

client spotlight Series

Presented by the *TOEIC®* Program

MEASURING ENGLISH TRAINING EFFECTIVENESS

 EDUCATIONAL INSTITUTIONS

 MILITARY

 +  *TOEIC®* L&R TEST

 TRAINING EFFECTIVENESS

SUMMARY

In 2010, Emilie Cleret was recruited as Head of the English Language Office of École de Guerre and quickly established English-training programs and hired training officers. However, her office had no way of knowing whether its training was effective or if the English proficiency of its students was improving.

After issuing a call for tenders to select a certification provider, the school chose the *TOEIC®* tests, and has been using them since 2012. Using *TOEIC* test scores allows the school to compare test takers from year-to-year, which helps them to evaluate the effectiveness of the English training they provide.

"The *TOEIC* tests meet the expectations and requirements of the military school as part of its training and certification of the English-language skills of its future decision makers."

Emilie Cleret

Head of the English Language Office, École de Guerre

SNAPSHOT

Organization: École de Guerre

Location: Paris, France

Institution Size: 300+ trainees

About: Founded in 1993, the École de Guerre is a French institution for military higher education. Founded by Louis XV in 1750 "to maintain and educate in the war five hundred young gentlemen," the institution was formed after the merger of the training schools of the French Army, Navy, Air Force, and National Gendarmerie. Today, through a competitive and selective process, officers and students from more than 60 countries choose to entrust their training to this institution. Since 1993, more than 2,500 foreign officers representing 126 nationalities have attended École de Guerre



MEASURING ENGLISH TRAINING EFFECTIVENESS

CHALLENGE

In 2010, Emilie Cleret was recruited as Head of the English Language Office of École de Guerre and was tasked with creating an English department. As one of her first priorities, she established programs for English training to enable officers to communicate efficiently in the presence of multinational organizations (e.g., UN, NATO, EU), be effective in public speaking, and engage in meetings with foreign counterparts. Immediately, the question of skills assessment arose: How can we measure the quality of our training, and how can we see a clear picture of the training's effectiveness?

SOLUTION

In order to gauge the effectiveness of their English-language training, École de Guerre issued a call for tenders to select a certification provider that met the following criteria:

- must be an external, third-party assessment to ensure objectiveness in the evaluation process
- must be internationally recognized and used in civilian training (universities, schools, etc.) to allow comparison and interaction between the military and civilian spheres
- must encompass the four communication skills (listening, reading, speaking, writing) beyond a purely military context
- must align to NATO's Standardization Agreement 6001 (STANAG 6001)

Upon extensive review *TOEIC®* Listening and Reading and *TOEIC®* Speaking and Writing tests were selected.

RESULTS

Since École de Guerre began using the *TOEIC* tests in 2012, French officer trainees have been taking the tests every year. "TOEIC test scores allow us not only to compare test takers to each other, but also to compare test takers from year-to-year. This allows us to set precise objectives for the upcoming year," explains Cleret. This also helps the school in determining the effectiveness of the English training they provide.

In 2012, 90 percent of test takers obtained a score higher than or equal to 785. This score corresponds to the minimum score required by French schools for issuing civilian diplomas (e.g., engineering diploma), and half of those test takers obtained a score higher than or equal to 900 out of 990 (i.e., level C1 on the Common European Framework of Reference). The school's goal is to have all trainee officers score at least 900 on the *TOEIC* test.

**allows us to set
precise objectives...**

To learn more about the *TOEIC®* program visit **TOEICglobal.com** or contact your local ETS Preferred Network office.



For almost 40 years as an industry leader, the *TOEIC®* program has set the global standard for assessing English-language communication skills needed in the workplace. With about 7 million tests administered every year, the *TOEIC* tests are the most widely used around the world with 14,000+ organizations across more than 160 countries trusting *TOEIC* scores to inform the decisions that matter.