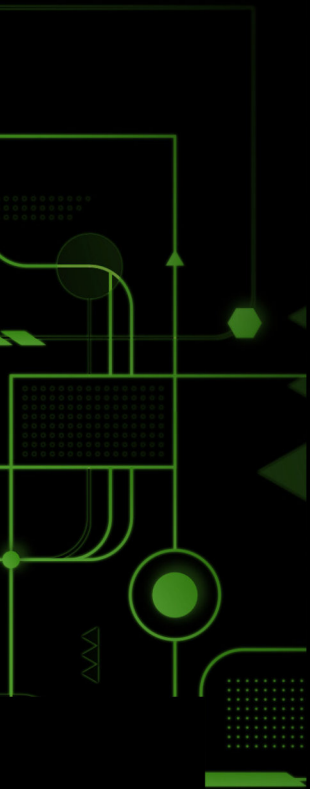


National Payroll Institute:

A payroll designation testing and proctoring modernization case study featuring Integrity Advocate.



About the National Payroll Institute

For over 40 years, the National Payroll Institute (NPI) has been the authoritative voice of the payroll profession in Canada. With a membership of more than 45,000 payroll professionals, the NPI sets the standard for excellence through Canada's only payroll designations, expert compliance resources, and proactive government advocacy. Its mission is to cultivate and deliver the expertise that keeps businesses healthy, workers financially secure, and Canada's economy strong, and supports the timely and accurate payment of \$1.354 trillion in annual wages and \$469 billion in statutory remittances.

Challenges

Supporting over 16,000 course registrations annually, the NPI sought to enhance the learning experience for its students and Accreditation Coordinators. To achieve this and enable its next wave of growth, the NPI recognized the need to modernize and support the growing demand for its courses and payroll designation programs.

The NPI historically relied on an honor-based proctoring model and process for its practitioner-level designation, whereby candidates were expected to have their direct work supervisor present for in-person oversight while completing their course exam. Candidates and supervisors were placed in an inherently awkward dynamic, and the assurance of exam integrity rested on goodwill rather than evidence. While practical and cost-effective, the model was fraught with compromise, jeopardizing the integrity of NPI designations, and lacked the scalability the NPI required.

While the NPI was already exploring a remote, technology-based proctoring solution, the COVID-19 pandemic accelerated the need for change. As a result, the NPI quickly adapted by activating a remote proctoring platform to replace the legacy model. However, the transition did not go as planned and fell short of expectations.

The initial remote proctoring solution proved to be a significant source of disruption for the NPI, its students, and its coordinator team. Nearly half of its students experienced technical failures accessing the remote proctored exam environment. The platform required a browser plugin that regularly failed to cooperate with users' systems, was limited to specific browsers, and lacked French-language support, leaving more than 10% of NPI's membership underserved.

NPI staff were forced to issue bypass codes to allow students to proceed without proctoring, resulting in more students sitting for exams with zero oversight than under the legacy supervised model. This resulted in staff spending time triaging technical failures rather than focusing on value-added initiatives.

The damage extended beyond individual exam sessions. NPI's course evaluations, which students submit upon program completion, clearly reflected frustration: instructors and content were praised, but the technology was singled out. The reputational damage undermined the entire experience and eroded confidence in the NPI's methods and broader capabilities.

NPI By the Numbers:

-  HQ: Toronto, Canada
-  21,000+ Designation holders
-  16,000+ Annual course enrollments
-  ~10,000 Individual learners
-  Over \$10m in revenue tied to designations.

Impact & Outcomes

-  57% reduction in academic integrity incidents (86/month to 37/month)
-  <0.1% technical escalation rate (<5 escalations across 30,000+ exams)
-  48 hours (avg) incident resolution time, down from weeks
-  50% to nearly 0% technical issue rate
-  30,000+ exam instances proctored seamlessly per year
-  Rapid ROI: 3 Months to scale from pilot to full program-wide deployment.

Solution

To quickly restore its brand and user experience, NPI followed the recommendation of its LMS provider, D2L Brightspace, to partner with Integrity Advocate and deploy the solutions in parallel. Cautious after a prior failed implementation, and feeling the urgency of the situation, the NPI opted to move forward without a formal RFP, relying on the strong recommendation.

Implementation of the Integrity Advocates platform was aligned with the D2L Brightspace deployment, with proctoring beginning to scale immediately post go-live. Within 90 days, Integrity Advocate handled proctoring for all PCP students, scaling from pilot to 16,000 enrollments and over 30,000 exam instances annually.

Alongside the technology deployment, the NPI implemented an embedded preparation module in its courses, allowing students to complete identity-verification walkthroughs and familiarize themselves with the proctoring process well before exam day. This was paired with a comprehensive academic integrity education module that set clear expectations prior to every assessment.

Together, this created a closed-loop environment in which support needs decreased, real violations surfaced with evidence, and the student experience improved.



Native LMS integration for a seamless experience within NPI's existing D2L Brightspace platform with no additional browser extensions, downloads, or technical configuration required for students or administrators.



Academic integrity, with education integration built into the course experience, establishes clear expectations, pre-assessments, and reduces the volume of enforcement actions by treating integrity as a shared standard rather than a reactive enforcement exercise.



Human review of every session as a standard, ensuring verified, defensible flags rather than AI-generated noise, and eliminating the false-positive burden that had weighed down NPI's prior program.



AI-powered 'flag' detection with student notification, supporting NPI's management-level scenario-based assignments, surfaced potential fraud signals in real time, with students proactively notified of flags prior to formal review, encouraging course correction and reducing escalations



Privacy-first, minimal-data architecture aligned with Canadian privacy standards: video, audio, and identity-verification images are discarded after review, with only validated rule violations retained and stored on secure, in-country Canadian servers.



Configurable detection parameters for detection rules to reflect the real-world conditions of payroll coursework and reduce false flags while maintaining the integrity of monitoring across all exam types



Student preparation and identity verification module for an embedded pre-exam orientation capability, allowing students to complete ID verification and familiarize themselves with the proctoring experience before assessment day, reducing first-time anxiety and eliminating day-of technical disruption



Any device, any browser accessibility for flexibility to support all learner devices and environments without requiring a secure browser or specific hardware. Ensuring equitable access across NPI's diverse membership, including bilingual and remote professionals throughout Canada and beyond

Impact & Outcomes



57% reduction in academic integrity incidents (86/month to 37/month)



50% to nearly 0% technical issue rate



<0.1% technical escalation rate (<5 escalations across 30,000+ exams)



30,000+ exam instances proctored seamlessly per year



48 hours (avg) incident resolution time, down from weeks



Rapid ROI: 3 Months to scale from pilot to full program-wide deployment.

From crisis management to educational excellence.

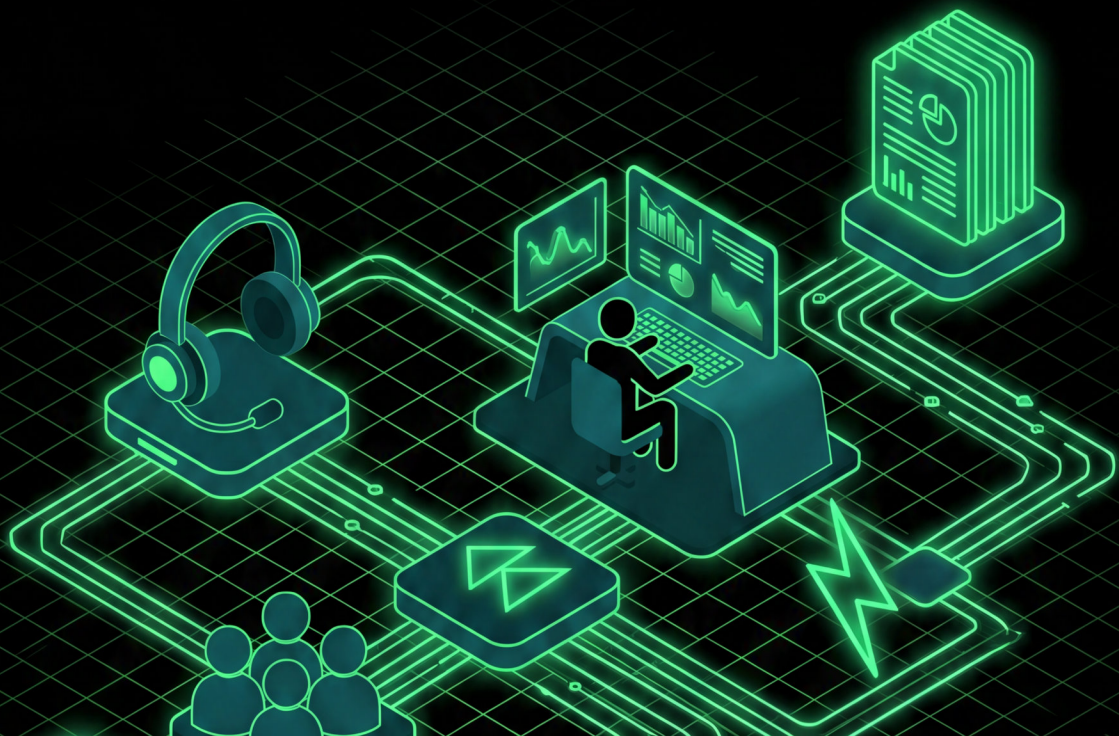
The impact of these changes extends beyond statistics, representing a deeper organizational transformation at the NPI.

Staff who once spent their days issuing bypass codes, fielding support calls, and managing technology triage are now focused on student success, curriculum development, and strategic educational initiatives. Course evaluation scores, which had declined noticeably during the proctoring disruption period, have recovered.

The proctoring experience is no longer a point of friction and has effectively ceased to register as a student concern at all.

Defensible decisions with speed.

For NPI's academic integrity review committee, perhaps no outcome is more meaningful than the confidence with which it now renders decisions. The remaining flagged incidents under Integrity Advocate are genuine violations, backed by human-reviewed, evidence-grounded reports. **What previously took weeks and carried significant uncertainty was resolved within 48 hours with a defensible record that stands up to appeals.**



Why Integrity Advocate?

What the NPI needed and what it refused to accept.

The NPI came to the evaluation with a clear set of non-negotiable requirements, based on the experience and learnings with its previous solution failures, including:



No plugin downloads or browser restrictions



Local data residency and privacy compliance



Bilingual support (English + French)



Proactive, responsive client partnership



Native integration with D2L Brightspace



Scalable platform for a growing member base



Seamless, frictionless exam experience



A partner relationship that maximizes its investments and enables its learner strategy.

Data Privacy: non-negotiable.

As a Canadian association subject to Canadian privacy legislation, the NPI requires rigorous data protection standards from all technology partners. Before any implementation could proceed, the NPI's privacy officer and director of IT conducted a thorough review of Integrity Advocate's data handling, retention, and confidentiality practices.

Integrity Advocate's Canadian headquarters was an additional point of confidence for the NPI team. Compliance with Canadian data privacy legislation is not an afterthought and is foundational to how the Integrity Advocate platform is built and operated. That alignment removed a significant barrier and reinforced the selection for NPI.

Key initiatives include:

Deeper LMS investment engagement and integration:

Continuing to advance the learner experience by leveraging the full capability of its LMS investment, reducing standalone plugins in favor of fully embedded Brightspace-native proctoring capabilities, and further streamlining the student experience.

AI-Powered integrity monitoring:

Leveraging Integrity Advocate's AI-assisted screen monitoring and background application detection to stay ahead of evolving threats, including AI-tool-assisted exam fraud.

Exploring further Integrity Advocate utilization along its journey:

While the NPI currently uses the full suite of the Integrity Advocate platform capabilities, it will continue to evaluate additional features as they become available, with a deliberate, collaborative approach to any future expansion.

The Road Ahead for NPI & Integrity Advocate.

The NPI plans to continue its modernization journey to support the health and growth of its designation programs and is actively expanding its PLP (Payroll Leadership Professional) program with the help of Integrity Advocate and its platform.

The NPI leverages monthly reviews and collaboration with its dedicated Integrity Advocate portfolio manager to review KPI dashboards, conduct trend analysis, and proactively identify emerging integrity threats, driving continuous improvement and maximizing its investment. **The relationship and technology underpinning the NPI mean it now proactively manages academic integrity as an ongoing operational discipline rather than a reactive, ad hoc response.**



About Integrity Advocate

Integrity Advocate is a privacy-first online proctoring platform that helps certification bodies and learning organizations deliver secure, low-friction testing experiences at scale. By combining AI detection with human review, it reduces false flags, removes unnecessary barriers for candidates, and ensures every integrity decision is supported by clear, defensible evidence. Designed to integrate seamlessly with LMS and testing platforms, Integrity Advocate enables organizations to verify identity, detect risk, and confidently validate outcomes—powering a modern Trust Layer that protects credential value and builds confidence with candidates, employers, and stakeholders.



About Pete A. Tiliakos:

Pete is globally recognized for his extensive knowledge, coverage, research, and advisory in the payroll, employer-of-record services, payments, and HCM technology markets. Both practitioners and providers widely leverage his research and thought leadership, as he regularly contributes to industry publications, associations, and events. Pete is the co-creator and co-host of the HR and Payroll 2.0 podcast and host of The Source by DailyPay podcast.



About Payroll Influences:

Payroll is not just a process - it's a crucial component of human capital management that influences and enables strategic outcomes, organizational agility, employee engagement, and financial wellness. Our mission is to provide THE premier ecosystem to unite the world's most essential professionals through a community of like-minded leaders eager to explore, share, learn, and advance as payroll executives. Founded, curated, and led by payroll and for payroll, Pi is the world's first virtual ecosystem dedicated to fostering a deeper understanding of the critical payroll profession and empowering its current and future leaders to shape its next chapter.

