TDS GLOBAL SOLUTIONS

We help organizations scale, with HR, operations, and advisory solutions.

Our Experience, Your Advantage

750+
Companies Served

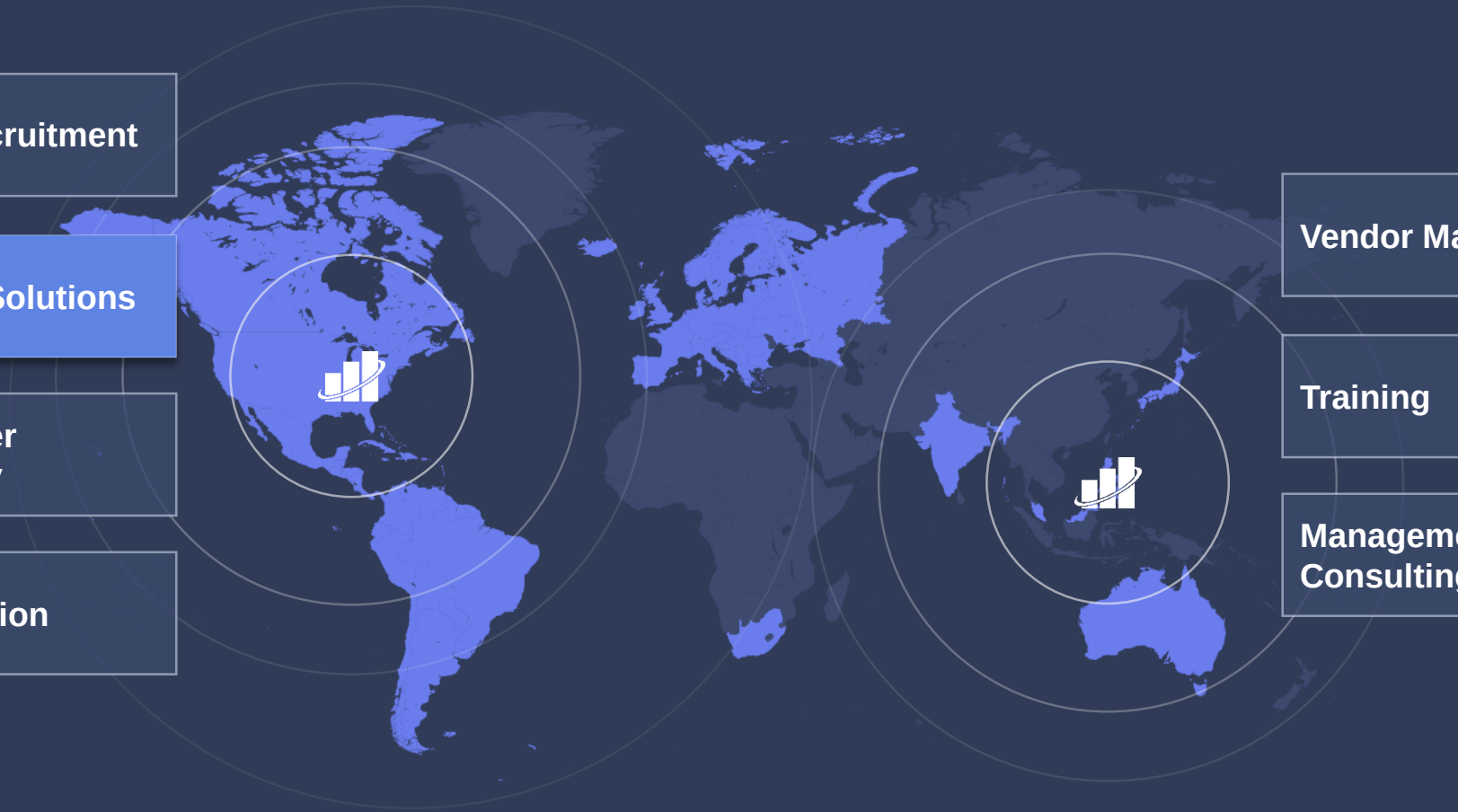
1000+
Executive Placements

1.5M+
Support Agents Tested

Started in 1990 as a management consulting company focused on the call center industry.

Today, we support BPO, Finance, Healthcare, Hospitality, Insurance, and Tech companies around the world.

- Executive Recruitment
- Assessment Solutions
- Contact Center M&A Advisory
- Vendor Selection



- Vendor Management
- Training
- Management Consulting

Assessment Solutions

In partnership with Pearson to deliver Versant language skills assessments.

VERSANT™ is an automated, language assessment solution for recruitment, training, and placement.

Tests for **Reading, Speaking, Writing, Listening**	Delivered via **Web, Mobile app, or Onsite computer delivery**	Backed by **25 years of science**
Available **24/7**	Used in **100 countries**	Scored **350M tests since 1996**

TDS GLOBAL SOLUTIONS

Clear communication is a foundation for quality customer service...

and Versant identifies candidates who communicate clearly

- Create better brand image and customer experiences
- Improve FCR, CSAT, and net promoter scores
- Reduce call handle time & increase productivity
- Make faster, more informed hiring decisions
- Reduce recruitment costs and mistake hires
- Scale and simplify global recruitment processes

Fortune 500's and growing businesses alike, all use Versant.

How is Versant Used in Corporate Settings?

Recruiting & Hiring

- Reliable, scalable screening for potential employees
- Verifying communication skills for job performance
- Certifying English for special requirements

Special Assignments & Projects

- Verifying English for global project teams or overseas assignments
- Assessing readiness for leadership programs or promotion

Benchmarking Language Skills

- Verifying English levels of current employees
- Setting standards for spoken English

Versant tests address voice and non-voice requirements

Versant Speaking Test

15	63
minutes	questions

6 Task Types

- Reading
- Repeats
- Short Answer Question
- Sentence Builds
- Story Retelling
- Open Questions

Versant Writing Test

30	70
minutes	questions

6 Task Types

- Repeats
- Sentence Builds
- Conversations
- Sentence Completion
- Dictation
- Passage Reconstruction

Versant 4 Skills Test

35	42
minutes	questions

5 Task Types

- Typing
- Sentence Completion
- Dictation
- Passage Reconstruction
- E-mail Writing

Instant and accurate reporting

After a candidate completes a test, score reports are automatically generated with Pearson's patented AI scoring system.

This technology predicts how expert human interviewers would score a test, allowing you to get instant, unbiased results, anywhere in the world.

Versant score reports include detailed descriptions of each candidates' score and how they measure up compared to other scoring scales like the Global Scale of English (GSE), TOEFL, and TOEIC.

View further details on candidate proficiencies and proposed areas of improvement.

VERSANT™

Versant English Test

John Doe

Test Completion Date (GMT) 27 April 2020

Test Identification Number (TIN) 12345678

Versant scores are aligned to the Global Scale of English (GSE). The GSE runs from 10 to 90, with clear statements of what a learner can achieve at any point on the scale. Learn more at: https://www.pearson.com/english/about/gse.html

Overall GSE Score

59

10 90

CEFR: B2

Candidate can manage some slow, short, isolated utterances, or spoken formulas, but has difficulty following any native conversation; candidate may often pause to search for words and is difficult to understand.

Intelligibility

4

Good

Listeners may require a little effort at times to understand some of the candidate's speech.

62 Sentence Mastery 64 Vocabulary 49 Fluency 69 Pronunciation

Understanding the Skills

Overall Score

The Overall Score of the test represents the ability to understand spoken English and speak it intelligibly at a native-like conversational pace on everyday topics. Scores are based on a weighted combination of four diagnostic subscores.

GSE

The Global Scale of English (GSE) is a standardized, granular scale from 10 to 90, which measures English language proficiency. Visit English.com/gse to learn more.

GSE 59/90 is equivalent to Versant 58/80

Intelligibility

Intelligibility is a measure of how understandable a candidate is as a speaker. Even when spoken English proficiency is low, if intelligibility is high, it means that native speakers find the speech easy to understand.

Pearson | English

Page 1 of 2

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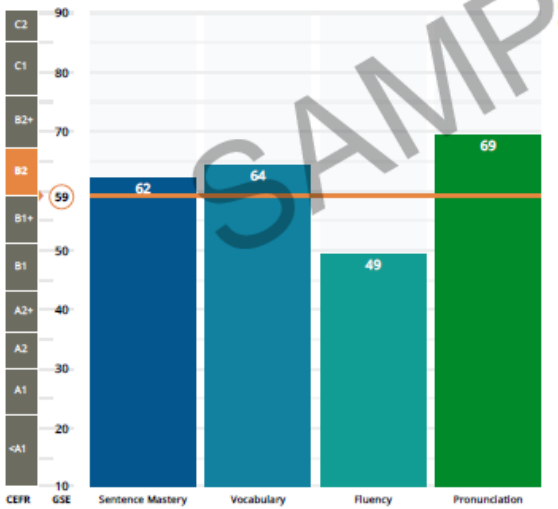

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SAMPLE

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Current Capabilities in Detail

Sentence Mastery: GSE: 62/90

Versant: 60/80 CEFR: B2

Current capabilities:

Candidate can understand, recall and produce some English phrases and clauses in sentence context. Candidate produces some simple meaningful sentences.

Tips to improve:

- Practice ordering a meal from an English menu using complete sentences.
- Practice identifying the nouns, verbs, and adjectives in sentences.

Vocabulary: GSE: 64/90

Versant: 61/80 CEFR: B2

Current capabilities:

Candidate may understand some very basic words in spoken English, especially if the words are used in slow, clear, simple speech.

Tips to improve:

- Learn the names of common objects around you every day.
- Practice saying new words aloud and relating them to words you already know.

Fluency: GSE: 49/90

Versant: 51/80 CEFR: B1

Current capabilities:

Candidate speaks in a slow manner with many hesitations, false starts, and/or long pauses. Most words are spoken in isolation and/or not grouped according to natural word or phrase level boundaries.

Tips to improve:

- Practice describing your daily routine, linking words together without long pauses.
- Learn common English phrases and practice saying them quickly and smoothly.

Pronunciation: GSE: 69/90

Versant: 64/80 CEFR: B2+

Current capabilities:

Candidate mispronounces many consonants and vowels, resulting in a strong, intrusive non-English accent. Stress placement is often unclear, and syllables may sometimes be added or skipped.

Tips to improve:

- Use an online dictionary to hear words spoken out loud and repeat them as closely as possible.
- Listen to English sounds and then practice producing them.

Understanding the Skills

Sentence Mastery

Sentence Mastery reflects the ability to understand, recall and produce English phrases and clauses in complete sentences. Performance depends on accurate syntactic processing and appropriate usage of words, phrases and clauses in meaningful sentence structures.

Vocabulary

Vocabulary reflects the ability to understand common everyday words spoken in sentence context and to produce such words as needed. Performance depends on familiarity with the form and meaning of everyday words and their use in connected speech.

Fluency

Fluency reflects the rhythm, phrasing and timing evident in constructing, reading and repeating sentences.

Pronunciation

Pronunciation reflects the ability to produce consonants, vowels and stress in a native-like manner in sentence context. Performance depends on knowledge of the phonological structure of everyday words.

SAMPLE

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Versant Speaking Test & Score Report

Purpose
- Recruiting
- Promotion

Duration of Test
~15 minutes

Number of Questions
63

Question Types
- Reading
- Repeat
- Short Questions
- Sentence Builds
- Story Retelling
- Open Questions

Test Security
- Secure capture and storage of candidate responses
- Anonymous test ID numbers to ensure data privacy
- Random test form to prevent cheating

Score
- Precise score in the range of 20 to 80
- Overall score
- Diagnostic sub scores in sentence mastery, vocabulary, fluency, and pronunciation
- Intelligibility Index score
- Suggestions for improvement
- Detailed explanation of language capabilities
- Score mapping to GSE, TOEIC, TOEFL, CEFR

Validity and Reliability
- Versant has been extensively field tested and evaluated to verify its validity and reliability.

Versant Writing Test & Score Report

Purpose

- Screening customer service recruits
- Assessing the communication skills of professional
- Evaluating staff for overseas assignments or global project teams
- Placing or measuring progress in training programs

Duration of Test

~35 minutes

Number of Questions

42

Question Types

- Typing
- Sentence Completion
- Dictation
- Passage Reconstruction
- E-Mail Writing

Score

- Precise score in the range of 20 to 80
- Overall score with scores on key written communication skills: Vocabulary, Organization Voice & Tone, Reading Comprehension
- Suggestions for improvement
- Detailed explanation of language capabilities
- Typing speed and accuracy
- Score mapping to GSE and CEFR

Test Security

- Secure capture and storage of candidate responses
- Anonymous test ID numbers to ensure data privacy
- Random test form to prevent cheating

Versant 4 Skills Test & Score Report

Purpose
- Screening applicants or new hires
- Assessing existing employees' English abilities

Duration of Test
~30 minutes

Number of Questions
70

Question Types
- Repeats
- Sentence Builds
- Conversations
- Sentence Completion
- Dictation
- Passage Reconstruction

Validity and Reliability
- Versant has been extensively field tested and evaluated to verify its validity and reliability.

Score
- Precise score in the range of 20 to 80
- Diagnostic sub scores in speaking, listening, reading, and writing
- Detailed explanation of language capabilities
- Suggestions for improvement
- Score mapping to GSE and CEFR

Test Security
- Secure capture and storage of candidate responses
- Anonymous test ID numbers to ensure data privacy

Notable Versant Updates

- **Versant + Remote Monitoring -** Available for browser-based monitoring
- **Mobile App - N**ewest test delivery method, available both on App Store and Google Play
- **Computer Delivered testing** – More modern testing experience for candidates
- **ScoreKeeper 3 (SK3)** – Powerful and user-friendly test administration
- **New Score Reports** – More dynamic score scales & new streamlined reporting
- **Intelligibility Index** – Determining candidate's ability to understand what is being said

Scorekeeper 3 Updates

- User Experience Improvements
  - All ScoreKeeper users can now login to their ScoreKeeper account with their Google or LinkedIn profile

- Assignment Report Updates
  - The assignment report now shows the scale on which the scores are reported
  - The overall CEFR band has been added as the last column on the report
  - The test taker's first name and last name appear in separate columns

- ScoreKeeper 3 now supporting the following Versant tests with a new speech sample
  - Versant 4 Skills Essential Test
  - Versant English Placement Test
  - Versant Professional English Test (Level 1 and 2 and Practice)

Scorekeeper 3 overview

- ScoreKeeper 3 is a test management system used for the Versant language tests. As a test administrator, you can use your ScoreKeeper 3 account to manage testing materials, monitor test completion, and retrieve test scores.

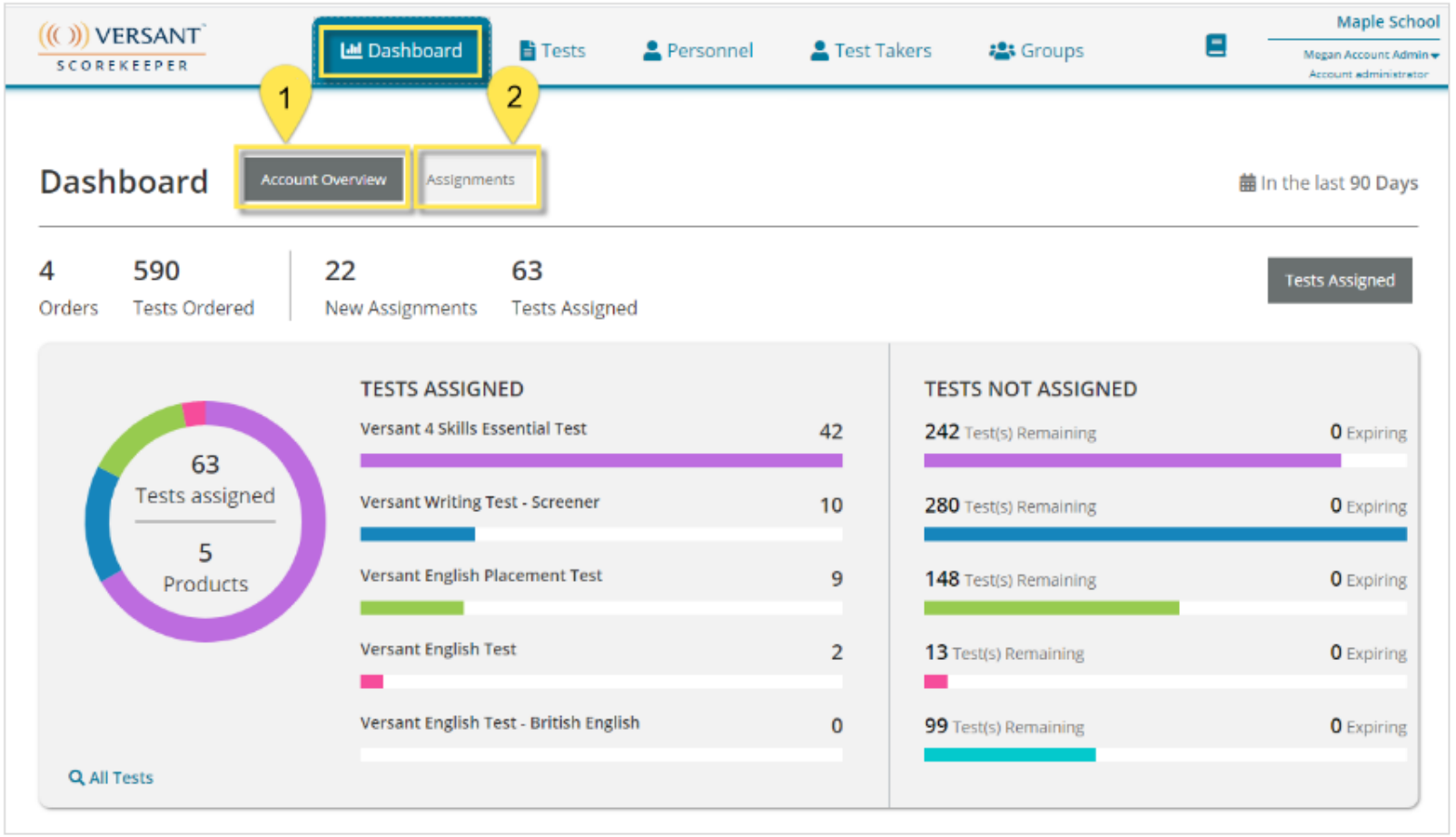
Click here [Scorekeeper Overview]

Dashboard

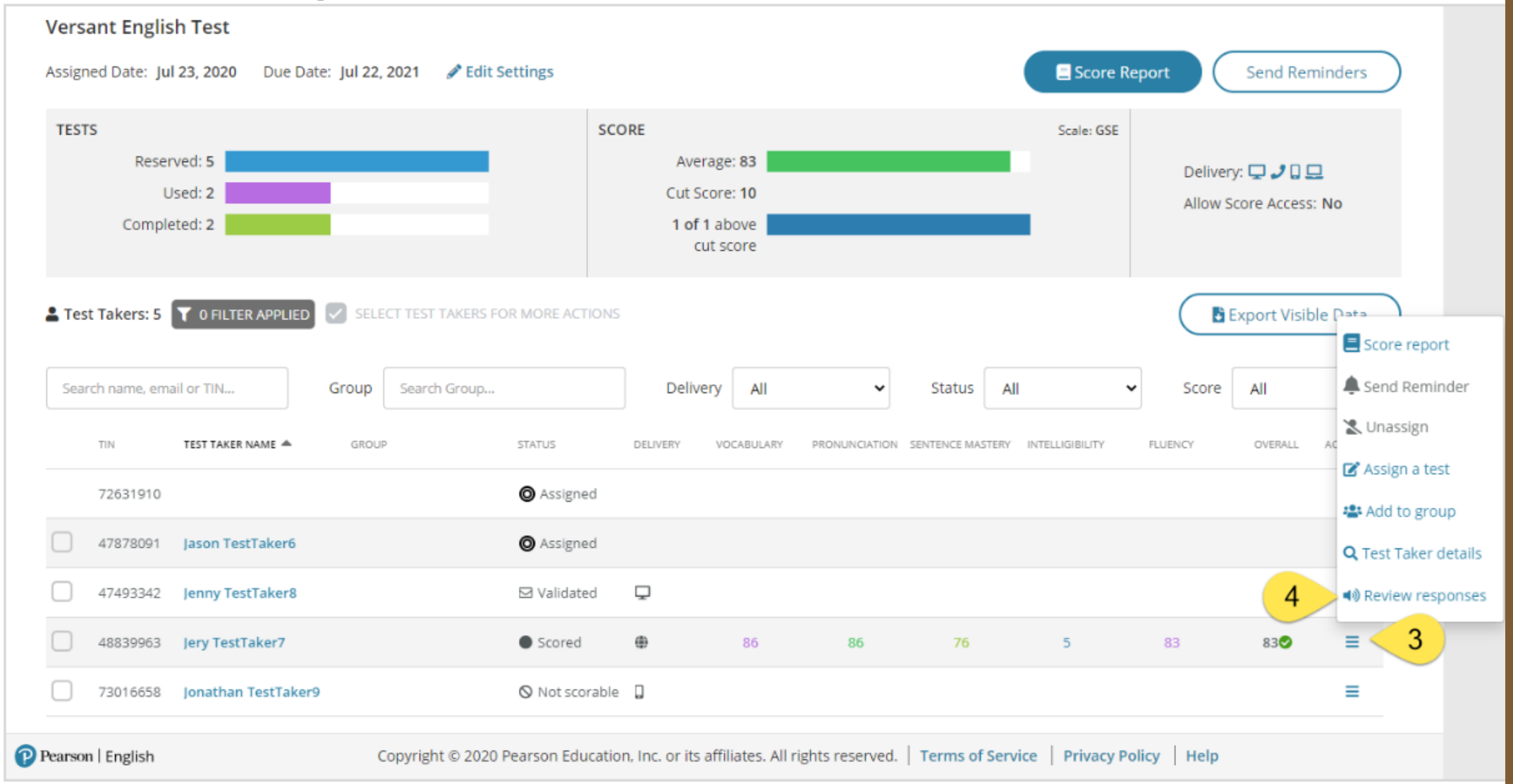
The Dashboard provides a quick overview of your account activity. You can see high-level information about your orders and assignments as well as charts with statistical data.
You can also run score reports from here.

On the **Dashboard** tab you can see:

1. **Account overview**
2. Details about your account **Assignments**



Click **Review responses**.



Click 🎧 to listen to the test taker's responses. To stop the recording click ■ **[A]**.

On the **Score Summary** subtab, you have graphic representation of scores breakdown for the selected test.
Here you can:

A. See the total number of assignments created with this test

B. Search for a particular assignment by its name or ID

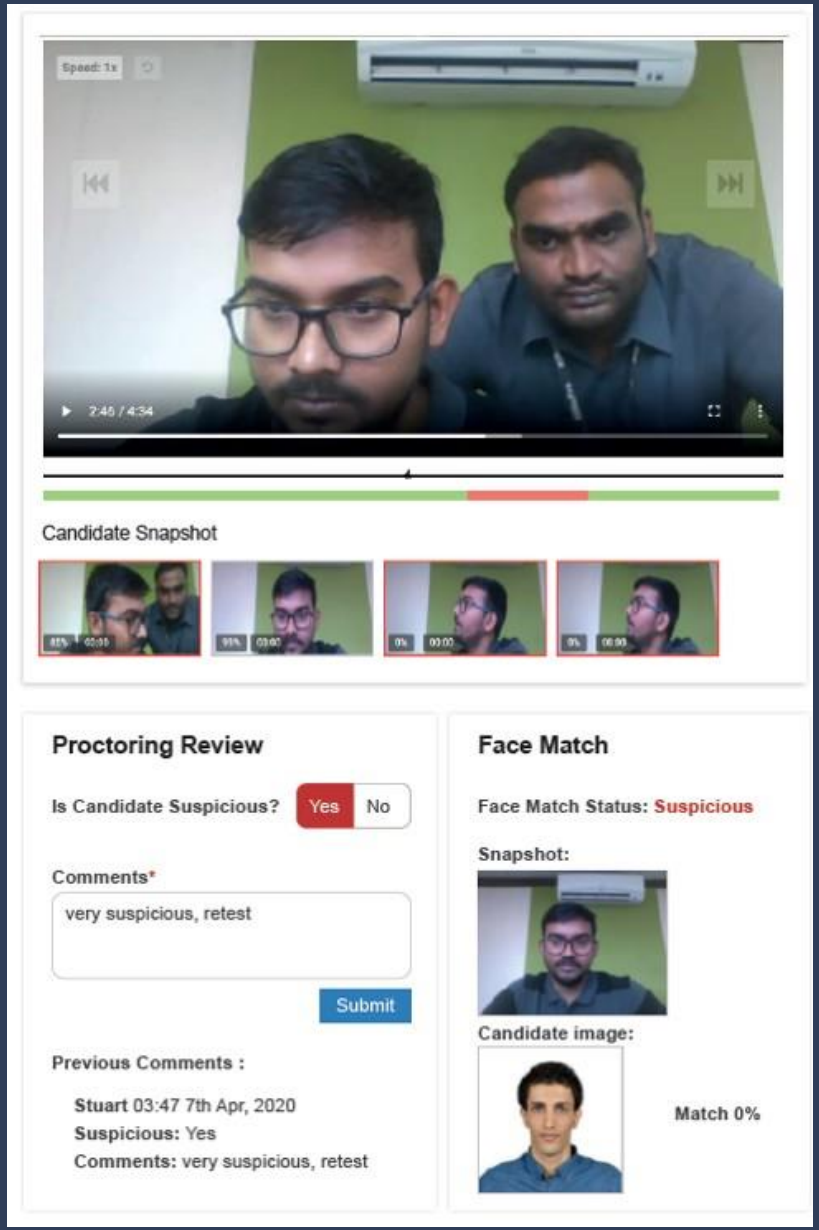
C. Filter the view by test Assigned Date

D. Change score distribution scale (GSE or VERSANT)

E. Hover over a particular point on the graph to see the percentage of of test takers who completed the test at a particular CEFR level

Remote Monitoring

- Fully AI-powered proctoring analysis to flag suspicious behavior
- Adds additional security and confidence to make placement and hiring decisions
- Browser-based Versant delivery
- Records video, made available to admin



Versant Mobile

Language assessments at your fingertips

There’s no such thing as business as usual anymore. Corporations are being challenged to go digital in every aspect of their business. From anywhere you are, Versant language tests can help you streamline your staffing and talent management processes, empowering you to quickly and objectively screen your candidates.

Practice then Test.
Candidates can access free sample questions first, then move on to their official test

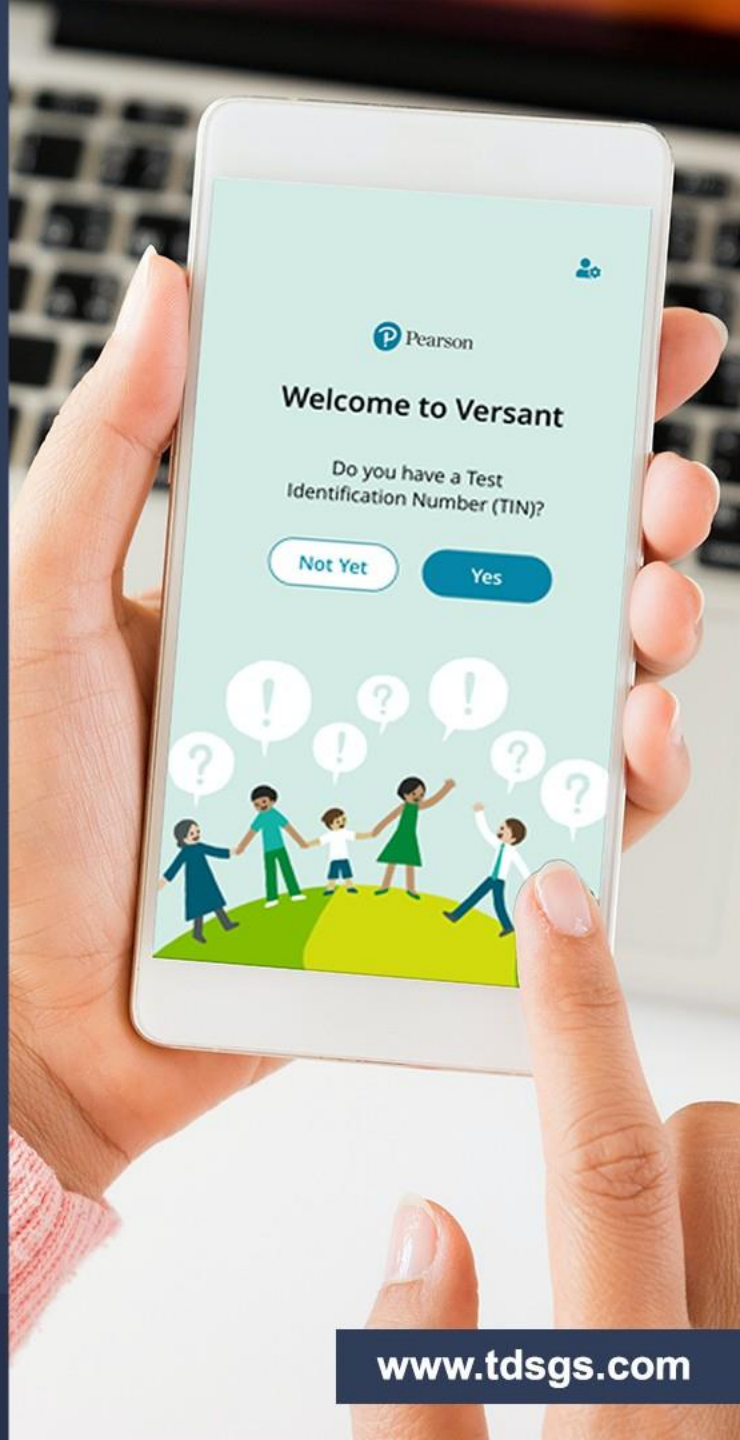
24/7 testing.
On demand testing means scheduling is never required

Scaled testing.
Test one candidate or hundreds using the same device

Flexible.
Test anytime, anywhere; not limited to onsite testing

Instant scores.
View detailed scores in admin mode within minutes of test completion

Offline mode.
Download tests and administer them anyplace internet is not available



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www.tdsgs.com

Intelligibility Index Score

Intelligibility reflects how easy it is to understand what someone is saying.

- Available exclusively in the Versant English Test
- Based on extensive research involving thousands of native and non-native speakers
- Measures various aspects of a speaker's manner of speaking such as pronunciation, fluency, clarity of expression, and speed of speech
- Highly accurate, objective, and consistent measurement of skills
- Use alongside the other proficiency sub-scores provided on the Versant English Test score report

Please contact us with any questions.
Thank you.

U.S.A.
Shawn Kaplan
skaplan@tdsgs.com | 330 714 1506

Asia Pacific
Judy Whisenhunt
jwhisenhunt@tdsgs.com | 971-331-4392

Philippines
Ryan Castro
rcastro@tdsgs.com | 0917-819-0335