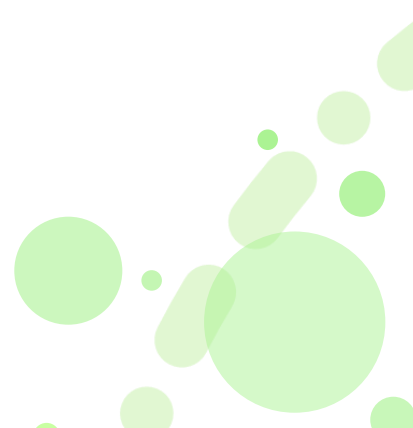




SHL Release notes

17 July 2025



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Customized proctoring index

Companies can now ensure that only the proctoring features that matter to them contribute to a candidate's Proctoring Index calculation.

Overview

With this release we're improving the Proctoring Index functionality on TalentCentral+. Before describing the improvements, let's first understand a little more about the existing functionality.

What is proctoring index?

Proctoring index is the flag that conveys the likelihood of a candidate exhibiting suspicious behavior or using unfair means. The recruiter is expected to use this information and manually review further to take a final decision.

Why does it exist?

Currently recruiters must review all candidates and their individual violations on the report / excel to take a call whether a candidate has used unfair means or not. In a high candidate volume scenario this becomes tedious. This flag allows the recruiter to decide which candidates to review first based on the likelihood of suspicious behavior.

How do we do it?

SHL has a defined set of features, which contribute to the calculation of proctoring index. These features were decided after internal studies, keeping the correctness of the flag in mind.

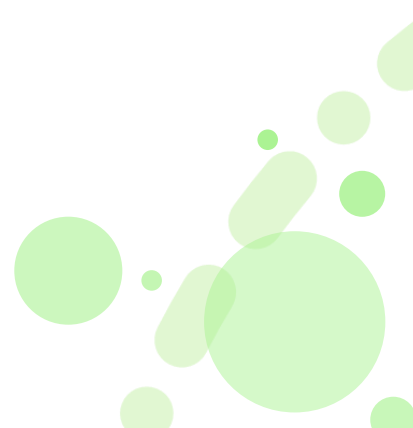
The system reviews the violations made by the candidate against these features, considering the type as well as the frequency of the violation – Based on whether the candidate surpasses the permissible threshold for any of these features, candidates are assigned a proctoring index: High, Medium, or Low.

What are we improving?

Feature Selection: With this release we are enabling **company-level feature selection for proctoring index**, allowing companies to select the subset of proctoring features that matter to them and hence should contribute to the proctoring index calculation.

Note: While the features can be selected, the Individual feature thresholds cannot be altered/customised. These are set & maintained based on studies that ensure consistency, accuracy, and correctness with which the system flags the likelihood of candidate's suspicious behaviour.

Two-band proctoring index: The current three-band system (High, Medium, Low) will be replaced with a two-band system (High, Low) to remove ambiguity in candidate evaluation that the medium band introduces. These High/Low values represent the likelihood of the candidate exhibiting behavior that requires manual review and/or possibly using unfair means.



Why are we making these improvements?

We want to introduce flexibility and allow companies to select the features that matter to them and thereby control how proctoring index is calculated for a candidate.

Product journey

The Proctoring Index feature can only be enabled for a company if Proctoring is enabled for that company.

Activation & feature selection

Activation: Proctoring index will have to be requested to be switched on by a company, this can be actioned on by their SHL account manager. If a company already has a feature in use, the SHL default feature selection will continue to work as it does today.

Selection of features: Once activated, the account manager will select the features (from the available proctoring features) that will be considered for proctoring index calculation as per the company's directive.

Project creation on Talent Central+ (user persona: External user) & inviting candidates to attempt: Proctoring index configuration on the company level will be inherited as is on the project level.

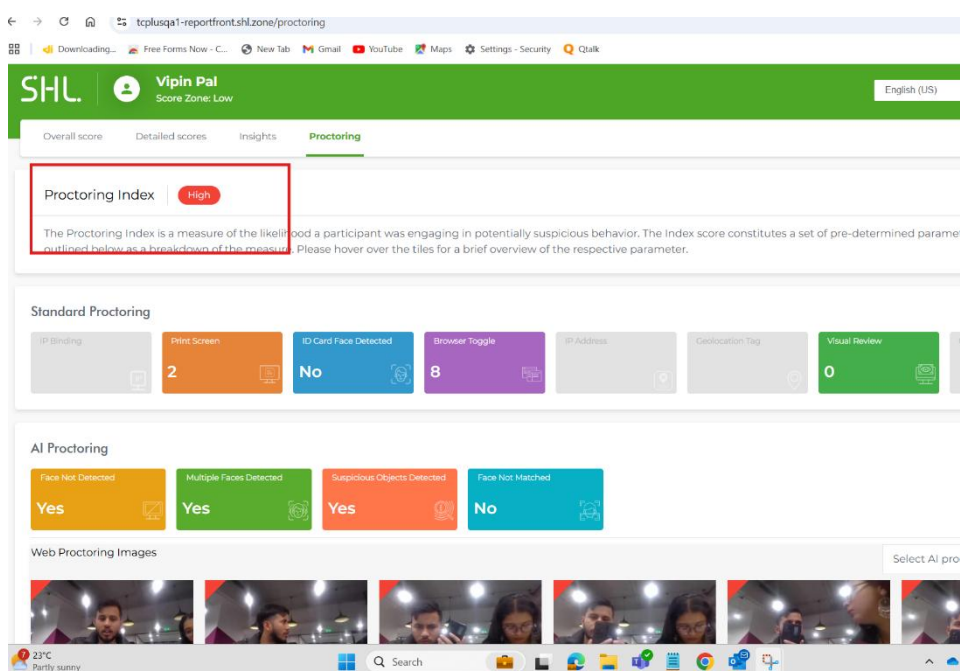
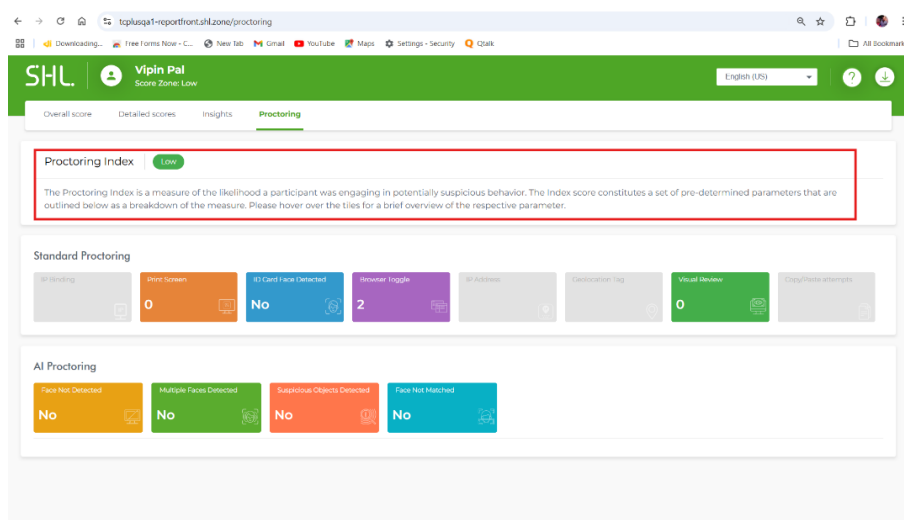
Candidate attempt: Proctoring occurs as is, the system proctors the candidate as per the features enabled for the project in question.

Proctoring index calculation: Happens after the candidate completes the assessment. The system reviews the violations made by the candidate against the proctoring features switched ON for the project as well as selected for index calculation. Based on whether the candidate surpasses the permissible threshold for any of the features, candidates are assigned a proctoring index.

Proctoring index categorization: Candidates are categorized as "High" or "Low" likelihood of unfair means being used.

Proctoring index on the candidate reports, project listing & excels or even pushback the value to the ATS (TCI integrations): Proctoring Index is included in reports. This is to signify the likelihood of the participant was engaging in potentially suspicious behavior. These results will be presented under a dedicated proctoring section in reports.





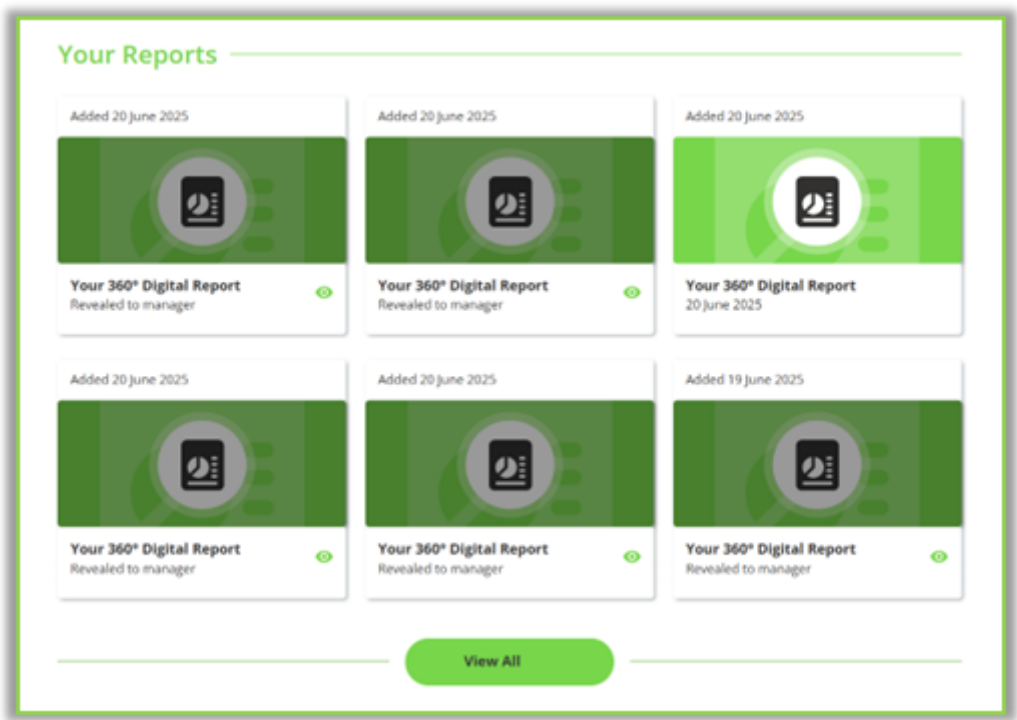
Recruiter takes the next set of actions for candidates: The next set of recommended actions include, manually verifying and rejecting the candidates based on the proctoring results in the reports.

Platform:		Availability: 7 July 2025	
<input type="checkbox"/>	TalentCentral™	<input checked="" type="checkbox"/>	TalentCentral+™
<input type="checkbox"/>	360/MFS	<input type="checkbox"/>	SHL Apps
<input type="checkbox"/>	iAssess	<input type="checkbox"/>	Insights

Enhancement: Support for Multiple Feedback Reports in SHL 360

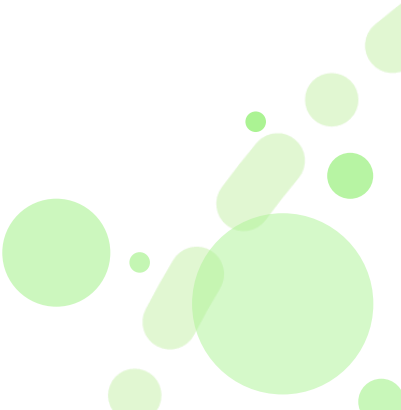
Previously, SHL 360 only allowed a single feedback report of a given type to be displayed per project, even if multiple reports were enabled by an administrator.

With this enhancement, if multiple reports of the same type are enabled for a project, all of them will now be visible to the employee. This provides a more complete and flexible view of feedback.



No action is required from customers. All eligible 360 projects will automatically reflect this change where applicable.

Platform:		Availability:	
<input type="checkbox"/>	TalentCentral™	<input type="checkbox"/>	TalentCentral+™
<input checked="" type="checkbox"/>	360/MFS	<input type="checkbox"/>	SHL Apps
<input type="checkbox"/>	Insights		



Product Availability TalentCentral™

Verify

Product	Language
Verify Interactive – Numerical Calculation	German

Global Skills Assessment

Product	Language
Global Skills Development Report (relative version)	French

Platform:		Availability: 7 July 2025	
<input checked="" type="checkbox"/>	TalentCentral™	<input type="checkbox"/>	TalentCentral+™
<input type="checkbox"/>	360/MFS	<input type="checkbox"/>	SHL Apps
<input type="checkbox"/>	Insights		

Product Availability TalentCentral+™

Verify

Product	Norm
SVI Numerical Reasoning Norms	Interactive Numerical Reasoning Entry-Level

Platform:				Availability: 7 July 2025
<input type="checkbox"/>	TalentCentral™	<input checked="" type="checkbox"/>	TalentCentral+™	
<input type="checkbox"/>	360/MFS	<input type="checkbox"/>	SHL Apps	
<input type="checkbox"/>	Insights			

