CASE STUDY · EDUCATION SERVICES

# Screening communication skills at scale, with results you can trust

How a leading Indian education services company used one proctored PMaps assessment to separate job-ready candidates and catch unreliable attempts before interviews.

**45%**

of attempts flagged by AI proctoring for integrity review

**61%**

of candidates rated fit for the role

**95%**

average assessment completion

PMaps

THE CHALLENGE

# Volume hiring for roles where communication decides performance

The client hires at volume for roles where spoken and written English matter every day. A resume shows none of this, and a phone screen for every applicant does not scale.

The client needed one assessment that would:

- Measure spoken English, not just multiple-choice grammar
- Check reasoning and reading comprehension in the same sitting
- Flag dishonest attempts before they reach an interviewer

**30–50%**

of entry-level candidates in India cheat on online job assessments, and cheating rises 80–100% without effective proctoring.

HirePro study of 9 lakh assessments, reported by People Matters, March 2023

**35–45 days**

average time-to-hire in India. Every manual screening step adds to it.

Wisemonk, Hiring timeline in India, 2026

Industry figures are third-party market data, not client results.

PMaps

THE SOLUTION

# One 46-minute, proctored Communication Test with a benchmark for every skill

Each section has its own pass mark, so a candidate must clear the bar on every skill the role needs, not just score well overall. AI proctoring rated every attempt as genuine, moderately suspicious, or suspicious.

### AI-scored spoken English

Vocabulary, grammar, comprehension, pronunciation, fluency

**60%**

benchmark · 14 questions · 18 min

### Logical Reasoning

Problem-solving under time pressure

**45%**

benchmark · 12 questions · 10 min

### Reading Comprehension

Understanding written information

**60%**

benchmark · 5 questions · 3 min

### Personality Profiler

Helpfulness, achievement orientation

**Profile only**

27 questions · 15 min

PMaps

THE RESULTS

# Fit candidates led by 20+ points on reasoning and language skills




Average section score (%), Jul–Sep 2026, all assessed candidates. Sorted by gap.

## Skills decided fitness

Empathy and helpfulness differed by only 1 to 2 points. The test separated candidates on the skills the role depends on.

## Speaking matters most

Spoken comprehension and vocabulary showed 22-point gaps that a written test alone would miss.

## More engaged, more efficient

Fit candidates attempted 97% of the test vs 93%, and finished slightly faster (34.2 vs 35.1 minutes).

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THE INTEGRITY FINDING

# Nearly half of passing scores needed a second look

Proctoring flagged **45%** of all attempts, including **46%** of candidates who scored as fit. Without it, those results would have gone to interviewers unchecked.

This is in line with the wider market, where 30% to 50% of entry-level candidates cheat on online assessments.

Recruiters now spend interview time on candidates whose scores are both high and trustworthy, and review flagged attempts before deciding.

| PROCTORING RATING | FIT | UNFIT | ALL |
|---|---|---|---|
| Genuine | **55%** | **56%** | **55%** |
| Moderately suspicious | **23%** | **10%** | **18%** |
| Suspicious | **23%** | **33%** | **27%** |
| **Flagged for review** | **46%** | **43%** | **45%** |

Share of candidates by AI proctoring rating, Jul–Sep 2026. Flagged = moderately suspicious + suspicious.

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WHAT THIS MEANS FOR EDUCATION HIRING

# Three lessons any hiring team can apply

**01**

### Test speaking, not just grammar

The widest gaps were in spoken comprehension and vocabulary.

**02**

### Set a bar per section

Section benchmarks stop a strong reader with weak spoken English from passing on an average.

**03**

### Proctor every remote test

With nearly half of attempts flagged, an unproctored score is not a reliable signal.

PMaps is an AI-powered talent assessment platform that helps enterprises improve their hiring odds, scientifically. Trusted by 200+ enterprise clients across 7 countries, with 4M+ assessments completed.

Sources: client results from a PMaps descriptive report (Jul–Sep 2026), client name withheld. People Matters, "30% to 50% candidates are cheating on online job assessments," March 2023. Wisemonk, "How long does it take to hire employees in India," 2026.

**Build a communication test for your roles**

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