

**Language  
Proficiency Test**

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LanguageLine Academy offers a comprehensive language proficiency testing process developed with over 30 years of experience. Externally validated by professional subject matter experts, our tests have the adeptness of over one million annual interpreting encounters behind them. No other organization has more experience or competent language experts capable of ensuring excellence in proficiency testing.

**WHAT DOES THE TEST COVER?**

The Language Proficiency Test can be used to assess the level of fluency of bilingual staff members. Language proficiency is a complex skill requiring mastery of basic grammar, vocabulary and syntax. To ascertain an interpreter's competency, tests are designed in the format of an oral proficiency interview to assess the candidate's fluency in the test language.

**WHICH LANGUAGES**

**ARE AVAILABLE FOR THE TEST?**

Available in a broad range of languages, we monitor our language requests continuously and are in most cases able to accommodate languages based on client needs. An "English Proficiency Test" is also offered to enable an interpreter, or, organizations with bilingual employees, to feel confident that their spoken English is comprehensible for call centers, hospitals and other types of client service interactions. Contact us with specific language requests.

**HOW LONG DOES THE TEST TAKE?**

Depending on the language, each test takes between 20-30 minutes.

**WHO ADMINISTERS THE TEST?**

Specially trained language experts administer all tests. Test administrators have a rich variety of professional qualifications, backed by years of experience in the field of language interpreting.

**WHAT TOPICS ARE COVERED?**

The test covers:

- Listening and speaking
- Use of Idiomatic expressions
- Level of comprehension
- Knowledge of vocabulary
- Grammatical correctness
- Pronunciation
- Enunciation
- Intonation
- Attentive listening
- Use of courteous language
- Level of expression

**CAN ANYONE TAKE THE TEST?**

Yes, however success on the test may require some real-life experience and/or formal education in the language being tested.

**IF I'M NOT HAPPY WITH MY RESULTS,  
CAN I RE-TAKE THE TEST?**

Yes, candidates may test as many times as they wish, a test fee will be charged for each attempt.

**HOW DO I TAKE THE TEST?**

All individuals take the test over the phone by means of a hand-held phone or a headset connected to a hand-held phone; it is not permissible to take the test over a speaker phone or cell phone.

**DO YOU RECORD THE TEST?**

Yes, tests are recorded. For confidentiality purposes, individual test candidates should not record the test.

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**WHAT GUARANTEE OF  
CONFIDENTIALITY DO I HAVE?**

Our personnel are bound by a strict Code of Ethics, as well as confidentiality and non-disclosure agreements. These documents ensure that all information pertaining to the work we do for you and your organization remains strictly confidential.

**MUST THE TEST BE TAKEN  
TAKEN AT A SPECIFIC LOCATION?**

No, the test is taken directly over the phone. Subject to employer approval, where applicable, test candidates may test from any location they desire, using a land line phone.

**CAN I SCHEDULE MY OWN TIME?**

Tests may be scheduled Tuesday through Friday from 8 A.M. to 4 P.M. Pacific Time.

**CAN I RESCHEDULE MY  
REGISTERED TEST TIME?**

Tests may be canceled at least 72 hours before the original test time and rescheduled for another available date and time without penalty.

**WHEN WILL I RECEIVE THE TEST RESULTS?**

After completing the test, the test administrator will issue a "Test Results Report" for each candidate. All Test Results Reports are emailed to the individual's employer or the individual registering for the test within a week of the test date. A "Certificate of Proficiency" will be issued to registering organizations or the test candidates who complete the test successfully.

**WHAT WILL THE TEST RESULTS LOOK LIKE?**

A written report is provided, including:

- Level of proficiency at which the candidate speaks
- Summary of the test candidate's performance
- Recommendations for further development of language proficiency



1-877-351-6636

**FOR MORE INFORMATION OR TO REGISTER:**

Email: [la@languageLine.com](mailto:la@languageLine.com)

Call: (US) 1-877-351-6636

(Outside US) 831-242-8414

Or contact your Account Representative