

## **FACTSHEET ON SERVICE LITERACY TEST**

### **BACKGROUND**

English language is an important skill especially for foreign workers in the service industries such as Hotel, Retail and F&B, where workers interact regularly with customers. To encourage companies to equip their workers with basic English language skills, work permit holders in these three sectors will enjoy skilled levy status if they pass an English language proficiency test, in addition to the current skilled status requirements, from July 2010. This is in line with efforts to improve service quality and productivity in Singapore.

### **BEFORE TAKING THE TEST**

#### **Registering for the Test**

2 Registration for the SLT can only be made by employers. In addition, employers can only book test dates for new non-Malaysian work permit holders, and existing non-Malaysian work permit holders who have received their renewal notice from MOM.

3 To qualify for a lower levy, employers who wish to register their unskilled foreign workers for the SLT should ensure that they also fulfil all other skilled levy status requirements (i.e. requisite academic qualifications or pass certain skill/trade tests)<sup>1</sup>.

4 Registration for the SLT will commence in April 2010 through an online booking system at the dedicated SLT website or the SLT test centre. The website will be available from mid-February 2010. More details on the location of the SLT test centre will be announced later.

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<sup>1</sup> A skilled work permit holder is one who has at least a:

- NTC-3 (Practical) Trade Certificate or ITE Skills Evaluation Certificate (Level 1) that is relevant to the work permit holder's occupation
- Diploma for work permit holders from People's Republic of China

## **Fees**

5 The fees for the Speaking or Listening components of the SLT is \$35 each (excluding GST). Modes of payment will be made known on the SLT website available from mid-February 2010. All payments must be made prior to the test.

## **TAKING THE TEST**

### **Test Content**

6 The SLT comprises two components: Speaking and Listening. Both will be administered via computer terminals. Administrative personnel will be at hand to assist test candidates and to ensure that the tests are carried out according to stipulated procedures.

<b>Section</b>	<b>Test Format</b>	<b>Cost (excluding GST)</b>	<b>Test Results</b>	<b>Estimated Duration (hr)</b>
Speaking	Video/Audio	\$35	2 weeks	1
Listening	Multiple-choice	\$35	Immediate	1
<b>Total</b>				<b>2</b>

7 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.

8 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**

9 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.

10 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.

### **AFTER THE TEST**

#### **Getting Your Results**

11 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**

12 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.

### **MORE INFORMATION**

#### **English Language Training Courses**

13 There are numerous courses available for work permit holders to improve their English language proficiency and service skills before they sit for the SLT. An example would be the Basic Conversational English for Migrant Workers course conducted by

NTUC LearningHub. It is designed for migrant workers who wish to improve their English speaking, listening and reading skills for everyday life.

For more information on the course,

visit: [http://ntuclearninghub.com/english\\_language.asp](http://ntuclearninghub.com/english_language.asp)

### **Contact Information**

14 A dedicated website for the test registration and other related information will be available from mid-February 2010.

15 For more information on the SLT, please contact WDA at Tel: 6883-5885 or email: [wda\\_enquiry@wda.gov.sg](mailto:wda_enquiry@wda.gov.sg)

16 For more information on work permit matters, please visit the MOM website at: [http://www.mom.gov.sg/publish/momportal/en/communities/work\\_pass.html](http://www.mom.gov.sg/publish/momportal/en/communities/work_pass.html)