

## FACTSHEET ON SERVICE LITERACY TEST

### Format of SLT

The SLT's format can be summarised as follows:

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

### Benefits of Sending Work Permit Holders for the SLT

- More productive staff: A Work Permit holder (WPH) who can speak and understand English will be able to better communicate with customers.
- Better Customer Service This in turn will enable the WPH to do their jobs more effectively and provide better customer service in their service establishments.
- Lower Levy for Employers. In addition, employers will be able to enjoy a lower levy of \$160 a month versus a levy of \$260 under the unskilled worker category come July 2010, if their WPHs pass the SLT and meet all other skilled levy requirements.

### Components of the SLT

- The SLT comprises two test components:
  - (i) A Listening Test; and
  - (ii) A Speaking Test.

- These will be computerised tests administered at the English Test Centre (ETC). Administrative personnel will be available at the test centre to assist test takers and to ensure that the tests are carried out according to stipulated procedures.

### (i) **Listening Test**

The Listening Test will comprise of about 30 questions in a Multiple-Choice-Questions (MCQ) format which are divided into two categories:

- Comprehension
- Next Line Response

For **Comprehension** questions, test takers will listen to a conversation before hearing a question. They will choose the most appropriate response based on their comprehension of the entire conversation.

For **Next Line Response** questions, test takers will listen to a conversation. At the end of the conversation, they will be expected to choose the most appropriate response to continue the conversation.

For both the **Comprehension** and **Next Line Response** questions, there will be three possible answers. Test takers are to select one of the three answers, and there is only one correct answer.

The Listening Test is expected to take about an hour.

### (ii) **Speaking Test**

The Speaking Test comprises of about 30 questions which will be asked via a video. Test takers will answer by speaking into an attached microphone.

There are two types of questions in the Speaking Test:

1. **Question-and-Answer** questions - test takers will listen to a question asked by the presenter. Thereafter, the test taker will answer accordingly.
2. **Picture Prompt** questions - test takers will be shown a picture and a question will be asked by the presenter. The test taker will answer based on the picture.

The Speaking Test is expected to take about an hour.

### **SLT Registration**

- Online registration for the SLT commences on **26 April 2010**, at the official English Test Centre's website: [www.etc.gov.sg](http://www.etc.gov.sg)
- Employers may also use the online computer terminal at the English Test Centre to register their WPHs for the SLT.

### **Results of SLT**

- Both the Speaking and Listening tests are graded as "Pass/Fail".
- To pass the SLT, the WPH will need to pass both the Listening and the Speaking tests.
- As the Listening Test is computer-assessed, the result will be made available immediately after the test. A result slip will be given to the test taker.
- As the Speaking Test is assessed by a qualified assessor, the test result will be sent to the employer's mailing address two weeks after the test.

### **SLT Fee**

- The fee for each of the test components (either Listening or Speaking) is \$35 (excluding GST). The fee for two tests is \$70 (excluding GST).

- All payments must be made online and before the test. Registration will not be confirmed and vacancies will not be reserved until payment has been made successfully.
- Employers will be required to print the Official Receipt Slip upon successful payment online.

### **English Test Centre**

- Address:

Bestway Building  
12 Prince Edward Road  
#05-08, Podium B  
Singapore 079212

- Operating hours:

Monday – Thursday:      8.30am - 12.30pm  
   1.30pm - 6.00pm

Friday:                      8.30am - 12.30pm  
   1.30pm - 5.30pm

Closed on Saturdays, Sundays & Public Holidays

### **Contact**

For more information on the SLT, please visit the WDA website at:  
<http://www.wda.gov.sg/>

For more information about work pass or foreign worker levy matters, please visit the MOM website at: <http://www.mom.gov.sg>