

## Details of Service Literacy Test

### Test Content

The SLT was developed based on general work settings in the three industries (Retail, Food & Beverage and Hotel) and comprises of two test components:

- (i) A Speaking Test and
- (ii) A Listening Test

Section	Test Format	Estimated No. of Questions	Cost (excluding GST)	Test Results	Estimated Duration (hr)
Speaking	Video/Audio	30	\$35	2 weeks	1
Listening	Multiple-choice	30	\$35	Immediate	1
<b>Total</b>					<b>2</b>

In the Speaking test, work permit holders will be asked questions through a pre-recorded video clip and respond by speaking into an attached microphone. A computer system captures the responses for scoring later. Pictures may also be used as part of the question prompt.

In the Listening test, work permit holders will listen to a conversation, instruction or comment, and subsequently be asked to select a suitable response from a list of multiple-choice answers. Diagrams, charts, tables or pictures may also be posed on the computer screen as information.

### Passing Criteria

The results of the SLT will reflect “Pass” or “Fail”. A work permit holder who passes the SLT is expected to be able to speak and respond appropriately in simple English while handling routine tasks at the workplace. They are also able to listen and understand job-related instructions given in English.

To pass the SLT, the work permit holder will need to obtain a passing grade for both the Speaking and the Listening Tests in the SLT. The test results are final and no appeals will be entertained.

## **Getting Your Results**

The results for the Listening Test will be available immediately after the test. A result slip will be given to the work permit holder. The test result for the Speaking Test will be available within two weeks after the test and will be sent to the employer's mailing address.

## **Re-Taking the Test**

Work permit holders may make two attempts to pass the SLT. If the work permit holder is unable to pass the SLT on the second attempt, a six-month waiting period will kick in.