

# **Language Proficiency Assessment Information & Registration Packet**



# Language Proficiency Assessment Introduction

Thank you for selecting the *Center for Global Languages* to be your Language Proficiency Assessment (LPA) resource. The LPA tests an individual's proficiency in a second language. The LPA has several applications for both companies and educational institutions:

- Screen job applicants
- Evaluate employees for promotions, international duties, or upper level management positions
- Assess service employees to ensure maximum customer service
- Conduct entrance placement testing for academic institutions
- Qualify international teaching assistants

In this packet, you will find the following forms:

- LPA Order Form – Check off the services you will be using
- LPA Results Form – This will be emailed to your contact person as assessments are completed
- Spanish Language Proficiency Assessment Instructions
- English Language Proficiency Assessment Instructions
- Portuguese Language Proficiency Assessment Instructions

All assessments must be coordinated in advance through our **Sales Department** at **407-582-6688** and participant names must be submitted in advance of the call-in. Please note that results will be submitted to the client within 3 business days for the Listening/Speaking assessments, and within 5 business days for the Reading/Writing assessments.

Assessments will be completed throughout the month and billed at the end of each month. For pricing, please see our Order Form on the next page. If you are interested in assessing languages that are not on the list, we may be able to accommodate your needs. Contact our Sales Department for information.

# Language Proficiency Assessment Results Interpretation

Since each organization will have a different need for the assessment, we can assist you in determining what cut-off level you may want, based on that need. Please see the examples and language level descriptions below:

ORGANIZATIONAL NEED	MINIMUM LANGUAGE LEVEL REQUIREMENT
Direct people to different departments; give directions to places	Mid Intermediate
Interact with clients to give basic customer service information	High Intermediate
Interact with clients on a broad range of topics relating to many areas of the organization	Low to Mid Advanced
Translate written company policies	High Advanced

**Low Beginner:**

Unable to function in the spoken language.

**Mid-Beginner:**

Able to function in only a very limited capacity by using a number of memorized words and phrases.

**High Beginner:**

Able to satisfy immediate needs with learned utterances. Does not speak consistently in complete sentences.

**Low Intermediate:**

Able to handle a variety of tasks in previously learned, uncomplicated social situations. Speech is generally limited to the present tense, and sentences may not always be complete. Students evaluated at the **Mid Intermediate** level cannot consistently perform at the High Intermediate level.

**High Intermediate:**

Able to successfully handle a variety of communicative tasks in uncomplicated social situations. Can ask and respond to questions, make requests for information, and express personal meaning, but responses may still contain hesitancy and grammatical inaccuracies.

**Low Advanced:**

Able to narrate and describe in major time frames and can talk about a wide range of concrete social and work topics. May still make errors with basic grammatical structures, but they have a much stronger control of the grammatical system than the Intermediate level. Students evaluated at the **Mid Advanced** level cannot consistently perform at the High Advanced level.

**High Advanced:**

Able to participate actively in most formal and informal exchanges on a variety of topics with linguistic ease, confidence, and competence. May



still make some high-level grammatical and translation errors.



# Language Proficiency Assessment Order Form Date

Company / School Name: \_\_\_\_\_

Mailing Address: \_\_\_\_\_

\_\_\_\_\_

Contact Person for LPA Results: \_\_\_\_\_

Phone: \_\_\_\_\_ Fax: \_\_\_\_\_

Email: \_\_\_\_\_

Contact Person for Billing: \_\_\_\_\_

Phone: \_\_\_\_\_ Fax: \_\_\_\_\_

Email: \_\_\_\_\_

Tax Exempt ID: \_\_\_\_\_

PO Number: \_\_\_\_\_

CHECK ITEMS	LANGUAGE / SKILLS	FEE per PERSON
	Spanish – Listening / Speaking	\$30
	Spanish – Reading / Writing (advanced standard test)	\$50
	Spanish – Reading / Writing (customized)	Price varies
	English – Listening / Speaking	\$30
	English – Reading / Writing (advanced standard test)	\$50
	English – Reading / Writing (customized)	Price varies
	Portuguese – Listening / Speaking	\$75
	French – Listening / Speaking	\$75
	Other Languages – Listening / Speaking	Price varies
<p><b>Additional fee information:</b></p> <p>1. One-Time Administration Set-Up Fee:</p> <ul style="list-style-type: none"> <li>• \$50 per language for English and Spanish assessments</li> <li>• \$75 per language for Portuguese and French assessments</li> </ul> <p>2. Cancellation Fee Per Incident:</p> <ul style="list-style-type: none"> <li>• \$50 for English and Spanish assessments</li> <li>• \$75 for Portuguese and French assessments</li> </ul>		



# Language Proficiency Assessment Instructions for the Spanish Evaluation

Spanish assessments are handled via our automated telephone system, available 24-hours a day, seven days a week. Participants will respond to 15 questions and their recorded answers are listened to by a live person and rated. Below are the instructions to complete the **Oral Evaluation**:

1. Call 407-582-6720, 407-582-6721, or 407-582-6722.
2. Listen to the welcome message.
3. Hit **2** for the Spanish language evaluation.
4. You will hear a series of 15 questions. The first four questions are in English. Please answer in English to identify yourself. When asked how you heard about our program, **say your company name**. This is very important so we do not call you to enroll into classes.
5. Answer each question in a complete sentence after the beep (or as complete as possible). For example:  
Q - ¿Cómo se llama usted? (*beep*)  
A – Me llamo Mary Smith. After answering each question, press **#** to continue to the next question.
6. If you do not understand the question or you do not know how to answer, press **#**.
7. Note that questions become progressively more difficult, so you may hang up at any time during the evaluation or when you are done.
8. Results will be emailed to the company contact within 3 business days.

Below are the instructions to complete the **Written Evaluation**:

1. The written test and answer sheet with instructions will be provided to your organization in a PDF format.
2. Names will be electronically submitted to Valencia Enterprises (VE) prior to the start of testing.
3. The exam will be administered at your company location. The proctor should give participants up to one and one half hours to complete the test. Participants should use black ink to enter their answers on the answer sheet.
4. Collect all answer sheets and send by mail to attention: Lisa Eli, Center for Global Languages, 2411 Sand Lake Road, Orlando, FL 32809.
5. Test results will be emailed to the company contact within 5 business days upon receipt of the material. Original answer sheets will not be returned.



# Language Proficiency Assessment Instructions for the English Evaluation

English assessments are handled via our automated telephone system, available 24-hours a day, seven days a week. Participants will respond to 15 questions and their recorded answers are listened to by a live person and rated. Below are the instructions to complete the **Oral Evaluation**:

1. Call 407-582-6720, 407-582-6721, or 407-582-6722.
2. Listen to the welcome message.
3. Hit **1** for the English language evaluation.
4. You will hear a series of 15 questions. When asked how you heard about our program, say your company name. This is very important so we do not call you to enroll into classes.
5. Answer each question in a complete sentence after the beep (or as complete as possible). For example:
  - a. Q – What is your name? (*beep*)
  - b. A – My name is Mary Smith.
6. After answering each question, press **#** to continue to the next question.
7. If you do not understand the question or you do not know how to answer, press **#**.
8. Note that questions become progressively more difficult, so you may hang up at any time during the evaluation or when you are done.
9. Results will be emailed to the company contact within 3 business days.

Below are the instructions to complete the **Written Evaluation**:

1. If participants will be taking the standard Spanish exam, contact our Sales Department to send you a copy of the exam in PDF.
2. The exam will be administered at your company location. The proctor should give participants up to one and one half hours to complete the test.
3. Collect all original tests and send by mail to attention: Lisa Eli, Center for Global Languages, 2411 Sand Lake Road, Orlando, FL 32809.
4. Test results will be emailed to the company contact within 5 business days upon receipt of the material. Original tests will not be returned.

## Language Proficiency Assessment Instructions for the Portuguese & French Evaluations

Proficiency Assessments for Portuguese and French are done by pre-arranged telephone appointment only with a live person. Appointments must be requested at least 3 business days in advance. Contact our Sales Department to make those arrangements.

Below are the instructions to complete the **Oral Evaluation**:

1. You will be given the contact name and number of the person who will do the assessment by telephone. Call in advance to set up a day and time to meet.
2. On the day of the assessment, you will be asked a series of questions in the target language. Always try to respond in complete sentences. Questions cannot be repeated. If you do not understand, simply say so and the evaluator will move on to the next question.
3. Note that questions become progressively more difficult, so you may end the evaluation at any time.
4. Your language level will not be given at the time of the assessment. Levels will be submitted to your company contact within 3 business days.

**Written** evaluations are not yet available. Contact our Sales Department for additional information.