Language Proficiency Assessments

> **Important:**
> If you believe that you have a condition or circumstances which might affect your ability to take these types of assessments, please contact our State Farm Employment Team at 1-877-272-1999 prior to testing to discuss your possible need for an accommodation. Once requested, please be prepared to provide verification of your need for an accommodation.

The purpose of this document is to provide information about the State Farm® selection assessments. Unauthorized exposure to actual tests or test questions prior to taking the tests will automatically disqualify an applicant from employment.

Many jobs at State Farm have language proficiency requirements. The language proficiency assessments are designed to ensure we are placing individuals who can meet the proficiency requirements into these jobs.

Most of the jobs with language proficiency requirements require oral (speaking) proficiency, but in some cases, certain jobs may require additional proficiency in writing and/or reading. You may be asked to take one of these assessments, or a combination of assessments, as determined by the requirements of the job for which you are applying.

A description of the various assessments, along with evaluation criteria and tips for test taking, can be found in this document.

Oral Proficiency

The Oral Proficiency Interview via computer (OPIc) is a structured series of conversation prompts that will be spoken to you by a virtual avatar. Your responses to the prompts will be recorded, then listened to and rated by a certified language proficiency rater from the American Council on the Teaching of Foreign Languages (ACTFL). During this process, you will respond to prompts that follow a logical progression as in a natural conversation lasting 20-40 minutes. This interview may include a role-play scenario. You will be rated based on your language usage during the interview process. The factual accuracy of your answers, responses or opinions do not affect the rating. The rater only evaluates how well you express yourself and perform specific communication tasks over a range of topics in the target language.

After the interview, a certified rater listens to the recording and assigns the ACTFL speaking proficiency rating that best describes the speaking proficiency you demonstrated. The final proficiency rating, and only the rating, is reported to the

State Farm Human Resources Department.

What do I do in the interview?
Before the OPIc, you should confirm your computer's settings by visiting the system check page provided to you once you schedule your interview. While taking the OPIc, you should speak with as much detail as possible and fully participate in the interview to demonstrate your best ability to speak the language. Giving short answers to avoid making mistakes does not improve your rating as much as showing your ability to give detailed responses. During the test, the virtual avatar will ask you questions about your life experiences and topics related to those experiences and familiar current events. You should respond to all questions as fully as possible with elaboration and detail to show your best ability in the language.

How am I evaluated?
During the interview, your language proficiency will be evaluated based on your ability to:
- Speak the standard form of the language without using English or slang
- Speak the language with sufficient accuracy to converse and be understood by native speakers - who do not understand English - without difficulty
- Compensate for not knowing exact terminology by describing or defining any unknown terms effectively without resorting to English
- Describe objects, routines, experiences, and events in detail
- Give explanations and describe things that have happened, are happening, and will happen in cohesive paragraphs
- State and support a point of view on topics that are relevant to you
- Speculate and hypothesize about possible causes, outcomes, and/or occurrences in extended discourse

What happens next?
After the test, a certified rater will review the recording and assign the rating that best describes your speaking proficiency during the interview. Following the test, the speaking proficiency rating, and <u>only</u> the rating, is reported to the State Farm Human Resources Department.

✎ Writing Proficiency

The Writing Proficiency Test (WPT) is composed of five sections that will measure your ability to write memos, letters and other kinds of business-related documents in a second language other than English. The test is produced by the American Council on the Teaching of Foreign Languages (ACTFL). The written passages are compared against the criteria for written proficiency of the target language established by the ACTFL. It is administered online and is 80 minutes long.

What are the criteria?
You will be asked to demonstrate your mastery of a specific written language. Your writing will be judged on the following factors:
- Extent and appropriateness of vocabulary
- Grammatical accuracy
- Overall fluency, style and manner of expression as related to the particular type of document and communication intent involved

Tips for taking the WPT
- Read instructions carefully: before you begin, make sure you have a clear and detailed understanding of all the characteristics your response should have. Note, in particular, the identity of the person or group involved and the specific effects that your communication is intended to have.
- Plan your responses: for each task, collect your thoughts before providing an answer.
- Content tips: you are encouraged to be imaginative in elaborating your responses and to use information drawn from your own business knowledge and experience. Remember that you should always try to write as an educated, native speaker of the target language.

What happens next?
Once completed, your responses will be rated by the ACTFL testing office. <u>Only</u> your final score will be reported to the

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State Farm Human Resources Department; the specifics of your answers will not be shared.

📖 Reading Proficiency

The Reading Proficiency Test (RPT) consists of reading passages at various levels of proficiency. There is a range of informal and formal speech on general, social, and academic topics, such as daily interactions, reports, discussions and broadcasts. Each passage has three questions and each question has four multiple-choice answers, of which only one is correct.

The RPT measures the level and ability to comprehend written passages of a target language. It is an online test that takes approximately 50 minutes. It is auto-scored according to the American Council on the Teaching of Foreign Languages (ACTFL) proficiency scale. <u>Only</u> your final score will be made available to State Farm Human Resources Department; the specifics of your answers will not be shared.

How am I evaluated?
Reading comprehension is based largely on the amount of information you can retrieve from a text as well as the inferences and connections made within and across texts, and under different circumstances. What can I do to prepare?
- You may want to practice reading on a wide range of topics: novels and other literary works, newspapers, magazines, and journals (print or electronic) in the target language.
- Reading is an interpretive skill, so you should practice reading for greater comprehension of texts, to understand all the facts, to interpret the connections between different parts of the texts, and to make inferences based on the information, organization, style and other rhetorical devices.

Tips for taking the RPT
- Read the questions you will need to answer before you read the text.
- Use time wisely: do not spend too much time on any one text or set of questions.
- Choose an answer to every question. There is only one correct answer for each question. Any unanswered question will count as "incorrect."
- Refer to the Task Navigation Tree within the assessment to keep track of texts and questions that are not completed. This online tool allows test-takers to move on to the texts and questions further in the test and leave those they are unsure of for review at the end.