



NAATI Guide

Community Language Aide (CLA) Test

Overview and Practice Material



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This guide is for **CLA candidates** and **anyone interested in the CLA course**. The practice material in this guide reproduces the format and complexity of the test used for the Community Language Aide. The test is administered by NAATI.

For any enquiries please contact our friendly customer service team at CLAinfo@naati.com.au, visit our website naati.com.au or scan the QR code for more information.

Overview of the CLA test

NAATI's CLA test enables people to demonstrate their basic oral communication skills in a language other than English, and their ability to support clients, students or stakeholders in a two-way conversation.

The CLA test assesses a candidate's ability to communicate in a simple and direct exchange of information on familiar and routine matters. The whole test is conducted in the LOTE, using pre-recorded materials and is conducted online. The test is assessed at the B2 level on the Common European Framework of Reference for Languages."

Preparing for the test

The test takes approximately 30 minutes and consists of four parts as set out on page 4. All four parts are marked.

In the role-plays (parts 2-4 of the test), test candidates play the part of a customer service officer in a public service or business setting, while the NAATI LOTE-speaker plays the part of a LOTE-speaking customer who cannot speak English.

The scenarios in the actual test will be similar to, but not the same as, the scenarios provided as practice material. To prepare for the test, we recommend you look at the sample questions and practice materials outlined in the table on page 4.

- **Read:** Familiarise yourself with the structure, content and level of the task.
- **Practise:** You may wish to practise the tasks with another LOTE speaker.
- **Remember:** All spoken interactions are conducted in the LOTE.

In addition to the practice materials provided in this guide, NAATI has a CLA Knowledge Competency Course available through our NAATI Learn platform. This course is designed to increase your understanding of the role played by bilingual workers in the delivery of language services, and to prepare you to sit the CLA test. If you would like to be enrolled, please write to our team at CLAinfo@naati.com.au.

Test materials

At the start of each recording, you will receive clear instructions about the task. Documents for each task will appear on screen and will remain visible for the duration of that task.

Note: Task instructions and supporting materials, in parts 2, 3 and 4 are written in English. **However, the spoken interaction will take place entirely in LOTE.**

Assessment Rubric

The assessment rubric, looks at competency across four areas:

- task achievement
- coherence and fluency
- grammar and vocabulary
- pronunciation.

You will be given a band level for each of the four areas, with 1 representing the highest level of performance and level 4 representing the lowest.

As an example, a level 1 response for task achievement means that all task goals have been successfully achieved.

This means that your response in Parts 2, 3 and 4 have:

- explained the purpose of the letter or policy document
- explained why the customer has received this letter or the nature of the policy document
- explained what action the customer might take
- explained the consequences if the customer does not comply.

Test structure & practice materials table

Part#	Type	Structure
Part One	<p>General questions</p> 	<p>Time: maximum 3 minutes</p> <p>In this section, you will be asked a series of general questions. Topics may include travel, daily life, education, entertainment, work, family & friends etc.</p> <p>Sample questions:</p> <ul style="list-style-type: none"> • How long have you lived in your current house or flat? • What kind of places do you enjoy travelling to? Why? • How do you like to spend your free time? • Who are the most important people in your life?
Part Two	<p>Role-play 1</p> 	<p>Time: maximum of six minutes</p> <p>Summarising and providing information:</p> <p>In this section, you will be presented with a letter written in English. You will need to explain the most important points of this letter and clarify to the customer in LOTE, if anything is unclear. You will need to demonstrate an ability to convey relevant information and ensure the customer is aware of all the significant points.</p> <p>Practice materials:</p> <p>Letter from an electricity company about an electricity outage (please refer to Part Two: Sample Letter on pg 5)</p>
Part Three	<p>Role-play 2</p> 	<p>Time: maximum of six minutes</p> <p>Summarising and providing information:</p> <p>In this section, you will be presented with a different letter written in English. You will need to explain the most important points of this letter and clarify to the customer in LOTE, if anything is unclear. You will need to demonstrate an ability to convey relevant information and ensure the customer is aware of all the significant points.</p> <p>Practice materials:</p> <p>Letter from a local council about violation of hard rubbish and bin policy (please refer to Part Three: Sample Letter on pg 6)</p>
Part Four	<p>Role-play 3</p> 	<p>Time: maximum of six minutes</p> <p>Problem solving scenario:</p> <p>In this section, you will be presented with a problem to resolve. You will need to demonstrate an ability to follow and understand a short narrative, and use tentative or suggestive language to provide help, advice and a possible solution to a problem.</p> <p>Practice materials:</p> <p>Visit to a police station (please refer to Part Four: Sample Policy Document on pg 7)</p>



Dear Occupant,

RE: Upcoming Planned Outage in Rosebury

Your ref: RB.2.1.45986

Property to be affected: 26 Newlands Road Rosebury

We will shortly be carrying out critical works on the electricity network in your area. To ensure your safety, the safety of our crew, and the community, we will turn your power off while we complete this work.

Estimated start time: Tuesday 30/11/2021 12:00AM

Estimated end time: Tuesday 30/11/2021 07:30AM

Reason for power outage: Essential Maintenance

Occasionally works may need to be postponed, typically during wet weather events, total fire ban days, unexpected safety issues, or emergencies. We will do our best to contact you if we have to postpone an outage.

For tips on how to prepare for a planned outage, please visit:

<https://www.abc.electric.com.au/planned>

We apologise for any inconvenience and thank you for your understanding.

Sincerely

ABC Electricity Network

Notification: Hard Rubbish and Bins – First Notice

For Resident at 14 Alfred Street Brown Hill

Dear Resident,

RE: Changes to the policy on rubbish bins and hard rubbish collection

This letter follows on one sent two weeks ago regarding changes to the policy on rubbish bins and hard rubbish collection. We are writing to ensure you are aware of the changes and to warn you that further violations will result in a fine.

After numerous incidents in the local area in which bins have been stolen and vandalised, the council and local police have decided to revise local regulations in an attempt to prevent further loss of council property. Residents are now obliged to remove bins from the street or collection point within twelve hours after they have been emptied. Bins should be returned to your property and put in a secure place. It has come to our attention that you have twice failed to return your rubbish and recycling bins in the twelve-hour time period. Further violations of this policy will result in a \$100 fine.

Additionally, there have been changes to the classification of hard rubbish. We have been notified that you have put out inappropriate hard rubbish* with your bins, which can, and will in the future, carry an additional fine of \$150.

Please take note of the following policy changes and regulations for future waste disposal:

Empty bins must be returned to your property no more than 12 hours after rubbish collection.

Hard rubbish* can only be put out for collection on designated days:

- **By appointment:** You can schedule a hard rubbish collection online at www.brownhillcouncil.gov.au, or by calling the council at 121 444.
- **Biannual collection:** Hard rubbish collection takes place the first Tuesday of May and November each year. You do not need an appointment to put out hard rubbish on these days.

* Hard rubbish includes items such as appliances, televisions, furniture, mattresses, paint tins. Hard rubbish does NOT include: recyclables, carpets, sinks, brick, stone, garden waste.

Thank you for your time and effort in keeping waste management running effectively in our community.

Sincerely

Brown Hill Council

Policy Document: Reporting a Noise Violation

Community noise regulations: No loud noises after 9 pm on weekdays and 10 pm on weekends. This can include loud parties, a barking dog, power tools, car alarms, etc.

1. Isolated incidents: If a neighbour is making a lot of noise after the times above, a member of the public can call the police on 131 444 to report the location; the police will come and investigate.

2. Ongoing problem: If a member of the public is concerned about an ongoing problem with noise, they can ask the local police to help them, through the following measures:

- Mediation is a recommended first step. Police will help them discuss the problem with the other party and try to come to an agreement and understanding.
- As a second step, a formal complaint can be made. Based on the formal complaint, the offending party will receive written notice about the offence and the legal requirement to abide by regulations.

3. If the above measures have not resolved the issue, the complainant can:

a/ take the case to the Community Justice Centre, who can help resolve the issue out of court free of charge, or

b/ seek a noise abatement order from the local court, at their own cost.

