

ELSA Online

(English Language Skills Assessment)

Online Listening and Reading

Handbook

www.lccieb.com/elsa

Contents

ELSA Online Listening and Reading Tests	6
English Language Skills Assessment	6
ELSA online tests	6
Who are the ELSA online tests for?	6
Do ELSA online tests contain non-standard or incorrect English?	7
What level of English is needed to sit an ELSA online test?	7
ELSA online test formats	7
What topics are covered in ELSA online tests?	7
Sample topics covered in the ELSA online tests	7
ELSA Test Scores	8
How are ELSA online tests scored?	8
How will results be received?	8
When will results be available?	8
How long are ELSA online test results valid?	8
What do ELSA online test scores mean?	9
Reliability	9
Validity	9
Test security	9
Using The Online Tests	10
Centre registration	10
Registration for the online tests	10
Accessing the online tests	10
System requirements and diagnostic test	10
Candidate registration	11
Completing the online tests	11
Fees	11
When and where can the online tests be taken?	11
Taking both tests	11
Is there a minimum age for tests?	11
Special requirements	11
Sickness and cancellation	11
Additional requirements for supervising the online tests	11
Repeating the ELSA online test	12
Score reports and certificates	12
IT skills and practice tests	12
General enquiries	12

Checklist For Centres Offering ELSA Online Tests	13
The ELSA Online Listening Test	14
Accessing the test	14
Start	15
Part 1 and sample questions	16
Part 2 and sample questions	18
Part 3 and sample questions	21
Part 4 and sample questions	24
End	25
Results	25
The ELSA Online Reading Test	26
Accessing the test	26
Start	27
Part 1 and sample questions	28
Part 2 and sample questions	29
Part 3 and sample questions	31
Part 4 and sample questions	32
End	34
Results	34
Appendix A	35
ELSA Test Scores and Interpretations	

ELSA Online Listening and Reading Tests

This handbook has been written specifically for users of the online tests for the LCCIEB English Language Skills Assessment (ELSA) in Listening and Reading. It gives a general description of ELSA tests, explains the procedures for using the online tests, and describes the Listening and Reading online tests.

English Language Skills Assessment (ELSA)

The English Language Skills Assessment (ELSA) tests cover the 4 language skills – listening, reading, writing and speaking. The paper-based tests measure general English language competence using work, home, social and travel settings; they test a person's ability to understand and communicate in the real world. ELSA tests are available in both British English and American English to meet all client requirements, and cover all levels of English language ability from very low to very high on a single scale for each skill. ELSA tests combine the proven advantages of traditional examiner-based assessments for Speaking and Writing with the precision, speed and convenience of multiple-choice tests for Listening and Reading, and are:

- Modern
- Reliable
- Scientific
- Consistent
- Convenient
- Cost effective
- Internationally recognised

ELSA online tests

The ELSA online tests are available for Listening and Reading in the British English versions. The tests measure general English language competence using work, home, social and travel settings; they test a person's ability to understand and communicate in the real world. The online tests are identical in content to the traditional paper-based tests. They cover all levels of English language ability from very low to very high on a single scale for each skill. ELSA online tests combine the proven advantages of multiple-choice tests for Listening and Reading with the speed of result and feedback available through online testing.

Who are the ELSA online tests for?

Individuals who:

- wish to provide potential employers with information as to their English language level
- wish to master the English language and monitor their own progress

Employers who:

- use English within their company for communication
- need to establish the English language level of employees
- wish to benchmark the English language level required for different positions
- wish to identify English speaking staff for promotion and / or transfers
- wish to evaluate different English language training programmes
- wish to monitor the return on expenditure on English language training and who wish to benefit from the immediate feedback available by using an online test.

Do ELSA online tests contain non-standard or incorrect English?

Because ELSA is an international test, the situations on the online tests will be international, rather than based only in the UK. However the language norms used are British. Even though many real-world conversations will be between people who are not native speakers, it has not been felt appropriate to use non-standard language or accents in the tests as this might result in an unfair advantage or disadvantage for particular candidates. The only incorrect English in the tests will be found in the error recognition sections.

What level of English is needed to sit an ELSA online test?

ELSA tests measure the full range of ability from low to high on a single scale. Anyone can measure his or her ability using an ELSA test. There is no set pass mark. Because ELSA online tests measure across the full range of ability, scores represent different degrees of success rather than passing or failing grades. However, companies and other organisations may set their own minimum scores for various purposes.

ELSA online test formats

Listening Multiple-choice
60 questions
4 question formats
Total testing time: approximately 30 minutes
Score Range: 0 – 250

Reading Multiple-choice
60 questions
4 question formats
Total testing time: 45 minutes
Score Range: 0 – 250

What topics are covered in ELSA online tests?

ELSA online tests contain a wide range of vocabulary, structures and situations, from simple to complex, enabling learners at any stage of language development to demonstrate their ability. The situations and contexts that appear in ELSA online tests reflect everyday English as it is used in the workplace, when travelling, shopping and socialising, and in the media. Although business settings are used in the tests, a detailed knowledge of business practices is not required to achieve a high score in the ELSA online tests.

While it is impossible to list all the situations in which English may be used for communication, the following list will give a general idea of the type of topics likely to occur in the ELSA online tests.

Sample topics covered in the ELSA online tests:

- Advertising and marketing – trade fairs
- Arts – museums and exhibitions, musical and theatre performances
- Business in general – sales, contracts, negotiations, guarantees / warranties, conferences, acquisitions, take-overs and mergers
- Buying – shopping, ordering materials and supplies, shipping and invoicing
- Eating out – business and informal lunches and dinners, restaurants, formal receptions
- Environment and conservation
- Finance - budgeting, invoicing, accounts, banking and investments, taxes

- Health and medicine – medical, diet and exercise issues
- Insurance
- Management and planning – production targets, quality control, priorities
- Manufacturing – assembly line, machinery
- News items – of general interest and relating to business and the community
- Office – meetings and committees, correspondence and messages by telephone, fax or email, equipment, furniture and decoration, procedures
- Personnel – recruitment, job applications and advertisements, salaries and promotions, training, retirement and pensions
- Property and housing – construction, specifications, buying and renting, services and utilities
- Sports and leisure
- Technical – technology and specifications, electronics and computers, research, laboratories and product development
- Travel – trains, buses and planes, taxis and car rentals, tickets, schedules and announcements, delays and cancellations, hotels
- Tourism – the tourism industry, international visitors, places of interest

ELSA Test Scores

How are ELSA online tests scored?

The ELSA online Listening and Reading tests each contain 60 multiple-choice questions. Answers are recorded electronically using the mouse. The test is then scored electronically. For the online tests, the number of answers correct is converted to a scaled score, on a scale of 0–250 for Listening and Reading. Scaling ensures that, for example, an ELSA Listening Test score of 175 always reflects the same level of ability, no matter which version on an online test a candidate takes, assuming their standard of English has remained the same.

How will results be received?

A score report for each candidate will be available online. This report details the scores and levels achieved for each test. An interpretation of the levels achieved is included in the report.

When will results be available?

Results will normally be available online within 24 hours of the test being taken. Results can be viewed on screen or printed as a download.

How long are ELSA online test results valid?

ELSA online tests measure a candidate's communicative ability in English at a given point in time. Scores remain valid as long as a candidate's competence does not change. However, given that English ability can improve rapidly with further study or a period spent in an English-speaking country or can decline from lack of practice, we suggest that 2 years represents a reasonable assumption of validity of an ELSA online test score. EDI will not issue certificates for ELSA scores more than 2 years old. When presented with ELSA scores achieved more than 2 years previously, we would advise score users to seek further confirmation that the stated level of competence has been maintained since the test(s) were taken.

What do ELSA online test scores mean?

The exact meaning of scores will vary depending on individual circumstances. EDI works with client organisations to develop benchmarks related to particular individual needs. It should not be assumed that the given descriptions will apply exactly to every individual. However, the tables below should give a general idea of what may be expected in work and study situations from candidates with particular score levels in the Listening and Reading online tests. The tables in Appendix A provide 3 kinds of information:

- 1 Equivalences.** As a general orientation, an approximate equivalence is given between ELSA, the LCCIEB language level framework and the Council of Europe's Common European Framework.
- 2 Interpretations.** An indication of the type of performance represented by each ELSA level. The relevant descriptors are given in the online test reports and certificates, where requested,.
- 3 Predicted performance in work and study situations.** A conservative prediction of the minimum likely performance in work and study situations, with examples of tasks an individual should have enough English to handle.

Reliability

ELSA online tests use existing ELSA tests that have been pre-validated. They have high levels of reliability, indicating that they reflect different levels of ability in an accurate and consistent way.

Listening	0.95
Reading	0.95
Listening/Reading combined	0.97

Validity

If reliability can be thought of as a measure of how accurate test scores are, validity can be considered as a measure of how useful a test score is. Different tests are more valid than others for different purposes. It is therefore important for score users to ensure that the content of ELSA matches the purpose for which it is being used.

Test security

Because selected ELSA multiple-choice test questions used in the online tests are re-used in future tests for statistical equating purposes, questions are not released to the public after administration. Strict procedures are followed before, during and after each online testing to ensure that testing materials remain secure.

A variety of different online test versions is available to ensure that tests do not lose their validity through excessive exposure.

Using The Online Tests

Centre registration

To use the ELSA online tests, you must first be a LCCI Registered Examination centre. If you wish to apply to become a registered Centre, please contact to request an application form.

LCCI International Qualifications Customer Service Team
Email: customerservice@ediplc.com
Web site: www.lccieb.com

Registration for the online tests

To register for the online tests, you need to complete the ELSA test entry form included in schedule I of this handbook, detailing your Centre name and number, when you want to take the test, which tests you intend to use, the number of candidates and if they require a Certificate. Please email this form to the following email address. You must give **48 hours** notice before the test date.

customerservice@ediplc.com

Accessing the online tests

When you have sent us the ELSA requisition form we will send you an email confirmation of your registration and you will be able to access the tests on our website at

www.lccieb.com/elsa

System requirements and diagnostic test

When you log on to the ELSA test area of the website and before you take a test a systems diagnostic test will run automatically to assess if your computer(s) have the required hardware and software to administer the tests. The diagnostic test will notify you if you require to add certain applications.

These are the minimum system requirements:

*Windows 95 or above
Pentium 2 – 200 Mhz or above
Internet Explorer 5.5 or higher
32 MB RAM or above
1024 x 768 screen resolution or higher
Connection to internet.
Flash 6 plug in installed
Adobe Acrobat 4 or above for the report.*

Flash 6 plug in download address – www.macromedia.com/go/getflashplayer

Acrobat reader download address – www.adobe.com/products/acrobat/readstep2.html

Candidate registration

Registration for the online tests takes place at the point in time when each candidate enters his/her name and centre details on screen. There is no need to register candidates separately.

Completing the online tests

Each test is completed on screen. The instructions for completion of each test appear on screen. To assist candidates the following are available:

- Practice questions for the online tests
- Option to repeat and re-read instructions before completing each part of the test

To ensure reliability of the result, it is important to complete at least 30 of the questions in each test.

Fees

There is a candidate fee for each use of an online test. For details of fees please contact your local LCCI International Qualifications representative or the LCCI International Qualifications Customer Service Team.

When and where can the online test be taken?

ELSA online tests for Listening and Reading are available at any time.

Taking both tests

Candidates do not have to take both tests. They may take either Listening or Reading or both.

Is there a minimum age for tests?

No, anyone of any age may sit the tests.

Special requirements

If candidates for online tests have any special requirements, please contact your local LCCIEB representative or the EDI Customer Service Team, as far in advance of the test date as possible.

Sickness and cancellation

Registration only takes place at the time a candidate starts the test. It is not necessary to cancel tests.

Additional requirements for supervising the online tests

You are responsible for supervising the online test in the same way that you would for the paper-based ELSA tests. However, additionally, you must be able to

- Have a person with IT skills available to deal with any system problems that occur during the test

- Ensure that everyone supervising the online tests understands how they work and has used a practice test
- Make the necessary supervision arrangements where one group of candidates is followed by another – for example, because you only have a limited number of work stations.

Repeating the ELSA online test

It is possible to repeat an ELSA online test. There is a time limit of 7 working days before a candidate can repeat a test. To see an improvement in scores on ELSA multiple-choice tests, it is advisable to study for at least six months or to spend 2 months or more studying abroad before retaking the test. A candidate with a high ELSA score will probably need to spend a greater time studying in order to show a significant improvement.

Inevitably, with a test scored in bands, candidates scoring at the bottom or in the middle of a band may take a long time to improve enough to reach the next band.

Score reports and certificates

Score reports for each candidate will be available online shortly after each test is completed. Optional certificates are available and must be requested on the ELSA entry form. ELSA Certificates will be dispatched to the Centre 10 days after the test date. To ensure reliability of the result, it is important to complete at least 30 of the questions in each test. Candidates submitting fewer than 30 responses on each test will not receive a report indicating the level achieved.

IT skills and practice tests

Candidates are given full instructions on how to complete the online tests before starting a live test. Candidates need to be able to use a mouse to complete the tests. It is recommended that candidates also use a practice test, available online, before taking a live test.

General enquiries

For general enquiries about ELSA please contact:

EDI Customer Service Team
+44 (0) 8707 202909
Email: customerservice@ediplc.com
Web site: www.lccieb.com

In the unlikely event of a problem with the test itself, IT technical help is available between 9.00 and 5.00 GMT by contacting +44 (0) 1926 458666.

Checklist for Centres Offering ELSA Online Tests

Step	Action	Complete
1	Centre approval has been given by LCCIEB to offer ELSA tests	
2	Approval has been requested, and given by LCCIEB to offer online tests for ELSA	
3	ELSA Listening and Reading Tests Online Handbook, received and reviewed	
4	Password obtained to access test management system	
5	Systems diagnostic test completed to ensure all equipment <i>and</i> workstations to be used in online tests is compatible	
6	Dates of tests checked and confirmed as suitable	
7	Availability of rooms, equipment, supervision staff and candidates confirmed for proposed test dates	
8	Tests booked for all candidates	
9	Confirmation of test date, time and venue given to candidates and all supervisors	
10	All staff supervising online tests have used a practice test	
11	All candidates given opportunity to practice online tests	
13	All staff supervising online tests briefed on role and responsibilities, including specific arrangements applying to online tests	
14	Rooms and equipment checked	
15	Access to test administration system checked for functionality	
16	Access to test administration system checked at workstations	
17	Candidates advised on procedures at start of test	
18	Test(s) completed by candidates and responses confirmed as uploaded (or saved in the event of a system failure)	
19	Candidates information collected and candidates advised that they may leave the test room	
20	Results reviewed online and printed if required	

The ELSA Online Listening Test

Accessing the test

There is no requirement to register candidates in advance for the test, but to use the test you must

- be a registered LCCIEB centre
- have informed LCCIEB of your wish to use the online tests, and given contact details
- have received a password from LCCIEB to enter the test site

The site is entered by using the centre code and password.

Candidates will then be prompted to give first and last name and location. For location enter the centre name and code. Candidates need to enter the password given to them by the test supervisor.

Candidates will be given a prompt to **test sound**. Click this prompt to check the soundcard and that speakers or headphones are working correctly.

Choose either the practice test or the live test. Candidates are recommended to choose the practice test first, unless they have already used a practice test on another occasion.

The tests take a few moments to load.

The following is a description of the online Listening test, and includes some sample questions. The text in italics represents the instructions for candidates and is printed as they appear on screen for the online tests. The material printed in italics and in boxes is what candidates hear on the test and see on screen. In the online test, listening material to answer the questions is NOT printed.

The following interactive features are on each screen:



Automatic prompt to listen to recording
choose an answer and click on it



Automatic prompt to choose an answer and
then click on it using the mouse



Prompt to move to next question

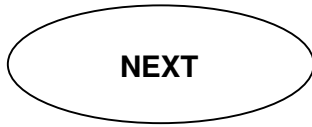


Prompt to end the test

Some screens include these additional features



Prompt to repeat the instruction for each part of the text



Prompt to go to next screen



Automatic prompt to read the questions before hearing a recording

Start

The following instructions are seen by the candidate before each online listening test. There is no audio for this part of the test.

- (a) *DO NOT START THE TEST UNTIL THE SUPERVISOR TELLS YOU TO START.*
- (b) *This is a multiple-choice test. The test has 4 parts with a total of 60 questions, and takes about 30 minutes.*
- (c) *You will listen to a series of short recordings. You will only hear each listening passage once, so you must listen carefully. After hearing each recording, choose the correct answer (A, B, C or sometimes D) to each question by clicking the letter of your selection. To change your answer click on a different letter. You cannot change your answer after you have moved to the next question.*
- (d) *You are not allowed to use a dictionary during the test.*

NOW WAIT UNTIL THE SUPERVISOR TELLS YOU TO START.

Part 1

Instructions

In Part 1, you will hear someone ask a question or make a statement. You will then hear another person give 3 alternative responses (identified as A, B and C) to the question or statement.

NOTE: These statements and responses are NOT displayed on the screen. Choose the correct response on the screen. Now listen to the following example.

(recorded example)

*(Woman) Where are you from?
(Man) (A) My name is Lee.
(B) I'm twenty-four.
(C) I'm from Singapore.*

Choice 'C' ('I'm from Singapore') is the correct answer to the question 'Where are you from?', so you would click on C as your answer.

There are 20 questions in this part, questions 1 – 20.

*Either click **REPLAY** to hear this passage again, or **NEXT** to begin the test and listen for question 1.*

During Part 1 there are on screen prompts to listen and to answer. There is a maximum time allowed to answer each question but it is also possible to click on DONE to move to the next question.

In the online test, the following instruction then appears above each question in Part 1.

PART 1

Listen to the following conversation and question, then give the correct answer.

Question and answer text will not be displayed for Part 1.

Sample questions for part 1

- 1 (Man A) Do you have a key to the supply room?
(Woman) (A) You'll need to unlock the door.
(B) No, but Mr. Rodriguez does.
(C) Yes, it is.

- 2 (Woman) How's your training programme going?
(Man B) (A) So far, it's been really interesting.
(B) At 9.30 from platform 6.
(C) He's much better now, thank you.

- 3 (Man A) Should I book a table for Wednesday?
(Woman) (A) I think I'll read it later.
(B) No, it should be here before then.
(C) Yes, please. For one o'clock. There'll be six of us.
- 4 (Woman) How do I get to your hotel from the airport?
(Man A) (A) We have a shuttle bus that runs every twenty minutes.
(B) We recommend you leave here three hours prior to your flight.
(C) During rush hour, it'll take approximately seventy-five minutes.
- 5 (Man A) I'd like two tickets for Friday, please.
(Man B) (A) They're sitting in the front row.
(B) I'm sorry sir, it's sold out.
(C) Wasn't the performance terrific?

Answers to sample questions: 1 (B) 2 (A) 3 (C) 4 (A) 5 (B)

PART 2

Instructions

In Part 2, you will hear a series of short conversations between 2 people. You will also read a question about each conversation, with 4 alternative answers, A, B, C and D. Click and select the correct answer.

Now listen to an example conversation, and read the question about the conversation.

(recorded example)

(Man) Have you seen Bill today?

(Woman) Yes, but he'll be in a meeting all morning.

(Man) Well, when you see him, please tell him that I need to talk to him.

Q: What should Bill do?

(A) Call a client

(B) Contact the man

(C) Leave work early

(D) Go to the meeting

*(B) is the correct answer, so you would click 'B' as your answer. There are 12 questions in this part, numbers 21 – 32. Either click **REPLAY** to hear this passage again, or **NEXT** to begin the test and listen for question 21.*

During Part 2 there are on screen prompts to listen and to answer. There is a maximum time allowed to answer each question but it is also possible to click on DONE to move to the next question.

In the online test, the following instruction then appears above each question in Part 2.

Part 2

Listen to the following conversation, read the question and give the correct answer.

The recorded conversation is not shown for Part 2.

Sample questions for part 2

Conversation:

(Man) What time does the last guided tour of the palace start?

(Man A) The last one they have starts at three thirty on weekdays or three o'clock on Saturdays and Sundays. The tour takes an hour and a half.

(Woman) That sounds fine. We'll be able to see the Masterson Art Gallery in the morning and still leave plenty of time to have lunch and get to the palace for the last tour. Thanks for your help.

21 Where does this conversation probably take place?

- (A) In a restaurant
- (B) In an art gallery
- (C) In a train station
- (D) In a tourist office

Conversation:

- (Man B) I'd like to order some printer cartridges, please. They're for an HJK eleven hundred.
- (Woman) Certainly. We have two kinds, one which can print 5000 pages for 30 pounds, and a 10,000-page cartridge at 48 pounds.
- (Man B) I'd like two of the 10,000-page ones please.

22 What does the man decide to do?

- (A) Order 10,000 copies
- (B) Purchase the HJK 1100
- (C) Double his order for printing
- (D) Buy the more expensive cartridges

Conversation:

- Man A) Could you arrange a buffet lunch for the meeting next Thursday? The usual menu will be fine.
- (Woman) Yes, of course. How many people are you expecting?
- (Man A) There'll be a maximum of fifteen, but would you order lunch for ten. Last time there was a lot of food left over.

23 What does the man ask the woman to do?

- (A) Order food
- (B) Approve a menu
- (C) Attend a meeting
- (D) Book a meeting room

Conversation:

- (Man B) I'd like to go on the course to renew my First Aid certificate on the fifth of August, if that's OK.
- (Woman) Well, actually I'm going to be taking my holiday from the first to the twelfth of August. It'd be better if we weren't both away at the same time. Is there a later course?
- (Man B) Yes, there's one on August the seventeenth with places available. That's actually the day my certificate expires.

24 What does the woman wish to avoid?

- (A) Taking a re-certification course
- (B) Postponing her holiday until August
- (C) Having the man out of the office while she is away
- (D) Missing a payment deadline while she is on holiday

Answers to sample questions: 21 (D) 22 (D) 23 (A) 24 (C)

PART 3

Instructions

In Part 3, you will hear a series of longer conversations between 2 people. There are then 2 questions about each conversation, with A, B, C and D answers for each question. Click and select the correct answer for both questions.

There are 9 conversations altogether, giving a total of 18 questions, numbers 33 - 50

*Either click **REPLAY** to hear this passage again, or **NEXT** to begin the test and listen for questions 33 and 34.*

During Part 3 there are on screen prompts to listen and to answer. There is a maximum time allowed to answer each question but it is also possible to click on DONE to move to the next question.

In the online test, the following instruction then appears above each group of 2 questions in Part 3:

PART 3

Listen to the following recording, read the two questions and correctly answer both.

The recorded conversation is not shown for Part 3.

Sample questions for Part 3

Conversation:

- (Woman) Have you met Kevin Maxwell yet?
(Man B) Yes. I met him yesterday. I think he's going to be a great addition to the sales team.
(Woman) What makes you say that?
(Man B) Well, he's very dynamic. He's also been selling heavy farming machinery for about fifteen years. He knows our products inside out.
(Woman) That's true, though I hear he wasn't very popular with his colleagues at Combimax. We'll have to see how he settles in here.

33 What is Kevin Maxwell's profession?

- (A) Designer
- (B) Mechanic
- (C) Sales representative
- (D) Agricultural engineer

34 What are the speakers talking about?

- (A) A client
- (B) A new employee
- (C) A mechanical failure
- (D) A design specification

Conversation:

- (Woman) This is Claire from Akiro & Co. I'd like to arrange a pickup for two parcels from our offices at one hundred and forty eight Queen Street. Our customer reference number is DP four one five three six.
- (Man B) OK. Where are they going to?
- (Woman) Hong Kong. One weighs eighteen kilos and the other weighs twenty-one. They both contain documents.
- (Man B) I'm afraid we won't be able to get a van to you until about 5pm today. What time do you close?
- (Woman) There'll be someone in the office until 5.30, so that'll be fine.

35 What is said about the parcels?

- (A) They will arrive by 5pm.
- (B) They need special handling.
- (C) They contain commercial samples.
- (D) They are being sent to Hong Kong.

36 What does the man ask?

- (A) Where the office is
- (B) If he can borrow a pen
- (C) If the parcels are heavy
- (D) When the company closes

Conversation:

- (Woman) When can we expect cutting machine F to be back on line? We have several big orders that need to go out by the end of the week.
- (Man B) Unfortunately the replacement part we need has to be specially made. It'll only take a couple of hours to install, but they won't be able to deliver it until Thursday.
- (Woman) We've had this problem before, haven't we? Is there no way we can get the part from somewhere else?
- (Man B) I'm afraid not. There's only one company that makes parts for these machines and they don't have this one in stock. If we switch as much work as we can to other machines and ask everybody to work overtime, we should still make the deadlines.
- (Woman) I hope so. We can't afford to be late with these orders. Maybe it's time we replaced these old machines. These breakdowns are becoming far too frequent and they're costing us a lot of money.

37 What is the woman's concern?

- (A) That production schedules will not be met
- (B) That other machines will also break down
- (C) That it will take a long time to get new machines
- (D) That it will be impossible to locate the necessary part

38 What does the man suggest?

- (A) Finding an alternative supplier
- (B) Stocking additional spare parts
- (C) Having existing machines overhauled
- (D) Switching production to other machines

Answers to sample questions: 33 (C) 34 (B) 35 (D) 36 (D) 37 (A) 38 (D)

PART 4

Instructions

In Part 4, you will hear a series of longer recordings. There are then 2 questions about each recording, with A, B, C and D answers for each question. Click and select the correct answer for both questions.

There are 5 recordings altogether, giving a total of 10 questions, numbers 51 – 60.

*Either click **REPLAY** to hear this passage again, or **NEXT** to begin the test and listen for questions 51 and 52.*

During Part 4 there are on screen prompts to listen and to answer. There is a maximum time allowed to answer each question but it is also possible to click on DONE to move to the next question.

In the online test, the following instruction then appears above each group of 2 questions in Part 4:

Part 4

Listen to the following recording, read the two questions and correctly answer both.

The recorded conversation is not shown for Part 4

Sample questions for Part 4

Recording:

(Woman) A violent storm tore off the metal sheathing from the nose of an Avioso Airlines plane flying from Lisbon to Cairo last night. The large piece of metal was torn loose by high winds and bounced off the cockpit window, cracking it, before falling eight thousand metres to the trackless desert below. The pilot, unable to see through the cracked window and unable to check his speed due to instrument damage, was guided by flight controllers to a safe approach and landing at Cairo Airport. The eighty-five passengers and five crew members aboard are all reported unharmed. Aviation officials are carrying out investigations to determine the exact cause of the incident.

51 What caused the problem with the Avioso Airlines flight?

- (A) Pilot error
- (B) High winds
- (C) The age of the aircraft
- (D) An electrical malfunction

52 How was the incident resolved?

- (A) The front of the aircraft was reinforced.
- (B) The passengers were transferred to a second plane.
- (C) Flight controllers guided the pilot to his destination.
- (D) The pilot and crew were able to correct the problem while in flight.

Answers to sample questions: 51 (B) 52 (C)

End

At the end of each Listening test there will be a prompt to WAIT, whilst the test results are uploaded.

Wait for the prompt that says **TEST COMPLETE**.

This means the results of the test have been sent to LCCIEB for scoring.

Click on the **EXIT** button to exit the test.

Results

Results will be available for centres and individual candidates shortly after each test has taken place.

The ELSA Online Reading Test

Accessing the test

There is no requirement to register candidates in advance for the test, but to use the test you must

- be a registered LCCIEB centre
- have informed LCCIEB of your wish to use the online tests, and given contact details
- have received a password from LCCIEB to enter the test site

The site is entered by using the centre code and password.

Candidates will then be prompted to give first and last name and location. For location enter the centre name and code. Candidates need to enter the password given to them by the test supervisor.

Candidates will be given a prompt to **test sound**. Click this prompt to check the soundcard and that speakers or headphones are working correctly.

Choose either the practice test or the live test. Candidates are recommended to choose the practice test first, unless they have already used a practice test on another occasion.

The tests take a few moments to load.

The following is a description of the online Listening test, and includes some sample questions. The text in italics represents the instructions for candidates and is printed as they appear on screen for the online tests. The material printed in italics and in boxes is what candidates hear on the test and see on screen. In the online test, listening material to answer the questions is NOT printed.

The following is a description of the online Reading test, and includes some sample questions. The text in italics represents the instructions for candidates and is printed as they appear on screen for the online tests. The material printed in italics and in boxes is what candidates hear on the test and see on screen. In the online test, listening material to answer the questions is NOT printed.

The following interactive features are on each screen



Prompt to move to next screen or question



Button to go back to previous questions, to check or change an answer



Prompt to end the test

Start

The following instructions are seen by the candidate before each online reading test:

- (a) DO NOT START THE TEST UNTIL THE SUPERVISOR TELLS YOU TO START.*
- (b) This is a multiple-choice test. The test has 4 parts with a total of 60 questions. The test will take around 45 minutes to complete.*
- (c) Each question has 4 answer choices, A, B, C or D. Choose the correct answer (A, B, C or D) to each question by clicking the letter of your selection.*
- (d) You are not allowed to use a dictionary during the test.*

NOW WAIT UNTIL THE SUPERVISOR TELLS YOU TO START.

Part 1

Instructions

In Part 1, you will read 12 sentences.

Each sentence contains a blank space, with a choice of 4 words or phrases (A, B, C or D buttons) to fill the space.

Choose the correct word or phrase and click it to fill in the blank.

You can change your answer by clicking on a different word or phrase.

In the online test, the following instruction then appears above each question in Part 1.

PART 1

Choose the correct word or phrase and click it to fill in the blank.

Sample questions for part 1

Choose the correct word or phrase.

- 1 With reference to your advertisement in today's "Times", I would like to _____ for the position of credit controller.**

(A) work
(B) apply
(C) search
(D) employ

- 2 According to the latest government figures, the unemployment rate has fallen for the _____ consecutive month.**

(A) two
(B) half
(C) second
(D) double

- 3 Streamlining the data entry _____ for new orders has lowered labour costs and greatly improved turnaround times.**

(A) way
(B) clerk
(C) level
(D) process

- 4 Please read the attached _____ of the annual report, and add any comments you may have.**

(A) draft
(B) letter
(C) proposal
(D) memorandum

Answers to sample questions: 1 (B) 2 (C) 3 (D) 4 (A)

PART 2
Instructions

*In Part 2, you will read 3 passages.
Each passage has 5 numbered blank spaces (e.g “Q14”, “Q15”, “Q16”, “Q17” and “Q18”) with 4 choices of words to fill in the space.*

Choose the correct word or phrase by clicking on the space or by using the scroll buttons.

For each passage you can answer the questions in any order.

You can change your answer by clicking on a different word or phrase.

In the online test, the following instruction then appears above each question in Part 2.

PART 2
Click on the missing text area to show each possible answer.

Sample questions for part 2

Choose the correct word or phrase, and mark your choices on the answer sheet.

Questions 13 - 17 refer to the following passage:

Car sales were up 28 per cent last month compared with June last year, according to industry ___(13)___ published yesterday. Domestic sales for ___(14)___ car producers jumped to 36,782 in June, up from 34,227 in May. Car makers say low interest rates combined ___(15)___ the launch of attractive new models, marketed in a series of aggressive sales campaigns, have boosted demand over the last eighteen months. With bank deposits ___(16)___ as little as 0.5%, many savers have been withdrawing savings and buying cars for cash rather than on instalment terms. Analysts say the increased demand for vehicles is a sign of renewed ___(17)___ in the economy, which they say is likely to grow 3 percent this year compared with just over 1.7% last year.

- 13** (A) plans
(B) details
(C) figures
(D) products
- 14** (A) all
(B) any
(C) each
(D) every
- 15** (A) in
(B) to
(C) by
(D) with
- 16** (A) yield
(B) yielding
(C) can yield
(D) should have yielded

- 17 (A) rise
(B) money
(C) confidence
(D) agreement

Questions 18 – 22 refer to the following passage:

Technology is coming to the aid of 60,000 hard-pressed farmers in the Macon Hills region, ___(18)___ many survive on less than 40 per cent of the national average income. Mainly husband-and-wife teams, the farmers in this rugged and isolated region are ___(19)___ plummeting prices, falling subsidies and a growing list of complex legal requirements. To help farmers cope, the Macon Hills Farming Initiative has joined forces with the Workers Education Association to ___(20)___ a Farm Bureau System, run by and for farmers, and dedicated to the principle of improvement through education. Every evening, a van arrives in one of the Macon Hills communities with 12 laptop computers, ___(21)___ the farmers the basics of financial planning and business management. The project has proved to be a remarkable success, and the farmers have taken to the computers with enthusiasm, ___(22)___ to customise software to suit their particular agricultural needs.

- 18 (A) that
(B) cannot
(C) of whom
(D) manage to
- 19 (A) hoping for
(B) selling their
(C) claiming that
(D) struggling with
- 20 (A) grow
(B) train
(C) learn
(D) develop
- 21 (A) to teach
(B) it teaches
(C) and taught
(D) by teaching
- 22 (A) by managing
(B) even helping
(C) after planning
(D) because studying

Answers to sample questions: 18 (C) 19 (D) 20 (D) 21 (A) 22 (B)

PART 3

Instructions

*In Part 3 there are 15 sentences. Each sentence has 4 words or phrases **printed like this**. One of these 4 words or phrases has a mistake in it. The mistake is either in the grammar or vocabulary.*

Decide where the mistake is and click it.

You can change your answer by clicking on a different word or phrase.

In the online test, the following instruction then appears above each question in Part 3.

PART 3

Choose the 'bold' INCORRECT word or phrase and click it to make your selection.

Sample questions for part 3

Decide where the error is, and mark your choice.

- 28 Chang & Co.'s **products enjoy** a reputation **for** quality **and** durability for **more than** 20 years.
(A) (B) (C) (D)
- 29 The company's success is **due not** only to its technical innovations, **too** its ability to get **them** to **market first**.
(A) (B)
(C) (D)
- 30 Prices for gold **and another** precious metals, **already at** near-record lows, **are being** further depressed by nervous investors selling off their **holdings**.
(A) (B) (C)
(D)
- 31 Computec sales **rose nearly** 30% after they **began offering** free software and training **to each** purchase.
(A) (B) (C)
(D)
- 32 The position **is demanding**, **while offers** hardworking team players tremendous opportunity for career advancement, and **almost unlimited income potential**.
(A) (B)
(C) (D)

Answers to sample questions: 28 (A) 29 (B) 30 (A) 31 (D) 32 (B)

PART 4
Instructions

In Part 4 of the test there are 5 longer pieces of information to read (for example letters, advertisements, information etc).

The pieces of information are always shown on this part of the screen.

You can use the scroll button to scroll up and down to read all the text.

Each piece of information is followed by 2 to 5 comprehension questions, each with 4 answer choices (A) (B), (C) or (D).

*For each question, choose the correct answer and click it.
You can change your answer by clicking on a different word or phrase.*

In the online test, the question, with 4 possible answers then appears above the passage to be read.

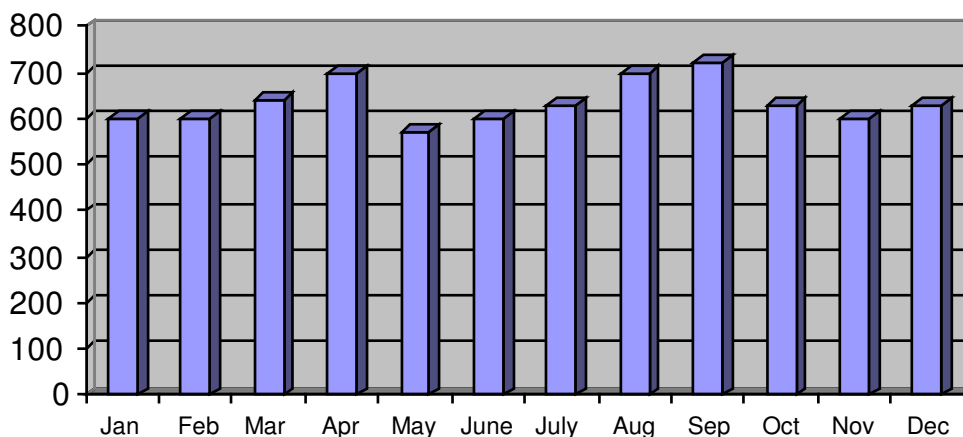
There is no additional instruction .

Sample questions for part 4

For each question choose the correct answer.

Questions 43 – 45 refer to the following graph.

The Year In Review
Average Daily Trading on the New York Stock Exchange (millions of shares)



- 43 In which month were the most shares traded on average per day?**
- (A) April
 - (B) May
 - (C) September
 - (D) December
- 44 What trend is shown for the period May – September?**
- (A) A decreasing daily average volume of shares traded
 - (B) An increasing daily average volume of shares traded
 - (C) An increase in trading volume, followed by a decrease
 - (D) A decrease in trading volume, followed by an increase
- 45 What is true of the daily average volume of shares traded for the year shown?**
- (A) It never exceeded 700 million shares.
 - (B) It never fell below 550 million shares.
 - (C) It remained above 650 million shares for most of the year.
 - (D) It was higher for the first half of the year than for the second half.

Questions 46 – 49 refer to the following memorandum:

MEMORANDUM

To: Arne Svenson
From: Henri Lemoine
Date: 5 June
RE: Jennifer Diamond's recommendations

Jennifer Diamond of NextData Consulting has finished her review of our data management system. She recommends that we spend a modest amount to upgrade our system now, and hold off on the purchase of a new system for another two years.

She says that if we upgrade to the newest version of software and make a few minor hardware purchases, we will have a reliable system that is more than adequate for our needs. In her view, if we switch over to all-new hardware and software now, it will be outdated in two years anyway, so we may as well wait until then, when we will be able to get the same level of performance at a much cheaper price.

Please let me know when you have some time to discuss her proposals.

- 46 What does Jennifer Diamond suggest?**
- (A) That the problem will be expensive to fix
 - (B) That the project will take two years to complete
 - (C) Switching over to all-new hardware and software
 - (D) Upgrading the company's existing computer system

47 What does Jennifer Diamond say is likely?

- (A) That the hardware will soon fail
- (B) That another company could offer a better deal
- (C) That delaying a purchase will save the company money
- (D) That the current system will be obsolete within two years

48 What does Henri Lemoine want to do?

- (A) Buy a new system
- (B) Hire Jennifer Diamond
- (C) Move forward with Ms. Diamond's plan
- (D) Discuss Ms. Diamond's recommendations with Arne Svenson

Answers to sample questions: 43 (C) 44 (B) 45 (B) 46 (D) 47 (C) 48 (D)

End

At the end of each Reading test there will be a prompt to WAIT, whilst the test results are uploaded.

Wait for the prompt that says **TEST COMPLETE**.

This means the results of the test have been sent to LCCIEB for scoring.

Click on the **EXIT** button to exit the test.

Results

Results will be available for centres and individual candidates shortly after each test has taken place.

Appendix A

ELSA Test Scores and Interpretations

ELSA Listening Test Score Equivalences

ELSA Listening Score	ELSA Listening Level	LCCIEB Level	Council of Europe Common European Framework		
			Breakthrough	A1	Basic User
0 – 79	Novice Low	Preliminary	Breakthrough	A1	
80 – 118	Novice Mid				
119 – 131	Novice High	1	Waystage	A2	Basic User
132 – 155	Intermediate Low				
156 – 169	Intermediate Mid	2	Threshold	B1	Independent User
170 – 198	Intermediate High				
199 – 214	Advanced	3	Vantage	B2	Independent User
215 – 229	Advanced High				
230 – 237	Superior	4	EOP	C1	Proficient User
238 – 250			Mastery	C2	

ELSA Reading Test Score Equivalences

ELSA Reading Score	ELSA Reading Level	LCCIEB Level	Council of Europe Common European Framework		
			Breakthrough	A1	Basic User
0 – 68	Novice Low	Preliminary	Breakthrough	A1	
69 – 106	Novice Mid				
107 – 119	Novice High	1	Waystage	A2	Basic User
120 – 141	Intermediate Low				
142 – 154	Intermediate Mid	2	Threshold	B1	Independent User
155 – 183	Intermediate High				
184 – 197	Advanced	3	Vantage	B2	Independent User
198 – 211	Advanced High				
212 – 219	Superior	4	EOP	C1	Proficient User
220 – 250			Mastery	C2	

ELSA Listening Test Level Descriptors

ELSA Listening Level	Interpretation	Predicted Performance in Work/Study Situations
Novice Low	<ul style="list-style-type: none"> • Can understand high-frequency words, such as numbers, greetings, etc • Can understand some isolated words, especially international words such as taxi, hotel, pizza, etc 	<p>Very limited ability to understand even short utterances apart from a few very simple instructions and questions</p>
Novice Mid	<ul style="list-style-type: none"> • Can understand some words and phrases relating to basic personal information and the immediate environment • Can understand some simple questions and instructions • Needs considerable time to process what is heard and frequently needs repetition or a slowed rate of speech 	<p>The listener should be able to:</p> <ul style="list-style-type: none"> • Understand simple predictable instructions and questions in a familiar work or study environment
Novice High	<ul style="list-style-type: none"> • Can understand short, simple expressions where speech is clear and context supports comprehension • Can understand familiar high-frequency words and phrases • Often needs repetition, rephrasing or a slowed rate of speech • Can sometimes identify the main points in messages, discussions or announcements 	<p>The listener should be able to:</p> <ul style="list-style-type: none"> • Understand basic instructions and announcements related to the immediate work or study environment • Follow very simple presentations in familiar areas when strongly supported by visual material • Respond to predictable requests

ELSA Listening Level	Interpretation	Predicted Performance in Work/Study Situations
Intermediate Low	<ul style="list-style-type: none"> • Can understand simple sentences and short stretches of speech on a limited range of familiar topics • Can usually identify the main topic and some relevant details in simple messages, discussions and announcements, although misunderstandings will still occur • Understanding is more effective face-to-face than on the telephone • Repetition, rephrasing and a slowed rate of speech are often still required 	<p>The listener should be able to:</p> <ul style="list-style-type: none"> • Understand simple instructions and announcements in a familiar work or study environment • Understand simple phone conversations on familiar and predictable topics • Follow a simple discussion or conversation
Intermediate Mid	<ul style="list-style-type: none"> • Can understand the main points and relevant details of short stretches of speech or conversation on familiar topics • Can understand routine and familiar telephone conversations • Can understand directions and instructions (eg announcements, messages, etc) 	<p>The listener should be able to:</p> <ul style="list-style-type: none"> • Understand a wide range of instructions and requests • Take predictable telephone orders and requests and respond appropriately • Understand product information and enquiries • Understand the main points and some relevant details of work or study related discussions or presentations
Intermediate High	<ul style="list-style-type: none"> • Has good understanding of short stretches of speech on familiar topics • Can follow longer stretches of conversation or discussion, identifying the main ideas and points of view, although some details will be missed • Can follow key information in longer, advanced level speech where content is familiar 	<p>The listener should be able to:</p> <ul style="list-style-type: none"> • Understand most routine work or study related conversations • Follow a detailed technical presentation or lecture, although not all the details will be noted • Follow a discussion at meetings, seminars or tutorials, although not all the details will be noted

ELSA Listening Level	Interpretation	Predicted Performance in Work/Study Situations
Advanced	<ul style="list-style-type: none"> • Can understand the main ideas and most details of extended speech on familiar topics • Can follow most discussions and conversations, although there may be problems where language is not standard or is highly colloquial • Can understand the main ideas and most details from factual media reports in standard dialect 	<p>The listener should be able to:</p> <ul style="list-style-type: none"> • Understand detailed enquiries and requests • Understand the main ideas and most details of presentations, reports and lectures. • Follow discussions at most formal and informal meetings, seminars and tutorials • Follow the main ideas of most social conversation
Advanced High	<ul style="list-style-type: none"> • Can understand the main ideas and most details of extended speech on familiar and unfamiliar topics • There is a growing awareness of appropriate levels of language • There is a developing ability to understand colloquial and idiomatic language 	<p>The listener should be able to:</p> <ul style="list-style-type: none"> • Follow most social, work or study related conversations • Understand work or study related presentations, reports, lectures, seminars and tutorials although highly complex or abstract subject matter may cause difficulties
Superior	<ul style="list-style-type: none"> • Understanding of most speech in standard dialect on familiar and unfamiliar topics is reasonably complete • Has good awareness of appropriate levels of language • Can easily follow complex extended speech, although highly colloquial language or language with many cultural references may still cause problems 	<p>The listener should be able to:</p> <ul style="list-style-type: none"> • Easily understand complex technical discussions and negotiations in familiar-, business- or study-related fields • Understand any extended presentation or lecture in familiar-, business- or study-related fields

ELSA Reading Test Level Descriptors

ELSA Reading Level	Interpretation	Predicted Performance in Work/Study Situations
Novice Low	<ul style="list-style-type: none"> • Can occasionally identify common words and phrases when supported by context 	<p>The reader should be able to:</p> <ul style="list-style-type: none"> • Read numbers, names and addresses
Novice Mid	<ul style="list-style-type: none"> • Can recognise a limited range of common words and phrases • Can understand very short and simple texts but rarely understands more than a single phrase at a time • Re-reading is frequently required 	<p>The reader should be able to:</p> <ul style="list-style-type: none"> • Read simple predictable and formulaic notes (invoices, schedules, rotas, etc) • Look up predictable information in a catalogue
Novice High	<ul style="list-style-type: none"> • Can read short, simple texts where the context is strongly supportive • Can read standardised messages and notices where high-frequency vocabulary is used 	<p>The reader should be able to:</p> <ul style="list-style-type: none"> • Read simple, predictable, formulaic letters • Read simple, predictable information from menus, timetables, signs, notices, etc
Intermediate Low	<ul style="list-style-type: none"> • Can understand simple, familiar, formulaic texts • Can identify the main idea or topic of short factual texts, though specific points and details will be unclear 	<p>The reader should be able to:</p> <ul style="list-style-type: none"> • Understand the main points of short routine work or study related texts such as letters, memos or instructions, although details will be unclear • Make limited use of information sources such as computers or dictionaries

ELSA Reading Level	Interpretation	Predicted Performance in Work/Study Situations
Intermediate Mid	<ul style="list-style-type: none"> • Can recognise straightforward texts related to personal or professional interests, although reference to a dictionary will often be necessary for clearer understanding • Can find and understand relevant information from a variety of sources 	<p>The reader should be able to:</p> <ul style="list-style-type: none"> • Read, with the help of a dictionary, straightforward factual texts including business reports, correspondence and product information • Understand relevant information in brochures, official documents, etc, with the help of a dictionary
Intermediate High	<ul style="list-style-type: none"> • Can read extended texts dealing with familiar topics with good understanding, only needing to consult a dictionary occasionally • Can get the main ideas and some details from complex texts, although low-frequency vocabulary and grammatically complex language may result in only partial comprehension 	<p>The reader should be able to:</p> <ul style="list-style-type: none"> • Understand most routine business writing (letters, reports, etc) and understand the main points of more complex and extended material • Extract information from straightforward textbooks or articles and make effective use of a dictionary
Advanced	<ul style="list-style-type: none"> • Can read extended factual texts on both familiar and unfamiliar topics • Can understand the language of the text, rather than relying on real world knowledge to fill gaps in comprehension 	<p>The reader should be able to:</p> <ul style="list-style-type: none"> • Read most material for internal company use • Understand the main points and relevant details of technical reports and articles in their relevant field • Understand the main points and details of newspaper and magazine articles related to work or study

ELSA Reading Level	Interpretation	Predicted Performance in Work/Study Situations
Advanced High	<ul style="list-style-type: none"> • Can understand complex and extended texts in areas of special interest or competence • Can follow the essentials of abstract or literary texts where the subject matter is unfamiliar 	<p>The reader should be able to:</p> <ul style="list-style-type: none"> • Understand a wide variety of texts encountered at work or study, although occasional misunderstanding will occur where the material is highly complex or abstract
Superior	<ul style="list-style-type: none"> • Can understand complex texts at a high academic or professional level • Can read easily and with almost complete comprehension a variety of texts on familiar and unfamiliar subjects • Can read easily for pleasure 	<p>The reader should be able to:</p> <ul style="list-style-type: none"> • Handle any reading material accessible to a native speaker, although more time may be required

Schedule I



Online ELSA Reading and Listening Test Entry Form

Date.....

Centre name:
Address:.....
Zip code:.....Country:.....
Centre Code.....Password:.....
Examination Secretary name:.....
IT Support staff name:.....
Telephone Noemail.....

Test Date	Day ./ Month / Year
-----------	---------------------

NB Notice required prior to the date of the examination: 48 hours

Quantity

No. of British Tests	No. of American Tests	Type of Test	Fees	Total
		Listening Tests @		
		Reading Tests @		
		Listening & Reading combined @		
		ELSA Certificate @		
		TOTAL FEES DUE		

NB Please refer to the fee sheet for current online ELSA fees.



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