

COREX

Language Assessment



Assessment Structure



WRITTEN ASSESSMENT

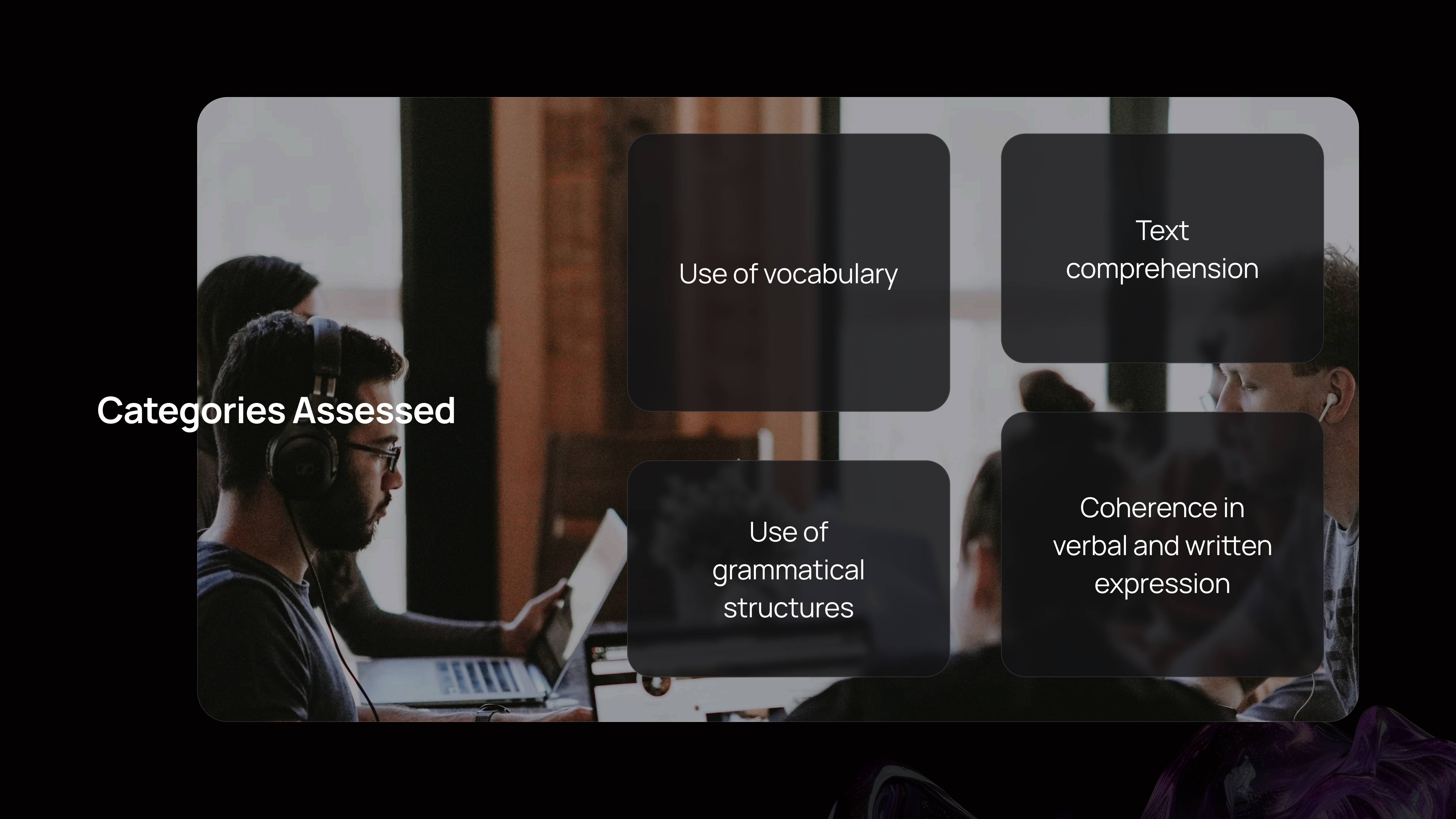
Average completion time: 25-30 mins

- Multiple open-ended questions
- Practical tasks based on standard customer service inquiries
- Grammar and vocabulary corrections in the pre-written text
- Questions assessing text comprehension

LIVE ORAL ASSESSMENT

Average completion time: 8-10 mins

- Multiple open-ended questions
- Live interaction with the candidate to ensure a realistic conversation exchange
- Assessing the ability to engage in casual and professional conversation, depending on the question
- Understanding of cultural references
- Opportunity for the candidates to ask more in-depth questions about the project directly to the Operations Team Leader



Categories Assessed

Use of vocabulary

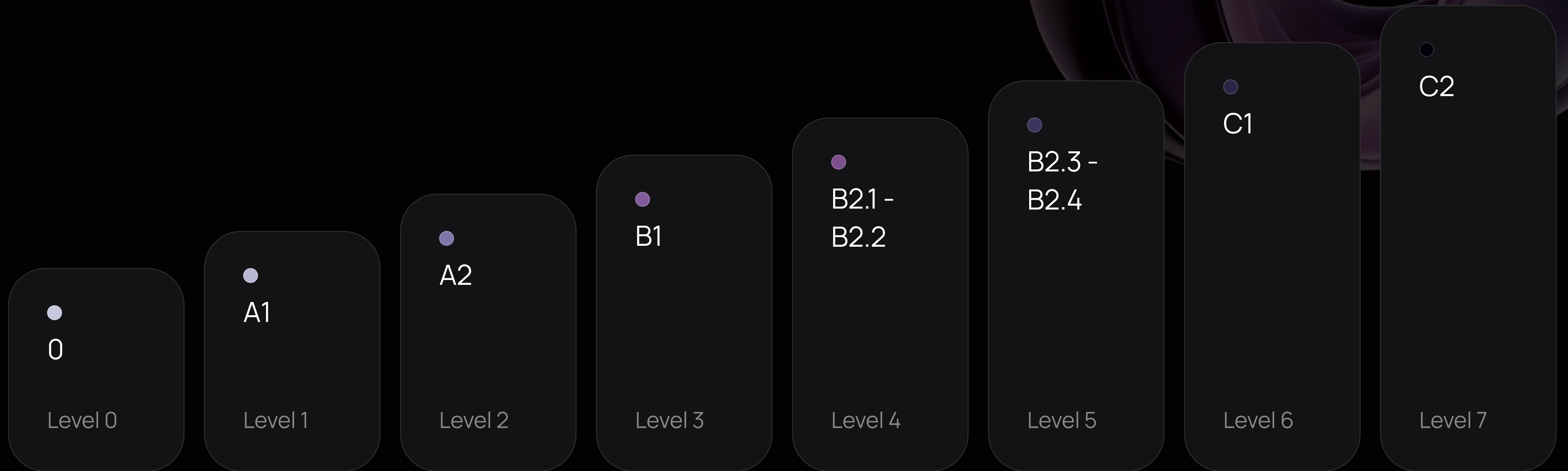
Text
comprehension

Use of
grammatical
structures

Coherence in
verbal and written
expression

7-level Assessment System

Focusing on the subtle differences in the higher proficiency levels (B2 to C1) to determine the right skill level and fit



7-level Assessment System

Focusing on the subtle differences in the higher proficiency levels (B2 to C1) to determine the right skill level and fit

●
0

- Not able to conduct basic communication in the language tested

Level 0

●
A1

- Can understand familiar everyday expressions and very basic phrases
- Can interact in a simple way provided the other person talks slowly and clearly
- Possesses basic knowledge of grammar and makes many grammatical mistakes

Level 1

●
A2

- Can understand questions and frequently used expressions
- Can communicate and formulate simple, short sentences with grammatical errors

Level 2

7-level Assessment System

Focusing on the subtle differences in the higher proficiency levels (B2 to C1) to determine the right skill level and fit

- **B1**
 - Can independently understand and cover a range of everyday topics
 - Can communicate simple sentences with very few or no grammatical errors, but makes mistakes with more complex sentences and expressions
 - Translates phrases directly from the primary language
 - Vocabulary is mostly limited to everyday topics

Level 3

- **B2.1 - B2.2**
 - Can understand more complex topics
 - Can interact with a degree of fluency on a wide range of topics with occasional mistakes
 - Clear pronunciation, but there is an accent
 - Might use phrases that are not natural for the language

Level 4

- **B2.3 - B2.4**
 - Can understand questions and topics of all levels of complexity
 - Can discuss a wide range of everyday topics with very few mistakes
 - Uses more complex sentences without much difficulty
 - Clear pronunciation with an occasionally noticeable accent
 - Might use phrases that are not natural for the language

Level 5

7-level Assessment System

Focusing on the subtle differences in the higher proficiency levels (B2 to C1) to determine the right skill level and fit

●
C1

- Can understand questions and topics of all levels of complexity
- Can express him/herself fluently and spontaneously without any difficulty
- Can formulate complex sentences without grammatical errors
- Minor errors may occur with less common phrases or words
- Pronounces words and sentences correctly

Level 6

○
C2

- Can understand with ease questions and topics of all levels of complexity
- Wide vocabulary, no grammatical or syntax errors
- Native accent
- All phrases are natural to the language

Level 7

Recruitment - Operations Feedback Loop

Recruitment
hiring profile brief
by Operations

Step 1

Initial candidate
checks and oral
assessment by
Recruitment

Step 2

Written and other
assessments

Step 3

Candidate check
by the Operations
team

Step 4

Final interview by
Recruitment

Step 5