

English Proficiency

— IN THE —

Banking and Finance Industry

THE INTERNATIONAL LANGUAGE OF FINANCE

A Sector on the Rise

Boasting double-digit growth in returns and capital¹—and showing few signs of slowing down—the global finance industry is on the rise.

The largest banks in the world have significantly improved their capital position in the years since the global financial crisis.² According to The Banker's Top 1000 World Banks Ranking, total assets reached \$124 trillion in 2018.¹ And Ernst & Young's[®] global survey of 221 financial institutions across 29 markets revealed that bankers are positive about their ability to improve their financial performance beyond 2018.²

As the global business environment becomes increasingly interconnected, sustaining growth in the financial sector will require a workforce with the English communication skills needed to perform effectively—from call centers assisting international banking customers to executives conducting complex financial transactions.

A Global Solution

Over 250 banks and financial institutions around the world use the *TOEIC*[®] assessments to evaluate English-language proficiency.⁴



Trusted by Renowned Banks

5 of the top 10 major banks ranked in the Forbes[®] Global 2000 List use *TOEIC*[®] scores.^{4,5}



Empowering Success

More than 35 insurance companies worldwide use the *TOEIC*[®] program to help build an English-proficient workforce.⁴



Why English Proficiency Matters in Finance—and How the TOEIC® Program Can Help

An increasing number of multinational companies are making English their common corporate language to support communication across geographies and business functions.³ That means English proficiency is also an advantage for firms providing those companies with financial services.

In a global business environment, banks and financial services companies need an English-proficient workforce to stay relevant, successful and profitable. The TOEIC® program can help these companies to assess their employees' English skills, improve their training programs and make better-informed hiring and placement decisions.

Building a Workforce Prepared to Navigate the Global Financial Landscape

For more than 40 years, the TOEIC program has set the global standard for assessing English-language communication skills needed in the workplace. By measuring all four skills essential for effective communication—listening, reading, speaking and writing—the TOEIC assessments provide a more accurate picture of a test taker's English-language proficiency.

English proficiency can help employees at all levels to do their jobs more effectively—from front-line customer service positions to high-level roles handling complex financial transactions.

No matter what types of financial jobs you are hiring for, the TOEIC assessments provide valid, reliable data about all four communication skills, enabling you to make confident hiring and placement decisions.

“The Indonesia Stock Exchange chose TOEIC® after going through thorough consideration and comparison with other English-language tests. The TOEIC test is the most appropriate test for recruitment, development and overseas assignments, as it is intended for business purposes.”

—Mety Yustianty, Head of HR Division, Indonesia Stock Exchange (IDX)

The Right Skills for the Right Positions

Identifying candidates with the appropriate level of English proficiency is critical for banking and financial institutions. Having employees who are proficient in English can give your company an advantage in today's global financial environment.

TOEIC scores enable you to efficiently assess the English-language skills of both job candidates and current employees and to compare those skills across your departments, branches and locations. That can help you make more confident hiring decisions and ensure that your people have the appropriate skill levels for their positions.

Developing a More Skilled Staff

Supporting your employees' professional development helps them maintain the current, relevant knowledge and skills they need to perform their jobs effectively. It is also an important recruiting and retention tool, and a benefit that can help attract top talent to your organization.

The TOEIC program provides an accurate evaluation of each employee's English-language strengths and weaknesses, so you can create development plans targeted to the skills they need to improve. And if you have an employee training program—or want to create one—you can use TOEIC scores to identify employees' current English proficiency levels, assign them to the appropriate courses and measure their progress.



To learn more about the TOEIC® program visit [TOEICglobal.com](https://www.toeicglobal.com) or contact your local ETS Preferred Network office.

¹ <https://www.thebanker.com/Top-1000-World-Banks/Top-1000-World-Banks-2018>

² [https://www.ey.com/Publication/vwLUAssets/ey-global-banking-outlook-2018/\\$-File/ey-global-banking-outlook-2018.pdf](https://www.ey.com/Publication/vwLUAssets/ey-global-banking-outlook-2018/$-File/ey-global-banking-outlook-2018.pdf)

³ <https://hbr.org/2012/05/global-business-speaks-english>

⁴ 2019 TOEIC program client list

⁵ 2019 Forbes® Global 2000 list



For more than 40 years as an industry leader, the TOEIC® program has set the global standard for assessing English-language communication skills needed in the workplace and everyday life. The TOEIC assessments 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.