For Employers

NAATI Community Language Aide testing

Strengthen customer service with verified community language skills



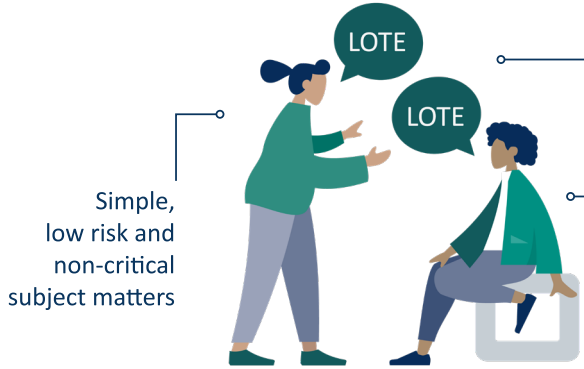
A connected community without language barriers

Strengthen customer service with verified community language skills

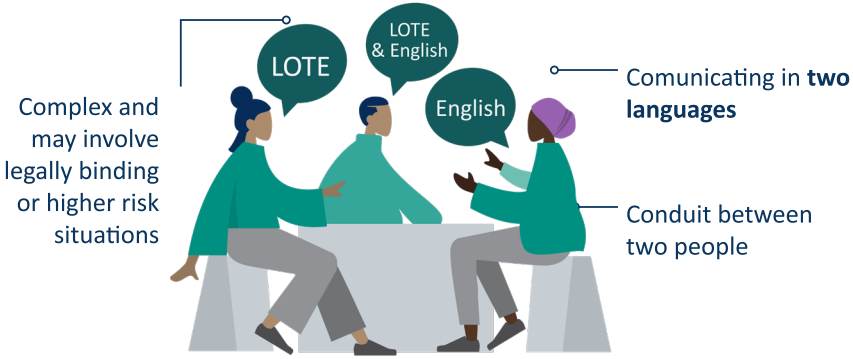
NAATI's Community Language Aide (CLA) test gives employers an independent way to identify bilingual employees who can demonstrate basic oral communication skills in a language other than English and better support your customers.

An individual who has passed a CLA test is not qualified to work as an interpreter or translator.

Community Language Aides



Interpreters



Recognise the language skills in your workforce

The CLA test helps your organisation recognise its language capability through a structured, nationally delivered assessment, giving you greater confidence in your employee's language skills. It can support a community language allowance program, workforce capability framework or targeted customer-service initiative.



Confidence:
Use an independent assessment rather than relying only on self-reported language ability



Strengthen governance:
Define who has been assessed and for what type of communication or role.



HR and workforce planning:
Use consistent processes for new starters and workforce planning, and provide recognition to staff and identify your in-house language capability.



Existing capability:
Recognise your existing language capability and improve access and customer experience by communicating in your customer's preferred languages.



Scaleable:
Online delivery allows you to scale testing across cohorts, languages and locations. Test materials can be adapted by NAATI to suit your organisation or sector.



70+ languages:
The CLA test is currently available in more than 70 languages, and more languages can be added.

A practical assessment for real service environments

The CLA test assesses a candidate's ability to communicate in a simple and direct exchange of information at an upper intermediate level on familiar and routine matters. It is conducted online, in the language other than English and takes approximately 30 minutes.



What the test covers

- General questions about familiar topics.
- Three role-plays based on public service or business settings.
- Explaining the important points of an English-language letter or policy document in the other language.
- Responding to questions and helping a customer understand significant information.

Independent assessment

NAATI assesses candidates across four key areas: task achievement, coherence and fluency, grammar and vocabulary, and pronunciation.

A partnership that fits your workforce

NAATI can work with your HR, learning and development, diversity and inclusion, or operational teams to establish a suitable testing approach. This may include helping to determine language priorities, defining your employee cohort, managing candidate communications and reporting arrangements. NAATI can adapt test materials to suit your organisation or sector and will quote based on expected volumes.

Checklist to CLA testing

- ☑ **Nominate:** Employer to identify employees and languages.
- ☑ **Prepare:** Employee to complete available eLearning and practice materials.
- ☑ **Test:** Employee to undertake the online CLA test.
- ☑ **Recognise:** Employer to use the results within your allowance or capability process.



Talk to NAATI about a CLA testing program

Discuss your workforce, target languages, estimated candidate volumes and implementation needs.
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