



UMassAmherst
College of Education
Center for Educational Assessment



Public Adult
Education of MA
LIVE TO LEARN

Skills That Support Success as a BEST Plus 3.0 Test Administrator

The Center for Educational Assessment at UMass Amherst provides training for prospective BEST Plus 3.0 test administrators, and we sometimes get asked who should attend this training.

Individuals who are most successful in administering the BEST Plus 3.0 often bring strong communication skills, comfort working with English learners, and a calm, supportive presence. Here are some more details on qualities that help BEST Plus 3.0 Test Administrators succeed:

- **Strong English Language Skills:** Clear, fluent speaking and writing help model language use and support understanding during testing. Test administrators themselves should possess fluency, accurate grammar, comprehensible pronunciation, and have the ability to recognize a range of English usage and patterns.
- **Familiarity with English Grammar and Structure:** A solid grasp of sentence structure, vocabulary, and language patterns helps with scoring and evaluating speech in real time. This includes familiarity with sentence and clause types, academic versus informal registers, and recognition of aspects of language complexity such as precise vocabulary, additive detail, and elaboration.
- **Experience with English Learners:** Familiarity with people who are learning English helps test administrators create a comfortable and responsive testing environment.
- **A Clear and Confident Speaking Voice:** Because prompts are read aloud, speaking clearly and confidently helps guide learners through the process so they feel guided and supported.
- **Good Listening Skills:** Careful listening and good hearing are essential for accurately scoring spoken English, as is attention to detail.
- **A Calm and Supportive Presence:** Test administrators who are warm, patient, and approachable help reduce anxiety for learners. This can make a big difference in the quality of the learner's testing experience.

These strengths help create a welcoming and fair test experience for learners. Our BEST Plus 3.0 training supports new administrators in building these skills while centering the learning and assessment needs of adult English learners.