object detected.



00:23 2:23:32 PM

Room and desk scan inadequate

Unauthorized object detected.

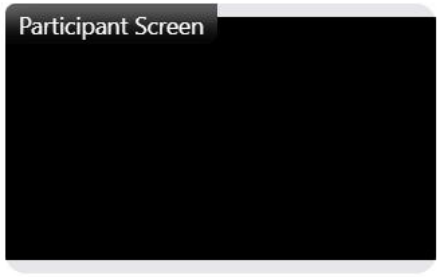
Integrity Advocate



Session Feed



7 October 2026 at 2:23:51 pm



7 October 2026 at 2:24:22 pm

00:42 / 01:20

13 flags found

Filter



00:40 2:23:49 PM

Room and desk scan inadequate

Unauthorized object detected.



00:42 2:23:51 PM

Room and desk scan inadequate

Unauthorized object detected.



00:42 2:23:51 PM

Room and desk scan inadequate

Unauthorized object detected.



00:43 2:23:52 PM

Room and desk scan inadequate

Unauthorized object detected.



00:50 2:23:59 PM

Room and desk scan inadequate

Unauthorized object detected.



00:52 2:24:01 PM

Room and desk scan inadequate

Unauthorized object detected.

Integrity Advocate



Session Feed



7 October 2026 at 2:24:24 pm



7 October 2026 at 2:24:29 pm



7 October 2026 at 2:24:24 pm

01:15 / 01:20

13 flags found

Filter



00:40 2:23:49 PM

Room and desk scan inadequate

Unauthorized object detected.



00:42 2:23:51 PM

Room and desk scan inadequate

Unauthorized object detected.



00:42 2:23:51 PM

Room and desk scan inadequate

Unauthorized object detected.



00:43 2:23:52 PM

Room and desk scan inadequate

Unauthorized object detected.



00:50 2:23:59 PM

Room and desk scan inadequate

Unauthorized object detected.



00:52 2:24:01 PM

Room and desk scan inadequate

Unauthorized object detected.

A flag isn't a decision

Possible use of external resources

Books or notes on a desk
Looking away from the screen
Resting the eyes
Looking out of a window
Stretching or standing up



Students are sitting at home — not in a test centre.

Security still matters — but context matters too.

Regulations

The following are examples of actions that are considered a breach of regulations:

- Unauthorised objects in the testing space (anything other than your device, second camera and a beverage in a transparent, unlabelled container)
- Continuously looking away from the screen / failure to maintain a forward-facing gaze
- Other people entering the room
- Accessing web pages or other unauthorised applications
- Using multiple screens or devices
- Stopping sharing your screen at any time
- Wearing earplugs, headphones, headsets or sunglasses
- Leaving your designated testing space, or having your face, upper torso and arms obscured or out of view
- Reading the questions aloud or mumbling/speaking out loud
- Having your ears obscured from view (for example, long hair must be tied back or tucked behind your ears)

Challenges

Examples of key integration and operational challenges:

01

QUESTION BANK

MCQs already exist in our management system, but Jolt needs a specific structure.

02

EXTRA TIME

Reasonable adjustments must apply automatically.

03

SENSITIVITY LEVELS

Students sitting so still the system flagged them for inactivity

04

IDENTIFICATION

Students needed a way of progressing through to the exam if their ID was not recognised.

05

NOTEPADS

Digital notepads posed a risk to exam content.

06

POOR ROOM SCANS

Unacceptable desk scans lead to automatic revoke.

THE INTEGRATION HAD TO MANAGE TIMING, RESULTS & INTEGRITY – NOT JUST CONNECT SYSTEMS

External delivery vs in-house delivery

PREVIOUS MODEL		CURRENT MODEL
Fixed rules and regulations	VS	Customised rules and regulations
Low-threshold exam revokes	VS	LIBF decision – record & review
10-day SLA for issues	VS	1-3-day SLA
Connection / technical issues	VS	Fully integrated
Limited flexibility - content changes/Resits	VS	Quick, cost-free changes + instant resits
Limited involvement	VS	Full operational control
High cost	VS	Significant cost reduction

What has this meant for us?

TIME & COST SAVING
Less manual intervention

CONTROL
LIBF owns the process and final decisions

CUSTOMER SERVICE
Assessment support in-house

FLEXIBILITY
24/7 exams and faster resits

SECURITY
Integrated proctoring + review

We had doubts about home-based assessment — but the benefits of comfort, convenience and control have been significant.

What’s next?

AI + HUMAN REVIEW

Use technology to support, not replace, human judgement.

SECOND CAMERA

Add another layer of security where appropriate.

JUST-IN-TIME PROCTORING

Move towards real-time review during the assessment.

LIVE INTERVENTION

Potential for a warning or session stop where appropriate.

ACCESSIBILITY IMPROVEMENTS

Ensuring no student is disadvantaged

Lessons learnt

01	**DESIGN FOR THE LEARNER FIRST**	Technology should remove barriers, not create them.
02	**PILOTS REVEAL REALITY**	The biggest lessons came from real students, not testing environments.
03	**INVOLVE TEAMS ON THE GROUND**	The people running the process need to help design it.
04	**HYBRID AI & HUMAN**	AI and automation support decisions, but human judgment protects fairness and integrity.
05	**BUILD FOR CHANGE**	The launch is the beginning; continuous improvement delivers the long-term value.

LIBF

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Est. 1879

From project to business as usual

More control. More flexibility. More efficient delivery.

A better learner experience.

Thank you.

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