



Guidelines for C-TOSS Test

C-TOSS (Chandigarh Training on Soft Skills) Test initiated by Chandigarh Administration which is validated by BPO Industry assess a person on three critical elements of KNOWLEDGE, SKILLS and BEHAVIOR which are required by BPO industry. A base line assessment include English Proficiency assessment, Computer Proficiency, Listening skills, Voice audition and behavioural assessment. The CTOSS assessment battery was designed taking into consideration these characteristics.

The C-TOSS Test design consists of the two independent modules:

- C-TOSS Skill Check Battery
- C-TOSS Behavioral Assessment Battery

	Test Sections	Sub Sections
C-TOSS Skill Check Battery	English Language Test	Sentence Correction
		Sentence Cloze
		Reading Comprehension
	Attention to Detail	
	Numerical and Analytical Ability	
	Aural Comprehension	US and UK clips
	Keyboard skills	Text based typing
Audio based typing		
Voice Audition	Script	
	Free Speech	
C-TOSS Behavioral Assessment Battery	Customer Service Orientation	# Customer Orientation # Problem Solving # Interpersonal # Stress Tolerance

I. C-TOSS SKILL CHECK BATTERY: - This instrument provides a measure of skills and abilities, which are necessary for a BPO Industry. Below are the skills and abilities that are assessed through Skill-Check battery.

1. **English Language Proficiency Test:** English language test is designed to assess the candidate's ability to comprehend written information. The skills tested include spelling, grammar, vocabulary and idiomatic expression as well as special grammatical constructions that are frequently used in correspondence. The various sections of the test are as below:
 - a. **Sentence Correction** - ability to identify grammatically correct sentence from among the options given.
 - b. **Sentence Cloze** - select the word that you think best fills the blank and completes the sentence grammatically.



Guidelines for C-TOSS Test

- c. **Reading Comprehension** - ability to comprehend from a given passage and make inferences based on the posers given at the end of each passage. Give
2. **Attention to Detail (Mental Application):** Attention to Detail is designed to assess the ability to perceive detailed information quickly and accurately.
3. **Numerical & Analytical Ability:** The section is designed to measure one's ability to analyze and solve numerical data.
4. **Aural Comprehension:** Listening comprehension test is designed to measure the candidate's ability to comprehend spoken English language in order to handle interactive dialogue. The passages to may be by UK or US English native speakers.
5. **Spoken English Evaluation (Voice Audition):** Voice audition test assesses spoken skills as four components namely pronunciation, intonation, fluency and grammar.
 - a. **Pronunciation:** the extent to which a candidate is free of mother tongue interference. Also involves the proper articulation of individual sounds with the right stress pattern.
 - b. **Intonation:** the extent to which a candidate uses the right pitch changes at the right place within a sentence.
 - c. **Fluency:** an innate skill of a person to be able to match the speed of his articulation with the speed of his thought without repeated usage of verbal anchors during the conversion of thought in to words.
 - d. **Grammar:** the extent of correctness of using an acceptable English grammatical sentence structure while constructing a sentence
6. **Keyboard Skills:** It assesses an individual's ability to listen as well as type in terms of accuracy and speed. It consists of both voice and text based typing.

II. C-TOSS BEHAVIORAL ASSESSMENT BATTERY: -This involves a comprehensive assessment of the individual's abilities. The questionnaire consists of few statements/situations. Each statement has a set of options given. On reading each question/situation carefully the candidate has to choose the one that is most appropriate according to him/her. The following competencies are assessed:

- a. Customer Orientation
- b. Problem Solving
- c. Interpersonal
- d. Stress Tolerance

Tips: You cannot actually "prepare" for behavioral tests. It is meant to ascertain whether your behavioral profile meets those of right fit candidates. It is also good to be honest with yourself and not paint a different picture of yourself.