

Report for  
Sample Candidate



Workplace English  
Customer Service

## Contents

Workplace English Profile.....	3
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## About this Report

This report is based on Workplace English - Customer Service, an online assessment of the ability of Sample Candidate to identify the appropriate missing word for workplace English sentences.

When reading this report, please remember that it is based on the information gained from the assessment session only. It describes performance on this particular assessment, rather than performance at work or study.

The information contained within this report is confidential and every effort should be made to ensure that it is stored in a secure place.

The report is based on the results of the online assessment that the respondent was invited to complete under unsupervised conditions. The identity of the actual respondent has not been verified by a test administrator, so a supervised verification assessment is recommended for high-stake decision making.

This report was produced using Saville Consulting software systems and has been generated electronically. Saville Consulting do not guarantee that it has not been changed or edited. We can accept no liability for the consequences of the use of this report.

## Workplace English Profile

The profile shows the score achieved by Sample Candidate as well as the percentage of items they attempted.

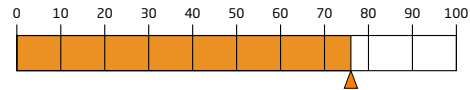
### Results

#### Basic (76% Correct)

Score

The candidate is likely to be able to understand and use a basic amount of workplace English

#### Percentage Score



Speed

Sample Candidate attempted 88% of the items within the time available. Where the candidate has only attempted a small percentage of the items, their score on the test may have been limited by a low prioritisation of speed.

## Interpretation Guidelines

The candidate's performance has been benchmarked against independent criteria using a performance framework developed by Saville Consulting. This assessment is based on English usage in roles such as in call centres, retail, telesales and quality assurance.

#### Advanced (Scores of 90% or higher)

The candidate is likely to be able to understand and use a wide range of workplace English vocabulary to communicate a message

#### Moderate (Scores of 80% or higher)

The candidate is likely to be able to understand and use a moderate amount of workplace English to communicate a message

#### Basic (Scores of 50% or higher)

The candidate is likely to be able to understand and use a basic amount of workplace English to communicate a message

#### Limited (Scores of 30% or higher)

The candidate is likely to be able to understand and use a limited amount of workplace English to communicate a message

#### Poor (Scores of less than 30%)

The candidate is likely to be able to understand and use little or no workplace English