

REMOTE LISTENING LANGUAGE ASSESSMENTS



Based on research of assessment candidate and invigilator feedback, the following Opportunities, Challenges, and Best Practices have been identified...

Opportunities:



- CANDIDATE CONTROL OVER AUDIO.
- ADDITIONAL CONTROLS ON PAUSE & REWIND, IF SPECIFICATIONS PERMIT.
- CONTROL NUMBER OF LISTENING ATTEMPTS AND RESTORE THEM WHEN INTERRUPTED, DUE TO UNFORESEEN ISSUES.
- CONSISTENT DELIVERY; FILES PLAY WITHOUT ROOM ECHO OR DISTORTION.
- REDUCES STRESS BY TAKING ASSESSMENTS IN A FAMILIAR ENVIRONMENT.

IMPORTANT REPLICATION
OF CONDITIONS FOR
INTELLIGENCE LINGUISTS

Challenges:



- STABLE INTERNET CONNECTION REQUIRED FOR AUDIO QUALITY.
- VARIABILITY IN CANDIDATE EQUIPMENT AFFECTING LISTENING EXPERIENCE.
- CHECKING SOUND QUALITY BEFORE THE TEST BEGINS.
- MULTITASKING; MANAGING VOLUME AND PLAYBACK CONTROLS WITHOUT LOSING CONCENTRATION ON THE TASK.
- NAVIGATING BETWEEN ON-SCREEN QUESTIONS WHILE FOLLOWING AUDIO, USUALLY PLAYED ONLY ONCE/VISIBILITY DESIGN OR LAYOUT CHALLENGES.

CONNECTIVITY CHECK
ONE WEEK PRIOR TO
ASSESSMENTS

Best Practice:



- IMPROVEMENTS TO INTERFACE DESIGN (e.g. ALL QUESTIONS VISIBLE ON SCREEN AT ONCE) SIGNIFICANTLY IMPROVES CANDIDATE EXPERIENCE.
- ACCESS TO DEMO ASSESSMENTS ENHANCES CANDIDATE FAMILIARITY AND REDUCES TECHNICAL ISSUES ON ASSESSMENT DAY.
- PRE-LOADING AUDIO FILES BEFORE THE ASSESSMENT BEGINS, ELIMINATES BUFFERING AND TIME LOST DURING ASSESSMENT.
- PRE-ASSESSMENT SYSTEM CHECKS TO CALIBRATE SETTINGS.
- HUMAN INVIGILATION REMAINS ESSENTIAL FOR SUPPORTING DELIVERY AND MANAGING TECHNICAL ISSUES.
- IMPORTANT TO WORK FROM ORIGINAL LISTENING TEXTS, WHENEVER POSSIBLE, FOR AUTHENTICITY VS CONVERTING WRITTEN TEXTS.
- QA NEEDED TO ENSURE SPEECH IS AT THE CORRECT SPEED, TONE, CLARITY, VOLUME AND TO ACCOUNT FOR ANY DIALECTAL OR REGIONAL DIFFERENCES.

DEVELOPED VIA
CANDIDATE AND SME
TRIAL FEEDBACK