

Versant for English – Call Center Screener **Test Instructions (Read this first)**

The Versant for English – Call Center Screener test is presented by computer over the telephone using the Ordinate® testing system.

It tests your ability to speak English and to understand spoken English at a conversational pace. You will need to repeat sentences and answer questions.

Procedure. When you are ready to begin the test, use a landline telephone to call the telephone number provided to you. You will be asked to enter your Test Identification Number and say your name before the test starts. Follow the directions given over the telephone. Relax and do your best. If you do not know how to respond to a test item, just be silent or say “*I don’t know.*” If the volume level is too low, please adjust it accordingly on your telephone.

Test Sections. The test has three sections (Introduction, Part A, and Part B) as follows:

Intro: *This test has two parts. You will be asked several questions in each part. You will hear words and sentences and you will speak into the telephone. Listen carefully and say your answers quickly and smoothly.*

Part A: *Repeat. Please repeat each sentence that you hear. For example, a voice says, “Leave town on the next train.” and you say, “Leave town on the next train.”*

Part B: *Questions. Now, please just give a simple answer to the question. For example, a voice says, “Would you get water from a bottle or a newspaper?” and you say, “a bottle” or “from a bottle”.*

When you hear: “*Thank you for calling the Ordinate Testing System.*”, the test is complete; you may hang up.

Criteria. In the Versant for English – Call Center Screener test, proficiency levels are determined based on the exact words that you speak, as well as the pace, fluency, and pronunciation of those words as combined in phrases and sentences. Give quick, smooth, loud responses. Note that some test items have more than one correct answer.

Suggestions. Place your call to the Ordinate testing system on a corded telephone in a quiet location. Choose a location where you will not be interrupted. Use a push-button telephone. Newer phones are generally better than older phones. Set the telephone to “tone” (not “pulse”). Check the volume on your telephone before you start. At the beginning of your call, the Ordinate testing system will tell you if you are speaking too loudly or too quietly. Hold the phone as shown in the figure below and speak in a loud, steady voice. (Do not shout.) Do **NOT** use a cordless or cellular phone as these can affect your score.



NO
too low, too far away



YES
in front of mouth



YES
a good distance



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Introduction :

Thank you for calling the Ordinate testing system.

Please enter your Test Identification Number on the telephone keypad.

Now, please say your name.

This test has two parts. You will be asked several questions in each part. You will hear words and sentences and you will speak into the telephone. Listen carefully and say your answers quickly and smoothly.

Part A : Repeat. *Please repeat each sentence that you hear.*

Example: a voice says, "Leave town on the next train."
and you say, "Leave town on the next train."

Part B : Questions. *Now, please just give a simple answer to the question.*

Example: a voice says, "Would you get water from a bottle or a newspaper?"
and you say, "a bottle" or "from a bottle".