



PeopleCert Identification Policy

June 2025

Version 6.0

Internal

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Document Revision History		
Version	Date	Description of Change
6.0	23/06/2025	Update in Sections 2.4 Using an ID document NOT Written in English-language Letters (Latin Characters) and 3.3 Candidates in Japan, China, Taiwan, Hong Kong and Macau
5.0	06/02/2025	Review of 2025
4.0	03/04/2024	2024 Rebranding
3.0	31/01/2022	Annex A was updated
2.0	26/11/2021	Note was added in paragraph 4
1.0	20/04/2021	Initial version

1 Introduction

This policy is aimed at candidates who are registering to take a PeopleCert exam. It sets out the identification (ID) requirements you must meet to take an online exam with live invigilation, or a classroom-based exam.

2 ID requirements when registering for an online exam

When you register for your online exam, you are required to provide ID information.

You must ensure that the First/Middle Name(s) and Last Name(s) you use to register for your online exam match the ID document that you will present on the day of your online exam.

When you complete your online exam registration you must complete the First/Middle Name(s) and Last Name fields in English-language letters (Latin Characters) – **this is a mandatory requirement**. If you wish you can add your First/Middle Name(s) and Last Name(s) in your native language field as well.

On the day of your exam, as part of the exam onboarding process, you will need to upload photographic evidence of the ID you used to register for your exam.

You must use one of the ID types listed in section 2.2 below.

2.1 ID Document requirements for online exams

You are responsible for ensuring the ID used to register and take your exam is **valid and acceptable**. On the day of your exam if you do not present valid and acceptable ID, or the First/Middle Name(s) and Last Name(s) of your ID do not **exactly** match the name you used to register for your exam, you will not be allowed to test and you will not be eligible for a refund. You will, however, be able to re-book your exam following the standard exam booking process. If you re-book, you must ensure the ID you are using to register and take your online exam meets the requirements set out below.

Your ID document must:

- Be current and valid – ID documents that have expired are not allowed
- Be an original document - photocopies are not acceptable
- Include a recognisable photo of you
- Match the information you gave when you booked your online exam
- Be a government-issued national/state/province identity card that is recognised by the country in which you are a citizen or permanent resident
- Contain your birth date/year.

Please note that electronic IDs **will not be accepted**.

2.2 Acceptable ID documents for online exams

The following types of ID are acceptable for registering and sitting an online exam with PeopleCert:

- Driving Licence
- National ID Card
- Passport
- Registration Card/Certificate
- Residence Permit/Card.

2.3 Candidates in Japan, China, Taiwan, Hong Kong and Macau

In addition to those listed above, some other ID types are accepted for Japan, China, Taiwan, Hong Kong and Macau. These are listed in appendix A.

2.4 Using an ID document NOT Written in English-language Letters (Latin Characters)

Please note: ID documents NOT Written in English-language Letters (Latin Characters) will **only** be accepted in the languages in which we offer a Proctor language preference.

If the ID document you are using to register for your online exam is an acceptable ID document but NOT written in English-language letters (Latin Characters), then as part of registering and booking your exam you must **pick the correct Proctor language to match your own native language** (Where available¹). For example, if your native language is Chinese and you are using an ID document that is NOT written in English-language letters (Latin Characters) but instead, is written in Chinese characters, then you must select Chinese as your preferred 'Proctor Language' - (Available for certain modules only²) as shown in the example image below. When booking your exam, if the Proctor language or your language is not available as an option, you must:

1. Upload a copy of your ID to your profile
2. Send an email to customerservice@peoplecert.org, **no later than 48 hours before your exam**, with a request to validate the document you have uploaded. This will be processed in accordance with our internal protocols.

The screenshot displays the 'SET LANGUAGE PREFERENCES' section of an exam booking system. At the top, it asks 'WOULD YOU LIKE TO PICK YOUR EXAM SLOT NOW?' with a 'NOT NOW' link. Below this, a dropdown menu shows the time zone '(UTC+08:00) Beijing, Chongqing, Hong Kong, Urumqi'. A yellow warning box states: 'Make sure that the correct timezone for your exam location is selected on the above menu.' The 'SET LANGUAGE PREFERENCES' section includes a dropdown for 'Choose your native language' set to 'Chinese'. Below this, a row of buttons for 'Proctor's Language' includes English, Spanish, Italian, Chinese (highlighted in red), French, and Japanese. A date navigation bar shows dates from Tue 20 Apr to Mon 26 Apr, with 'Wed 21 Apr' selected. The 'Selected Date' is 'Wednesday, 21 April 2021'. Three time slots are shown: '00:00 - 07:59', '08:00 - 15:59' (highlighted), and '16:00 - 23:59'. Below, a grid of buttons shows exam start times from 09:00 to 10:50 in 10-minute increments.

¹ Proctor languages are available for a limited range of languages as shown in language options of the exam booking system.

² When booking your exam and selecting your Proctor language preference this is available for certain exam modules only as shown in the options of the exam booking system.

If the ID document you are using to register for your online exam is an acceptable ID document but NOT written in English-language letters (Latin Characters), on the day of your exam your online Proctor will check and validate that the:

- ID document you are presenting is valid, acceptable and matches the ID details you registered with
- First/Middle Name(s) and Last Name(s) that you registered with in English-language letters (Latin Characters) is an accurate translation of your native language ID document. The details must be an exact match. If you use a 'preferred name' (e.g., a name you prefer to be known by) to register for your exam that does not exactly match the ID details you registered with, **this will not be accepted.**
- Please note - these validity checks may delay the exam start time or require an exam reschedule.

3 ID requirements when registering for a classroom-based exam

If you are taking a classroom-based exam, your centre may register you directly through PeopleCert's exam administration system, or they may ask you to self-register online.

If you self-register, you must complete the First/Middle Name(s) and Last Name fields in English-language letters (Latin Characters) – **this is a mandatory requirement.** If you wish, you can add your First/Middle Name(s) and Last Name in your native language as well.

3.1 ID Document requirements for classroom-based exams

Whether you self-register, or are registered by your centre, you must have a form of ID which meets the requirements set out below.

Your ID document must:

- Be current and valid – ID documents that have expired are not allowed
- Be an original document - photocopies are not acceptable
- Include a recognisable photo of you
- Match the information you gave when you registered for your exam
- Be a government-issued national/state/province identity card that is recognised by the country in which you are a citizen or permanent resident
- Contain your Birth Date/Year.

Please note that electronic IDs will not be accepted.

3.2 Acceptable ID documents for a classroom-based exam

The following types of ID are acceptable for registering and sitting a classroom-based exam with PeopleCert :

- Driving Licence
- National ID Card
- Passport
- Registration Card/Certificate
- Residence Permit/Card.

3.3 Candidates in Japan, China, Taiwan, Hong Kong and Macau

Some ID types, in addition to those listed above, are accepted for Japan, China, Taiwan, Hong Kong and Macau. These are listed in appendix A.

4 Making changes to your ID details after registration

If you make a mistake when registering your ID details for a PeopleCert exam, please contact our Customer Service team for help: customerservice@peoplecert.org

Annex A

This section lists ID types which are acceptable in the following countries only.

ACCEPTABLE ID DOCUMENTS	CHINA	JAPAN	HONG KONG AND MACAU	TAIWAN
• 2 nd Generation ID Card	✓			
• Exit / Entry Permit for Traveling to and from Hong Kong and Macau	✓			
• My Number Card		✓		
• Resident Registration Card / Jyuki Card		✓		
• Employee ID with face photo and Health Insurance Card (both ID documents must be presented)		✓		
• Hong Kong Permanent Identity Card			✓	
• Mainland Travel Permit for Hong Kong and Macau Residents			✓	
• Residence Permit for Hong Kong and Macau Residents			✓	
• Mainland Travel Permit to Taiwan Residents				✓
• Residence Permit for Taiwan Residents				✓



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