



COMMUNITY LANGUAGE ALLOWANCE SCHEME (CLAS) TEST

WHAT DOES THE CLAS TEST ASSESS?

The CLAS Test assesses an ability to:

- convey information accurately and clarify routine points if needed.
- adhere to the procedural norms, including politeness and time-efficiency, that are expected in English language interactions.
- elicit information from customers.
- follow and understand LOTE native speaker speech
- seek clarification if such speech is not immediately understood.
- pronounce language accurately enough that speech is generally intelligible.
- produce language accurately enough that errors do not impede or impair communication.

You must possess a range of vocabulary that allows the explanation of government procedures and related matters with some precision and clarity.

AIM OF THE CLAS TEST

The aim of the CLAS Test is to assess whether you are able to facilitate interactions with non-English speaking clients as an employee working in the NSW public service.

This test does not assess your ability to act as an interpreter. It assesses your ability to adequately assist a NSW government client who does not speak English or has a low proficiency in English with routine matters relating to government processes, programs and policies.

SITTING THE CLAS TEST

Multicultural NSW has engaged the National Accreditation Authority for Translators and Interpreters (NAATI) to administer the Multicultural NSW CLAS tests.

Once you have lodged your application for a CLAS Test with Multicultural NSW, this request will then be forwarded to NAATI. NAATI will contact you within three weeks to schedule a date and time to sit your test. All CLAS testing will be conducted at NAATI's NSW Office located at Suite 3, Level 5, 280-282 Pitt Street, Sydney NSW 2000.

NAATI will confirm your test date and time with you via email. You need to arrive at the office ten minutes prior to your scheduled test and bring with you photo identification (e.g. driver's licence or passport).



STRUCTURE OF THE CLAS TEST

The test will take about 15 to 20 minutes and is conducted live with a LOTE speaker. It consists of four sections:

Part 1 (3 minutes)

This will be a 'warm up' section where the examiner will ask you a series of general questions to draw out basic information and allow you to ease into the testing environment.

Test section purpose: demonstrate an ability to talk about work, routines, and general information about the organisation.

Part 2 (approximately 5 minutes)

This will be a role play where the examiner plays the role of a client with a routine request. You will need to draw out certain information and confirm this information with the client, explaining some basic points during the interaction.

Test section purpose: demonstrate an ability to ask questions, obtain information from customers and check that information is correct.

Part 3 (approximately 6 minutes)

This will be a role play where the client (played by the examiner) will ask you to summarise a letter written in English. You will need to use plain language (in the LOTE) to clarify unclear points. This part of the test will allow you to demonstrate an ability to convey relevant information and ensure the client is aware of all salient points.

Test section purpose: demonstrate an ability to summarise a document and provide accurate information as well as respond to customers' questions.

Part 4 (approximately 6 minutes)

This will be a role play where the examiner (playing a client) approaches you with a problem and asks for a suggested solution. You will have an opportunity to demonstrate your ability to listen, follow and understand a short narrative. You will also be able to show your ability to use tentative or suggestive language to provide help, advice and a possible solution to the problem.

Text section purpose: Demonstrate an ability understand a complex problem by asking questions and then negotiate a solution using provided information.

ASSESSMENT AND NOTIFICATION OF RESULTS

Your examination will be (video) recorded and you will be assessed by a trained CLAS examiner based on a standard marking guide. Marking your test will take approximately one month.

NAATI will advise Multicultural NSW of your result and provide feedback about your performance.

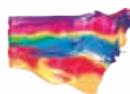
RESCHEDULING OR CANCELLATION OF A SCHEDULED TEST

NAATI may agree to reschedule a Multicultural NSW CLAS test. Requests to reschedule must be received by email at least one week prior to the scheduled test date. A reschedule will only be considered where an alternative test date is available. A rescheduling fee will also apply.

To cancel a test, NAATI must be notified in writing (eg. via email). A cancellation fee will apply.

RESULTS REVIEW

If you are not satisfied with your test result, you may ask Multicultural NSW to review your result.



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