



Test blanc anglais

Le test linguistique **LILATE** vise à évaluer la capacité à travailler dans un environnement professionnel dans une langue cible. Le test a une durée d'environ 60 minutes.

Vérification d'identité

Avant de commencer le test, l'examineur procédera à une vérification de l'identité du candidat. Ce dernier devra présenter sa carte d'identité devant la webcam, et trois éléments spécifiques seront soumis à vérification :

- Date de naissance
- Nom
- Prénom
- Photo

Le déroulé du test

Ce test se compose de quatre parties de 15 minutes chacune.

- La première évalue les interactions et l'accueil dans divers contextes.
- La seconde porte sur le recueil et la transcription d'informations de différentes sources.
- La troisième teste la collecte et la transmission d'informations à des tiers.
- Enfin, la quatrième évalue l'exploitation des informations collectées pour réaliser une tâche spécifique.





Il y aura différents types d'exercices, comme des mises en situation, des questions à choix unique, compréhension des audios, des vidéos et des textes.

IMPORTANT : Utiliser le navigateur Google Chrome.

Partie 1 : Accueil et interaction


Cette première partie est conçue pour évaluer les compétences en communication et la capacité à interagir efficacement en situation réelle. Elle dure environ 15 minutes, réparties sur deux exercices différents de mise en situation.

Les compétences évaluées sont les suivantes :

-  Accueillir et identifier l'interlocuteur de manière appropriée.
-  Proposer un service adapté à ses besoins spécifiques.
-  Communiquer de manière claire et concise.
-  Interagir efficacement en tenant compte des réactions et des réponses de votre interlocuteur.


Exercice 1 - Arrival and integration of a new employee

 **Method:** Role play.

 **Context:** A new employee arrives in your work team to assist you with the tasks in your real work context.


 **Role of the examiner:** New employee.


 **Your role:** You are responsible for welcoming this new employee.

 **Instructions:** Welcome and accompany the new employee, using the procedure below.

1. Introduce yourself to your new colleague. Tell them about yourself: your tasks, how long you've been at the company, etc.
2. Introduce them to the members of your team.
3. Explain them their tasks and responsibilities. Ask them questions to make sure they understand the information.
4. Give practical advice on life in the company, such as working hours, breaks, company policies, safety rules, etc.


Exercise 2 - Receiving a customer at a language school

 **Modality** : Role-playing.

 **Background** : The "Polyglotte" language school is in great demand. Classes are almost fully booked and there is a limit to the number of places available.

 **Examiner's role** : Customer looking to enroll in a language course.

 **Your role** : Language school receptionist.

 **Instructions**: Read the additional information about the school below. Then take a call from a customer who wants to enroll in a language course. Listen to his request and propose a service adapted to his needs, taking into account the number of places available.





Additional information about the language school:

- The school offers intensive courses in several languages, including French, English, Spanish and German.
- Due to high demand, there are currently a limited number of places available in English courses.
- Course timetables are generally fixed, but it is possible to find a flexible solution in exceptional cases.
- Certification is awarded to all students who successfully complete the course program.
- In addition to classes, there are also individual tutoring sessions to improve pronunciation.

Partie 2 : Recueil et transcription

La deuxième partie cherche à évaluer la capacité à recevoir, comprendre et retranscrire des informations de manière précise et efficace. Cette partie dure environ 15 minutes et consiste en deux exercices sous forme de mises en situation.

Les compétences évaluées sont les suivantes :


-  Recueillir des informations, des commentaires ou des questions de manière efficace.
-  Reformuler si nécessaire pour assurer une meilleure compréhension.
-  Transcrire ces informations dans un autre format, tout en maintenant leur précision et leur clarté.
-  Favoriser l'accès d'un public à un service ou un produit en facilitant la communication de ces informations.


Exercice 1 - Investing in a technological company

 **Modality** : Role-playing.

 **Background** : Business meeting at a technology company.

 **Role of the examiner**: Potential investor.

 **Your role**: Product development manager.

 **Instructions**: Using the image and information below, please prepare a presentation on the augmented reality system you have developed. Your objective is to rephrase the essential information in these documents.

 **Preparation time**: 2 minutes (included in total time).

Product description:


This system includes special glasses equipped with sophisticated sensors and cameras that give workers an augmented view of their working environment. It provides real-time information, visual instructions and contextual data to improve efficiency and safety within the industry.


Instructions for the augmented reality system :

- To start the system, put on the glasses and make sure they fit correctly on your face.
- Activate the power supply by pressing the power button on the side of the glasses.
- Once the glasses are switched on, follow the on-screen instructions to calibrate the sensors and cameras for your working environment.
- Use touch controls or specific gestures to navigate the system interface and access the various functions.
- Augmented reality will provide you with contextual information such as plans, diagrams, performance data, etc., directly in your field of vision.
- When you've finished using the system, switch off the glasses by holding down the power button for a few seconds.


Exercise 2 - Informing a customer in an office rental business

 **Modality:** Role-playing.

 **Context:** Bureaugo is an office rental company located in the cities of Paris, Marseille and Lyon. They offer telephone customer service.

 **Examiner's role:** Customer interested in renting an office.

 **Your role:** You work for this company as a customer service manager.

 **Instructions:** Gather the information from the table below to answer the questions of a customer who calls you about renting an office.







Your company must be registered in the Commercial Register at least 6 months prior to renting the office space.

Office	Size	Furnished	Type	Monthly price	Internet included	Placement	Notes
Paris 1 Office	20 m ²	Yes	Open space	800 €	Oui	Center of Paris	Shared space with other professions
Lyon 1 Office	30 m ²	No	Closed office space	1 200 €	Non	Part-Dieu district	Central location, close to public transport
Marseille 1 Office	40 m ²	Yes	Open space	1 500 €	Oui	Center of Marseille	Access to a fully equipped meeting room
Paris 2 Office	25 m ²	Yes	Closed office space	1 000 €	Oui	La Défense district	Condo fees included
Paris 3 Office	50 m ²	Yes	Open space	2 000 €	Oui	Center of Paris	Free parking lot available
Marseille 2 Office	35 m ²	Yes	Closed office space	1 500 €	Oui	Center of Marseille	Meeting room available.
Lyon 2 Office	15 m ²	Yes	Open space	600 €	Oui	Carré d'Or district	Near Parc de la Tête d'Or
Lyon 3 Office	28 m ²	Yes	Closed office space	1 100 €	Oui	Center of Lyon	Ideal for self-employed workers

Partie 3 : Recueil et transmission


Cette partie vise à évaluer la compétence à recueillir et à partager des informations de manière efficace, claire et nuancée. La durée est d' approximativement 15 minutes et comprend une exercice en deux parties simulant des situations concrètes.

Les compétences évaluées sont les suivantes :


-  Transmettre des consignes, des procédures ou des informations de manière claire et précise.
-  Utiliser de manière appropriée des informations provenant d'une tierce personne.
-  Appliquer des nuances dans le vocabulaire pour assurer une communication précise et détaillée.
-  Accomplir une activité ou mission professionnelle en utilisant ces informations.


Exercice - Customer service training on contract termination 1/2


 **Modality:** Role-playing.

 **Context:** a telephone company organizes training on contract cancellations for new customer service employees.

 **Examiner's role:** New employee.

 **Your role:** Responsible for delivering the training.

 **Instruction:** Listen carefully to the instructions, taking notes, then pass on the key points to the new employee.

 The information from this exercise will be used in the following role-play.


Script

Part 3 of 4. Transmission of information.
Customer service training on contract termination.
Terminating a customer's contract can be a tricky step, but by following good practice we can make the experience smoother.
Before proceeding with termination, it's essential to understand the reasons why the customer wishes to terminate their contract. Listen carefully to the customer, show empathy and ask questions to get all the necessary details.


Make sure you have the customer's information at hand, including name, account number and contract details.
Inform the customer of the cancellation procedure and the steps to follow.
If the customer requests additional information, be prepared to respond.
Be sure to record all termination details in the management system.


Exercise - Customer service training on contract termination 2/2

 **Modality:** Role play.

 **Context:** You work in a telephone company and have just received training on terminating contracts.

 **Examiner's role:** Customer calling to cancel a contract.

 **Your role:** Member of the customer service department.

 **Instruction:** As a customer service member, you must follow the instructions you have just received.




Additional information:

- There is a one-month notice period.
- You need specific documents to cancel your contract. You can only send these by e-mail.
- Let the customer know how he/she will receive written or electronic confirmation of the cancellation.

Partie 4 : Recueil et exploitation


La dernière partie est conçue pour tester la capacité à traiter efficacement des informations, en les extrayant, en les analysant et en les utilisant de manière productive. Cette partie dure environ 15 minutes et comprend deux exercices de mise en situation et de questions à choix unique. Pour le déroulement de ces exercices, le candidat doit consulter une vidéo et lire un texte.

Les compétences évaluées sont les suivantes :

-  Consulter efficacement des documents et des présentations pour en extraire les informations pertinentes.
-  Identifier et exploiter les informations utiles pour atteindre un objectif ou résoudre un problème.
-  Continuellement chercher à améliorer l'accueil et l'information, en ajustant et en améliorant vos techniques de collecte d'informations.

Exercice 1 - Understanding a mini video

 **Format:** Single-choice questions.

 **Instructions :** Listen carefully to the video and answer the questions, choosing the correct answer. At the end, you'll answer an open-ended question.

Video link : <https://www.youtube.com/watch?v=38jKTJo8MzU>

What are the advantages you can communicate to your boss ?

- A) Less commuting / More productivity / Less chance for spreading illness
- B) Easy schedule / More sleep and less fatigue / No need to dress up
- C) Less usage of company material / No usage of the company cafeteria

How many remote employees don't want to return to the office ?

- A) None of them.
- B) All of them.
- C) Three out of five.

Before the global pandemic, how many people were there working from home full time ?

- A) 14% of the world's employees.
- B) 50 % of US employees.
- C) 14% of US employees.

Open question : *How do you feel about working from home full time in a company where you would usually work from the office ?*


Exercice 2 - Giving information to tourists as a travel agent

 **Modality:** Role-playing.

 **Context:** The role-play takes place in a travel agency.

 **Role of examiner:** Customer.

 **Your role:** Travel agency employee.

 **Instructions:** A customer arrives at the travel agency and wants information about the tourist activities available in Liverpool. Answer his questions after reading the following text.

 **Preparation time:** 3 minutes (included in total time).

Liverpool

Liverpool is a lively and dynamic city that offers a multitude of tourist activities to satisfy all visitors. Whether you are passionate about history, culture, gastronomy, or outdoor adventure, Liverpool has something to offer everyone.

If you enjoy outdoor excursions, you will be delighted by the possibilities available to you. The surroundings of Liverpool are filled with beautiful landscapes perfect for hiking and cycling. The nearby Snowdonia National Park offers spectacular hiking trails with breathtaking views of mountains and lakes. You can also cycle along the coast, admiring the stunning beaches and rugged cliffs.



For those who prefer guided tours, Liverpool has no shortage of options. You can join a walking tour of the city to discover its rich historical heritage, including the famous docks, the Beatles' quarter, and majestic Georgian buildings. There are also special tours focused on themes such as architecture, street art, and music.

Families with children will also find plenty of activities tailored to their needs. The Museum of Liverpool is a must-visit, offering interactive and entertaining exhibitions that trace the city's fascinating history. The World Museum is also very popular among families, with its collections of natural history, archaeology, and science.

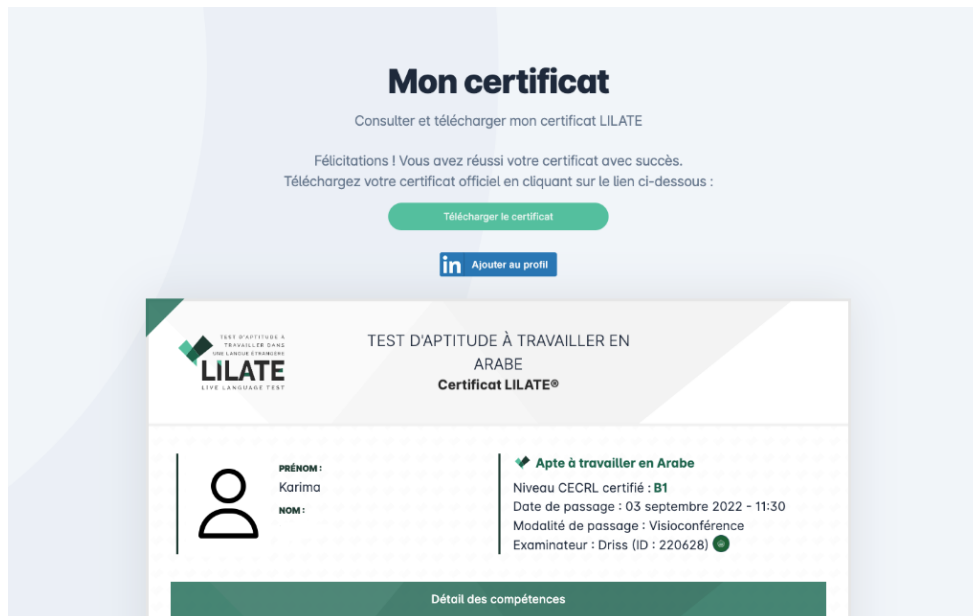
For those interested in local history and culture, Liverpool is full of attractions. The Beatles Museum is a must for fans of the legendary band, with exhibits about their history and music. The Merseyside Maritime Museum immerses you in the city's maritime history, while Liverpool Cathedral is an architectural marvel worth exploring.

Gastronomy enthusiasts will not be disappointed in Liverpool. The city boasts numerous award-winning restaurants offering a variety of cuisines, from international dishes to local specialties. You can also participate in culinary tours to discover local flavors and sample regional products such as Lancashire cheese, Liverpool sausages, and Scouse puddings.

The best time to visit Liverpool depends on the tourist activities that interest you. If you prefer outdoor activities, spring and summer offer milder temperatures and longer days, ideal for hiking and cycling. If you are interested in festivals and cultural events, summer is also a lively period, with music festivals and artistic events. However, Liverpool has something to offer throughout the year, so feel free to visit at any time.

Fin de l'évaluation

Une fois le test fini, vos résultats sont prêts sous 24h. Vous pouvez télécharger votre certificat depuis votre espace candidat, onglet "mes certificats" Il vous suffit de cliquer sur le bouton vert "télécharger le certificat" pour obtenir le document en PDF.



Mon certificat

Consulter et télécharger mon certificat LILATE

Félicitations ! Vous avez réussi votre certificat avec succès.
Téléchargez votre certificat officiel en cliquant sur le lien ci-dessous :

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TEST D'APTITUDE À TRAVAILLER DANS UNE LANGUE ÉTRANGÈRE
LILATE
LIVE LANGUAGE TEST

TEST D'APTITUDE À TRAVAILLER EN ARABE
Certificat LILATE®

PRÉNOM :
Karima

NOM :

✓ Apte à travailler en Arabe
Niveau CECRL certifié : **B1**
Date de passage : 03 septembre 2022 - 11:30
Modalité de passage : Visioconférence
Examineur : Driss (ID : 220628)

[Détail des compétences](#)