

## **Berlitz Test of Speaking Skills**

### **Examinee Information & Instructions**

**What is the Berlitz Test of Speaking Skills?** It is an individually administered telephone conversation implemented by a trained Berlitz Language rater. In this conversation, the rater and the examinee engage in a conversation about general topics and topics related to business and the workplace. The rater sets up a context for the conversation and asks questions that allow examinees to demonstrate their oral proficiency of the target language. A score will be assigned by the rater based upon the context of the conversation at the conclusion of the test.

**How is it conducted?** A Berlitz Testing “Rater”, one of our language testers who has native proficiency in the language assessed, will lead a dialogue with you in the test language on the telephone. This dialogue will last up to 20 minutes.

**What is the topic of the dialogue in the test?** The dialogue is based on an everyday and professional context. That means, the Rater will ask you questions about your experiences dealing with customers and co-workers or dealing with the workplace in general. The Rater’s sole objective is to assess your language skills. Your rater will not test your knowledge of a profession or industry.

**How is the Test scored?** The Test is scored according to the The Common European Framework of Reference for Languages: Learning, Teaching, Assessment (CEF) Rating Scale, developed by the Council of Europe.

**What should I do to prepare for the test?** There is no specialized way to prepare for the test such as a specific course or study materials. You should simply be relaxed and prepared to listen and speak in the test language about your professional experiences.

**What do I need to do to pass the test?** Berlitz does not score the test as a pass or fail. Rather, the test is designed to assess the level of your ability to communicate orally in a professional context. Your test results will be analyzed to determine whether your oral proficiency in the test language meets the requirements the organization has.

**What if I don’t understand a particular question or words on the test?** Your Rater’s objective is to listen to you speak. If you do not understand a question or words that s/he uses, your Rater will rephrase a question, use different words, or ask a new question. There is no penalty if you need to ask your Rater to repeat or rephrase any words or questions.

**What if my Rater speaks a variety of the test language that I am not accustomed to (e.g., Spanish of Mexico vs. Spanish of Spain)?**

Berlitz Raters are trained to speak their variety of the test language properly, at a medium pace, and without a dialect or vocabulary that is not universally understood in the language. Our Raters neither reward nor penalize any use of the target language that is influenced by a specific variety of the test language.

**What if I am very nervous at the start of the test?** Don't worry! The Rater will begin the test with a few "warm up" questions about everyday topics so that you get used to speaking in the language.

**What if there is a bad telephone connection and I cannot understand the Rater well?** If there is static or any other sound on the telephone that prevents clear communication between you and the Rater, please tell the Rater, hang up the phone and dial the same number again.

**Please Note:** Your test will be audio-recorded and kept on file with Berlitz Testing. The recording may be used exclusively for quality assurance or review by your (prospective) employer.