

Bilingual Testing

Urszula Kakar

RAS Exams

Bilingual Testing

- Bilingual Testing is for CCSF employees who are in positions with a language special condition
- Bilingual pay
- Languages: Cantonese, Mandarin, Spanish, Filipino, American Sign Language, Russian, Vietnamese, Japanese

New Process

- Can be scheduled and administered faster
- Introduces two passing, proficiency levels, “Basic” and “Advanced” (whereas the prior test was Pass/Fail)
- Includes an optional component that is designed to assess written communication skills in the target language
- Presents the test material in the context of a realistic job simulation

Bilingual Exam

Proctored, computer-based exam using Montage View online platform

Part I: Candidates briefly introduce themselves using the target language

Part II: Candidates assume the role of an employee who works for a fictitious agency. They listen to audio clips where a hypothetical customer asks questions in his/her native language and need to respond in the target language

Part III: Candidates listen to a customer's questions in his/her native language and translate those questions to English on behalf of a hypothetical supervisor who doesn't understand the language

Optional Part IV: Candidates are asked to translate an email in writing.

Scoring

- ❖ Candidate's responses will be recorded in MontageView platform and remotely accessed by bilingual assessors for scoring
- ❖ Candidate's bilingual proficiency will be evaluated on a three-point scale: Advanced Proficiency, Basic Proficiency and Below Basic Proficiency
- ❖ The candidate's overall rating will be the mean rating across the examination parts
- ❖ It is expected that candidates will receive their test results within approximately 7 days of their test administration

Scheduling

Complete the form and email it to Jennifer.Rotondo@sfgov.org.

Bilingual Testing	
Candidates Name	
Department	
Language to be tested	
Class Number	
Position Number	
Candidate's email address	
Candidate's work phone number	
Candidate's driver license number (for the record keeping in the database)	
Name of personnel analyst requesting testing	
Please send this information to jennifer.rotondo@sfgov.org .	

If you have questions, please contact Urszula Kakar at urszula.kakar@sfgov.org or at (415) 557-4808.