Communication Skills for Business
English for IT
Exam Tutorial

Exam Process

The exam experience follows this process:

1. **Tutorial.** The tutorial (this page) provides helpful information about the exam environment. Read the tutorial carefully. When you are ready to begin taking the exam, select **Start Exam**.
2. **Exam Questions.** The exam timer starts and the questions appear. You can move forward and back through them, answer them, and mark them for review or feedback.
3. **Exam Summary.** The exam summary indicates the questions you have answered, not answered, marked for review, and marked for feedback. You can review and change your answers. The exam timer stops and your answers are submitted when you select **Finish Exam**.
4. **Feedback.** You can leave feedback about the exam and individual items. When you finish leaving feedback, select **Exit Exam** to display your score report.

Reviewing Questions

The Exam Summary appears after the final exam question. You can also move to this page by selecting Go to Summary from any question.

The Exam Summary indicates the questions you have answered, not answered, and marked for review.

On the **Exam Summary** page:

- The **Unanswered** column indicates questions you did not answer or questions for which you did not provide the required number of answers.
- Select any question to return to that question.
- Select the **Answered**, **Unanswered**, or **Review** category heading or icon to return to the set of questions in that category. You can review and modify your answers, and clear the review flags. The exam timer runs until you select Finish Exam.
- Select **Finish Section/Exam** to submit your answers, stop the exam timer, and move to the feedback stage of the exam. You cannot change your answers after you finish a section or the exam.

Feedback and Exam Results

After you submit your answers, you can leave feedback about the exam in general. The exam team will review your feedback and use it to improve future exam experiences. You cannot change your answers during the feedback stage.

When you finish leaving feedback or the feedback period ends, select Exit Exam to display your exam score report.

This is the end of the tutorial. Select **Start Exam** to leave the tutorial and start the exam. Your exam time begins when you start the exam.

Tools ▾

Start Section

- This section has **55** questions.
- You must pass all three sections of this exam to earn the certification.

Use of English Interface and Controls

Each page of the exam has three panes.

Here is an example of a selected response item.

Here is an example of a reading passage item.

1. The Information window at the top of the page shows the current question number, the total number of questions, and the remaining exam time. The progress bar fills to indicate the percentage of questions answered.
2. The Content window in the center of the page contains the question and answer options.
3. The Navigation window at the bottom of the page contains the following commands for moving through the exam.

Go to Summary	Displays the Exam Summary page that shows the questions you've answered, marked for review, and marked for feedback.
Mark for Review	Flags the question to indicate that you want to return to it before you finish the exam.
Tools ▾	Displays a menu of commands that allow you to access exam environment instructions or change the color scheme. Other tools, such as a calculator or reset button, might be available for the current question.
Next	Saves your response and moves to the previous question.
Next	Saves your response and moves to the next question.
Finish Exam	Submits your answers, stops the exam timer, and moves to the exam feedback stage.

Tools ▾

Start Section

- This section has **30** questions.
- You must pass all three sections of this exam to earn the certification.
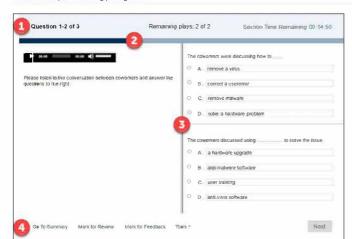
Listening Section Interface and Controls

Each page of the exam has three panes.

This is an example of a selected response item.

This is an example of a reading passage item.

1. The Information window at the top of the page shows the current question number, the total number of questions, and the remaining exam time. The progress bar fills to indicate the percentage of questions answered.
2. The audio player will play the audio content a maximum of two times.
3. The Content window in the center of the page contains the question and answer options.
4. The Navigation window at the bottom of the page contains the following commands for moving through the exam.

Go to Summary	Displays the Exam Summary page that shows the questions you've answered, marked for review, and marked for feedback.
Mark for Review	Flags the question to indicate that you want to return to it before you finish the exam.
Tools ▾	Displays a menu of commands that allow you to access exam environment instructions or change the color scheme. Other tools, such as a calculator or reset button, might be available for the current question.
Back	Saves your response and moves to the previous question.
Next	Saves your response and moves to the next question.
Finish Exam	Submits your answers, stops the exam timer, and moves to the exam feedback stage.

Tools ▾

Start Section

- This section has **45** questions.
- You must pass all three sections of this exam to earn the certification.

Reading Section Interface and Controls

Each page of the exam has three panes.

This is an example of a selected response item.

Question 2 of 45   Section Time Remaining **00:42:52**

This is an example of a Reading item.

Text will appear here that you need to read to answer the question.

Depending on the question, there may be several paragraphs of information. Sometimes it's in a letter format. Other times the text is written like a report. Whatever the format, you will need to read all of the material to be successful. Please read carefully so you don't miss any details. Some of the items are scenario-based and contain technical information for you to interpret. Items may ask you to denote which paragraph contains specific information. Other items may ask you to identify attributes of a specific tasks detailed in the text.

The text suggests that you ... .

Complete the statement above by selecting the answer option that agrees with the text above.

- A. read carefully for details
- B. skim through the material
- C. Just read the last paragraph
- D. try to answer the questions first

Go to Summary   Mark for Review   Mark for Feedback   Tools ▾   **Back**   **Next**

This is an example of a reading passage item.

Question 1-2 of 3   Section Time Remaining 00:19:36

This is an example of a Reading item

Text will appear here that you need to read to answer the questions to the right

Depending on the question, there may be several paragraphs of information. Sometimes it's in a letter format. Other times the text is written like a report. Whatever the format, you will need to read all of the material to be successful. Please read carefully so you don't miss any details. Some of the items are scenario-based and contain technical information for you to interpret. Items may ask you to denote which paragraph contains specific information. Other items may ask you to identify attributes of a specific tasks detailed in the text.

Depending on the question, there may be several paragraphs of information. Sometimes it's in a letter format. Other times the text is written like a report. Whatever the format, you will need to read all of the material to be successful. Please read carefully so you don't miss any details. Some of the items are scenario-based and contain technical information for you to interpret. Items may ask you to denote which paragraph contains specific information. Other

The Reading text may contain _____

- A. formulas
- B. infographs
- C. reports
- D. pictures

The text suggests that you

- A. Just read the last paragraph
- B. skim through the material
- C. read carefully for details

Go To Summary   Mark for Review   Mark for Feedback   Tools ▾   Next

1. The Information window at the top of the page shows the current question number, the total number of questions, and the remaining exam time. The progress bar fills to indicate the percentage of questions answered.
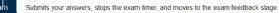2. The Content window in the center of the page contains the question and answer options.
3. The Navigation window at the bottom of the page contains the following commands for moving through the exam.

Back	Saves your response and moves to the previous question.
Next	Saves your response and moves to the next question.
Finish Exam	Submits your answers, stops the exam timer, and moves to the exam feedback stage.

Tools ▾   Start Section