

EMPLOYER CANDIDATE ASSESSMENT

Workplace English Assessment Report

Independent assessment of written and spoken English for recruitment.

COMPANY Northstar Operations Ltd	CANDIDATE Jordan Lee	ROLE Customer Support Coordinator
ASSESSMENT DATE 18 August 2026	REPORT REFERENCE TEE-CORP-026	ASSESSMENT PACKAGE Writing + Speaking

ROLE COMMUNICATION DEMANDS

Customer emails	Team meetings	Customer calls	Issue summaries
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DECISION AT A GLANCE

OVERALL COMMUNICATION B2	ENGLISH-LANGUAGE ROLE FIT Meets with support	ASSESSMENT CONFIDENCE Moderate to high
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EXECUTIVE SUMMARY

The candidate communicates effectively in routine workplace situations and produces clear, appropriately toned emails. They follow meetings and customer conversations well. Recurring grammar and word-choice errors can reduce precision when explaining complex or unexpected issues, particularly under pressure. The candidate is suitable for routine internal and customer communication, with support recommended for higher-stakes calls and complex written messages.

Employer considerations

SUITABLE NOW Routine emails, internal meetings and standard customer queries.	SUPPORT ADVISED Complaints, complex explanations and high-stakes customer calls.	NOT ASSESSED Job knowledge, technical skill, experience, behaviour or personality.
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IMPORTANT This report assesses English communication only. It should be used alongside role-specific evidence and must not be the sole basis for an employment decision.

Evidence from the assessment

Performance observed in role-relevant writing and speaking tasks.

ASSESSMENT BASIS The tasks were selected to reflect the communication demands supplied for the role. Ratings describe the performance observed on the assessment date.

Writing task

30 MINUTES
Client complaint response

TASK Reply to a client complaint and summarise the proposed action.
WHAT WORKED Clear purpose, professional tone and logical action points.
RISK Grammar and word-choice errors may create minor ambiguity in complex messages.

~~We will discuss about this issue with our supplier.~~
We will discuss this issue with our supplier.

~~I apologise for the inconvenient.~~
I apologise for the inconvenience.

Speaking task

LIVE VIDEO
Interview + role-play

TASK Structured interview followed by a customer-scenario role-play.
WHAT WORKED Clear, polite answers; natural turn-taking; responds to follow-up questions.
RISK Hesitation and language errors increase with unexpected or detailed questions.

~~The customer want a quick solution.~~
The customer wants a quick solution.

~~I would explain him the process.~~
I would explain the process to him.

ROLE REQUIREMENT MAP

COMMUNICATION REQUIREMENT	RESULT	OBSERVED EVIDENCE
Professional email	Meets	Clear purpose and suitable tone
Summarising action	Meets	Logical and easy to follow
Routine meetings	Meets	Understands and responds appropriately
Clarifying questions	Meets	Checks meaning when needed
Handling complaints	Partially meets	Language less precise under pressure
Explaining complex issues	Partially meets	Details are sometimes simplified

Language-fit recommendation

A practical decision, the support required and the limits of the evidence.

RESULT MEETS WITH SUPPORT	WRITTEN ENGLISH B2 - Routine work ready	SPOKEN ENGLISH B2 - Routine work ready
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Recommended use

SUITABLE	Routine internal communication, standard customer emails, team meetings and common customer queries.
SUPPORT	Checking for complex written messages; coaching or escalation support for complaints and high-stakes calls.

30-DAY SUPPORT PLAN

WEEK 01	Email templates	Introduce approved structures for common customer messages.
WEEK 02	Accuracy	Review recurring grammar and word-choice patterns from the assessment.
WEEK 03	Call scenarios	Practise complaints, clarification and explaining a process.
WEEK 04	Review	Check progress through a manager review or a short reassessment.

ASSESSMENT CONDITIONS AND INTEGRITY

Identity check	Confirmed live on video before the speaking assessment.
Speaking	Live video assessment; no recording required.
Writing	30-minute timed remote task completed independently.
External assistance	Candidate declaration obtained; not independently verified.
Monitoring and confidence	No continuous proctoring. Overall confidence: moderate to high.

COPY-READY EMPLOYER SUMMARY

The candidate demonstrates B2 workplace English and can communicate effectively in routine professional situations. Support is recommended for complex written communication and high-pressure customer interactions.

LIMITATIONS English only; job knowledge, technical skill and behaviour were not assessed. Remote writing authorship cannot be guaranteed without proctoring. Use this report as one source of evidence, not as a complete hiring decision.