



## Healthcare

*“At Eli Lilly, English-language proficiency is a skill of paramount importance in fostering our staff’s development and performance. Therefore, we use the TOEIC® test as a tool to determine our employees’ English-language proficiency level.”*

Elizabeth González, Talent Attraction and Development Manager  
Eli Lilly de México, Mexico

### Healthcare professionals around the world rely on the TOEIC® tests to ensure their employees communicate effectively.

Meeting today’s demanding healthcare needs requires seamless communication between healthcare providers and their patients. Even in the most time-sensitive situations, healthcare workers must be able to comprehend and effectively communicate with each other and patients. One of the most efficient tools for this essential communication is the common use of the English language. That is why the healthcare industry looks to hire, place and promote employees who have the English-language skills to keep lines of communication in the healthcare workplace open, accurate and clearly understood.

### The TOEIC tests are the global standard for workplace English-language assessment.

ETS, an industry leader in English-language assessment for over 60 years, designed the TOEIC® tests to measure English skills used in the workplace and everyday life. Test questions are based on real-life situations typically encountered on the job or during routine activities. The TOEIC test administration is also standardized, which gives all test takers an equal opportunity to demonstrate their proficiency, regardless of their age, gender, nationality or industry background. In fact, more than 10,000 organizations in 120 countries rely on the TOEIC tests to evaluate English proficiency.

*Healthcare professionals know the TOEIC® tests are key to productivity, safety and effective communications.*

*“We have internal and external communications that take place in our organization that require sound English writing skills. It [the TOEIC test] serves as an assessment and evaluation mechanism of the English training initiatives we have in our organization. It helps us to identify staff members who need to be prioritized in English training. When we see movement in their TOEIC scores, it gives us information on how our staff is doing in their English. When the scores are improving, it’s a success indicator that we are moving towards our goal of developing our staff to become world class.”*

Ma. Renee B. Visca, English Instructor  
Bumrungrad International Hospital, Thailand

*“We have been using the TOEIC test for the purpose of English-language evaluation for potential candidates, especially in key positions. The TOEIC test satisfies our need for an English-language proficiency test to select the right job candidates. We have total confidence in the results provided.”*

Vu Van Quang, Recruitment and Training Officer  
B. Braun Vietnam, Vietnam

*“As a global company, we use the TOEIC test to assess our employees’ English-language proficiency. This need arose not only from the high intensity of global communications with our headquarters and other Eisai subsidiaries around the world, but also to develop our partnership with external parties and to participate in international seminars and training sessions. With the TOEIC test, we can standardize our English-language proficiency level due to our global needs.”*

Diah Rahajeng Noerdjito, M. Psi, Recruitment and Organizational Development  
PT. Eisai Indonesia, Indonesia

*“Beginning in 2013, Takeda Pharmaceutical Co. will require new college graduates to score 730 or more points on the TOEIC test if they want to work for the nation’s largest pharmaceutical firm, company sources said. Takeda’s decision likely will influence the recruitment policies of other major companies, observers said. The company wants to secure workers who can bolster its global strategy by clearly specifying English proficiency in recruitment requirements, according to sources close to the firm.”*

*The Daily Yomiuri, “Takeda to Require 730 TOEIC Score of New Hires”, January 25, 2011.*

## The TOEIC® tests can help you build a more effective workforce.

Fair, valid and reliable TOEIC® test scores can help you make your most important personnel decisions, so you are more efficient at selecting, hiring and promoting. ETS offers TOEIC tests to meet your needs, no matter which English skills are used in your workplace.

The **TOEIC® Listening and Reading test** is a valid assessment of English-language listening and reading skills. The test is designed to determine if job applicants or employees have the ability to comprehend and use English effectively in the workplace. The test uses real examples of spoken and written English collected from around the world. In addition, test results provide meaningful feedback about test takers' strengths and weaknesses.

The **TOEIC® Speaking and Writing tests** are the perfect complement to the TOEIC Listening and Reading test. They are two separate assessments that can be taken individually, together or in combination with the TOEIC Listening and Reading test for an in-depth assessment of all four skills.

	TOEIC® Listening and Reading Test	TOEIC® Speaking Test	TOEIC® Writing Test
Format	2-hour, paper-based test	20-minute, computer-based test	1-hour, computer-based test
Questions	200 multiple choice questions prompt	11 questions that require test taker to respond to a spoken and/or written prompt	8 questions that require test taker to respond to a written prompt
Administration	In secure test centers or your own facility	Via computer in secure test centers or your own facility	Via computer in secure test centers
Scoring	Total scores range from 10 – 990	Total scores range from 0 – 200 and fall into one of 8 proficiency levels	Total scores range from 0 – 200 and fall into one of 9 proficiency levels

More than 10,000 organizations in 120 countries rely on the TOEIC tests for English-language proficiency. Here are just a few in the healthcare industry:

### Eli Lilly de México

Mexico

### B. Braun Vietnam

Vietnam

### Bumrungrad International Hospital

Thailand

### PT. Eisai Indonesia

Indonesia

### Merck Quimica Argentina

Argentina

### Active Health Review Training

United States



**To learn more about the TOEIC tests and how they can benefit your company:**

Contact your local ETS Preferred Network office, visit [www.ets.org/epn\\_directory](http://www.ets.org/epn_directory), or e-mail [globalforum@ets.org](mailto:globalforum@ets.org).

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