iTEP Hospitality Overview

The primary function of **iTEP Hospitality** is to assess the English language proficiency of employees or potential employees who are expected to fill service roles in hospitality related businesses. **iTEP Hospitality** specifically focuses on listening and speaking skills and evaluates customer service oriented English ability.

Hospitality businesses can use **iTEP Hospitality** for:
- Screening new hires for English language ability
- Qualifying employees for assignments requiring English proficiency
- Guidance in making job promotion decisions
- Evaluating return on investment of English teaching and training program

Test Content

In each section, examinees will encounter content and questions targeted at varying levels of proficiency.

A. Listening – 20 minutes/3 parts

Part 1: Eight high-beginning to low-intermediate-level short conversations of 2-3 sentences, each followed by one multiple-choice question

Part 2: One 2-3-minute intermediate-level conversation followed by 5 multiple-choice questions

Part 3: One 4-minute upper-level lecture, followed by 5 multiple-choice questions

B. Speaking – 5 minutes/2 parts

Part 1: The examinee hears and reads a short question geared at low-intermediate level, then has 30 seconds to prepare a spoken response, and 45 seconds to speak

Part 2: The examinee hears a brief upper-level statement presenting two sides of an issue, and then is asked to express his or her thoughts on the topic, with 45 seconds to prepare, and 60 seconds to speak.

Test Structure:

Prior to the start of the test, there is a short preliminary section which guides the examinee through a series of steps to ensure technical compatibility and examinee readiness. This includes the complete technical checklist of the software required for test administration, as well as examinee identification items such as log in and registration. The preliminary section is included in the 30 minute total length of the test.

Delivery Method:

All **iTEP** exams are delivered via the Internet and must be administered at a secure location or a Certified **iTEP** Test Center. The examinee completes the test in the following manner:
- During the listening section, the examinee clicks on one of four answer choices for each question
- Speaking samples are recorded with a headset and microphone at the examinee's computer

Timing Mechanism:

Each section has a fixed time allotted to it. If an examinee completes a section with time left, he or she may advance to the next section.
- Listening section: the selections play only once, so review is not possible
- Speaking section: there are fixed time limits for each part

The directions for each section are displayed for a set amount of time. This amount varies according to the amount of text to be read and should be adequate for most examinees. If an examinee needs more time to read a particular section's directions, he or she can always access them by clicking the help button, which displays a complete menu of directions for all test sections.

Transition Screens:
Following each section of the test, examinees see a screen that reads, "Beginning Next Section..." These "transition screens" provide a 15-second break between sections, and display completed test sections and remaining test sections. After the last section is completed, examinees see a final screen, which tells them to wait for further directions from the administrator.

Scoring/Grading:
The test will determine an overall proficiency level from 0 (Beginner) to 6 (Mastery), as well as individual proficiency levels from 0 to 6 for listening and speaking skills. For greater accuracy, scores are also expressed in tenth-levels (2.1, 2.2, etc.). The test is graded as follows:

- The listening section is scored automatically by the computer
- The speaking samples are evaluated by native English-speaking, ESL-trained professionals, according to a standardized scoring rubric
- The Official Score Report presents an individual's scoring information in both tabular and graphical formats - the graphical format, or skill profile, is particularly useful for displaying an examinee's strengths and weaknesses in both of the skills evaluated by the test.

Levels:

The six proficiency levels identified by the test may be expressed briefly as follows:
- **A.** Level 0.0 – 2.4: Beginner
- **B.** Level 2.5 – 3.4: Elementary
- **C.** Level 3.5 – 3.9: Intermediate
- **D.** Level 4.0 – 4.9: Upper Intermediate
- **E.** Level 5.0 – 5.9: Advanced
- **F.** Level 6.0:   Mastery