



# AI and the Human Touch: Balancing Innovation and Integrity in English Language Assessment

*Integrating technology and expertise for fair  
evaluations*

 LANGUAGECERT®

by PeopleCert

HOTEL



Welcome



HOTEL



# The Doorman Fallacy by Rory Sutherland



# »» The Doorman Fallacy in Real Life

- Have you seen tasks that look “simple” but actually require real human judgment?
- Where has automation in your job oversimplified human complexity?
- Examples you’ve witnessed in teaching, admin, or everyday life?

# »» The Human Judgment Line

AI accelerates tasks; humans safeguard meaning.



## Doorman Fallacy Concept

Automation oversimplifies complex human roles, emphasizing AI's limits.



## Role of Human Judgment

Context & empathy require human expertise.



## AI as Support Tool

AI should support human judgment, not replace it,



# Responsible AI at LANGUAGECERT



# »» Our Principle

- We deploy AI within defined parameters.
- Human oversight is mandatory; trained experts make final calls.
- Goal: scale and consistency without sacrificing fairness or validity.

# »» Where AI Helps (Support, not Judgment)

- Development: item & asset drafts (incl. audio/images), QA checks, analytics.
- Delivery/Security: ID verification support, proctoring assistance, anomaly flags.
- Guardrails: AI never defines the construct, sets standards, or issues certification decisions.

# »» How Scoring Works Today

- Speaking: no AI scoring; human interlocutor + human raters.
- Writing : AI may suggest a score in a controlled environment; final mark/CEFR is human-set.
- Reading/Listening: objective answer-key scoring (no AI interpretation).



**Security Reality: AI  
raises the bar for  
both defenders and  
attackers.**



# »» AI-driven threat in assessment

## Emerging AI Threats

- AI-driven fraud, deepfake identities, and proxy testing pose significant risks to assessment security and validity.

## Security and Validity Challenges

- These evolving threats challenge the integrity of assessments, demanding advanced prevention and detection strategies.

## Human Oversight Importance

- Human supervision is vital to identify and mitigate AI-related risks, ensuring trustworthy testing processes.

## Maintaining Assessment Integrity

- Continuous vigilance and adaptation help protect test-takers and institutions against AI-driven threats.



# » KYC & Biometric Mobile Solution

## Enhancing Exam Security with KYC & Biometrics, using a Native Mobile App

- › Partnership with **Aware**, a leader in biometric authentication
- › **Fully mobile (iOS & Android)** implementation, since early 2025
- › **Real time**, user friendly, and secure process
- › **Key components**
  - › Document Validation (**MRZ + RFID chip where available**)
  - › Face Match with **secure biometric comparison**, including RFID where available
  - › Face Liveness Detection

# »» How Security - AI

## Liveness detection

*Involuntary motions (e.g.: micro-expressions, smile, blinking)*

## Face Match process

*RFID chip photo vs video stream*

## Deepfake detection

*AI analyses image and motion  
Frame-by-frame*



# Understanding AI Limitations



# »» Cultural nuance and contextual interpretation



## **AI's Challenges with Cultural Nuance**

AI often fails to interpret sarcasm, idioms, and cultural subtleties in language accurately, impacting assessment fairness.



## **Importance of Humana Evaluators**

Human evaluators provide empathy and insight, ensuring fair and meaningful assessments across diverse backgrounds.



## **Designing Inclusive Assessments**

Acknowledging AI's limitations helps create assessments systems that prioritize validity, reliability, and inclusivity..

# »» Colorless green ideas sleep furiously

“Colorless green ideas sleep furiously.”



– Noam Chomsky

- Noam Chomsky, *Syntactic Structures* (The Hague: Mouton, 1957).

# »» Session Takeaways



## **Understanding AI Automation Limits**

What AI can and cannot reliably automate in English language assessment.



## **Importance of Human Oversight**

Recognizing human oversight as essential to maintain assessment validity and fairness.



## **Balancing Innovation with Integrity**

Tools and insights help balance technological innovation with fairness, integrity, and trust.



# Questions & Comments





# About LANGUAGECERT





**We are a leader in the certification of people worldwide.**



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# Test format and structure



## Listening

- 4 parts - 30 questions
- Multiple choice/note taking (all parts heard twice)
- Around 40 minutes



## Reading

- 4 parts - 30 questions
- Multiple choice/gap filling/multiple matching
- 50 minutes



## Writing

- 2 tasks
- Extended responses
- 50 minutes



## Speaking

- 4 parts – live 1:1 with interlocutor
- Questions/role-play/read aloud/presentation
- Around 14 minutes



Find out who accepts our LC Academic



# Regulated, Aligned & Human-Centric

Ofqual regulated



CEFR-aligned



Preparation material and support



1-1 speaking dynamic



Globally approved



Results within 5 days



Widely available



# » Thank you

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