



TOEIC®

Know English. Know Success.



Humberto A. Fernandois
Human Resources Manager
Minera Los Pelambres



TOEIC® Test Success Story *Minera Los Pelambres, Antofagasta Minerals Plc.*

Copper-Mining Company Certifies the English Fluency of 60 Percent of Its Supervisors and Managers

THE CHALLENGE

Any company that relies heavily on international trade, such as mining, must have a workforce that is almost entirely able to communicate in English. “In order to prepare the organization for the future, we needed to develop English-language skills for interaction with managers, to prepare them for visits and technical inspection from outside the company,” says Humberto A. Fernandois, Human Resources Manager for Minera Los Pelambres, Antofagasta Minerals Plc. in Chile, “and we needed to have a criterion for selecting the best people to develop in an international context.”

THE SOLUTION

According to Fernandois, the TOEIC test is used to make hiring decisions and to evaluate the language-training programs used by the company. “The TOEIC test is a standardized system of measurement of the English language. It allows you, in an objective way, to know how a person would perform under circumstances in which English-language abilities are required.”

The test is also used to measure the return on investment of the English-language training programs that the company outsources. The TOEIC test helps Minera Los Pelambres decide which potential employee is best adapted to its needs. The test is used to evaluate the employee after training and identify gaps in English-language skills.

THE RESULTS

The TOEIC test has enhanced the credibility and validity of the company with international trading partners by proving Minera Los Pelambres employees meet the standards of English proficiency in an objective way. In the words of Fernandois: "We can say with pride that 60 percent of our leaders are certified under a worldwide standard. We can show accreditations that validate the company in Chile and in the world."

It has also helped human resource representatives make faster hiring decisions: "The TOEIC test has helped us narrow down a field of applicants from 50 people to two to four for the interview. It saves us all a lot of time. Those who do not make the cut are at least able to go away with an objective measure of their English-language ability, which can help them in future career-selection processes," Fernandois concludes.

Learn more about the TOEIC test at
www.ets.org/toEIC58.html.

To contact a TOEIC sales representative, call
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