

# Careers

---

Paragon Testing  
Enterprises



a subsidiary of  
THE UNIVERSITY OF BRITISH COLUMBIA

# Contents

<b>Our Company .....</b>	<b>1</b>
<b>Testing at Paragon .....</b>	<b>4</b>
<b>Test Research and Development.....</b>	<b>5</b>
<b>Test Centre Operations .....</b>	<b>7</b>
<b>Instructional Products and Programs.....</b>	<b>9</b>
<b>Information Technology .....</b>	<b>11</b>
<b>Customer Service .....</b>	<b>13</b>

## Our Company

### Profile

Paragon Testing Enterprises is a subsidiary of The University of British Columbia that was created in 2009 to commercialize the university’s English proficiency tests. Its headquarters are located in Vancouver, BC, Canada, and in September 2016, opened a second location in Toronto, ON. The company currently employs over 200 full- and part-time employees, raters, and contractors.

### Growth

Since 2009, Paragon has grown very significantly. This growth is evident in the rapid increase in the number of test takers, test centres, and in test sittings across Canada and in select cities internationally; the proliferation of research projects on test performance; the creation of new instructional products and programs; the implementation of major enhancements to test delivery and registration software; the tripling of both the number of full-time employees and the size of Paragon’s office space; and the acquisition of the Canadian Academic English Language (CAEL) Assessment in June 2015.

This growth is now focused not only on further expanding Paragon’s market share in terms of numbers of test takers and adoption of instructional products and preparation programs, but also on exploring the development and delivery of English language and other types of tests throughout Canada and internationally.

## Mission

Paragon's mission is to make its English language proficiency tests the tests of choice for those wishing to immigrate to Canada, to become Canadian citizens, or to study in Canada at all levels. This is done by emphasizing the quality of Paragon's tests and its test research program that is conducted through collaboration with internationally recognized scholars at Canada's leading universities and its position as a Canadian company competing against large international testing agencies.

Paragon has five themes that run along organizational units. These themes are as follows:

- Test Research and Development
- Test Centre Operations
- Instructional Products and Programs
- Information Technology
- Customer Service

All of Paragon's units are located at Paragon's headquarters in Vancouver, and its office in Toronto. They work together to ensure consistency and accountability throughout the company. Although these are the core units at the company, other important contributors to the company include Office Support, Marketing, Business Development, Raters, and a wide variety of contractors and consultants.



---

**“Paragon currently administers three tests: the Canadian English Language Proficiency Index Program (CELPIP), the Canadian Academic English Language (CAEL) Assessment, and the Language Proficiency Index (LPI).”**



## Testing at Paragon

### About Testing at Paragon

Paragon currently administers three tests: the Canadian English Language Proficiency Index Program (CELPIP), the Canadian Academic English Language (CAEL) Assessment, and the Language Proficiency Index (LPI).

### CELPIP

The CELPIP is a fully computer-delivered test and is offered in two versions, including one for applicants for permanent residence in Canada (CELPIP-General) and one for applicants for Canadian citizenship (CELPIP-General LS). The CELPIP Tests for Canadian permanent residence and Canadian citizenship have been officially designated by Immigration, Refugees and Citizenship Canada (IRCC) as evidence of English language proficiency.

### CAEL

The CAEL is a standardized academic test that is accepted for entrance to academic institutions across Canada and the United States as well as to several international institutions. The test is also accepted at a number of professional organizations, including the Canadian Veterinary

Association, the Royal Architectural Institute of Canada, the Immigration Consultants of Canada Regulatory Council (ICCRC), and TESL Ontario.

### LPI

The LPI is a paper-delivered test that is offered for placement in or admission to post-secondary institutions or for membership in a number of professional associations. The purpose of the LPI is to provide a consistent and standardized measurement of an examinee's competency in English. Many post-secondary institutions in British Columbia and other parts of Canada use LPI scores to assess the English language proficiency of prospective and current students for entrance into their programs.



### For more information

[www.celpip.ca](http://www.celpip.ca)

[www.cael.ca](http://www.cael.ca)

[www.lpittest.ca](http://www.lpittest.ca)

---

## Test Research and Development

### Responsibilities of the Unit:

- To maintain current assessment products and develop new assessments
- To ensure the security and integrity of Paragon's assessments
- To provide evidence for the validity of Paragon's testing products
- To show leadership in language assessment design and research in Canada and internationally

### About Test Research and Development

Paragon's Test Research and Development division is responsible for producing innovative and high-quality language tests through collaboration within the team and with external stakeholders. The division emphasizes research-lead assessment design with the aim of being a world-class participant in the field of language testing.

The Test Research and Development unit encourages and financially supports internal research projects as well as collaborative research relationships with professional researchers and graduate students.

**“Paragon’s Test Research and Development Unit is responsible for designing, developing, and conducting research on the company’s tests of English proficiency . . .”**

### **Employment Opportunities in Test R & D:**

Paragon offers employment opportunities for applicants with a background in one or more of the following:

- Applied Linguistics
- English Language Teaching
- Language Assessment
- Educational Measurement
- Psychometrics
- Statistics

Open employment positions are posted on the Paragon website.

Freelance contracts are routinely available for speaking and writing raters as well as for item writers. Freelance raters and item writers can be located anywhere in Canada, and these positions receive rigorous training and ongoing support.



---

# Test Centre Operations

## Responsibilities of the Unit:

- To set up and provide training to new test centres
- To manage test sitting schedules and travel to new test centres to help set up their first test sittings
- To provide both general support and technological support to test centres on testing days
- To maintain consistency across test centres by ensuring that test centres follow Paragon's policies and procedures
- To manage Paragon's flagship test centre at its headquarters in Vancouver, BC

## About Test Centre Operations

As members of the Test Centre Operations Unit work closely with all of Paragon's test centres, they must manage a variety of roles and responsibilities. This guarantees that both Paragon and test centre personnel can effectively provide the best experience possible to test takers and maximize accountability in both organizations.

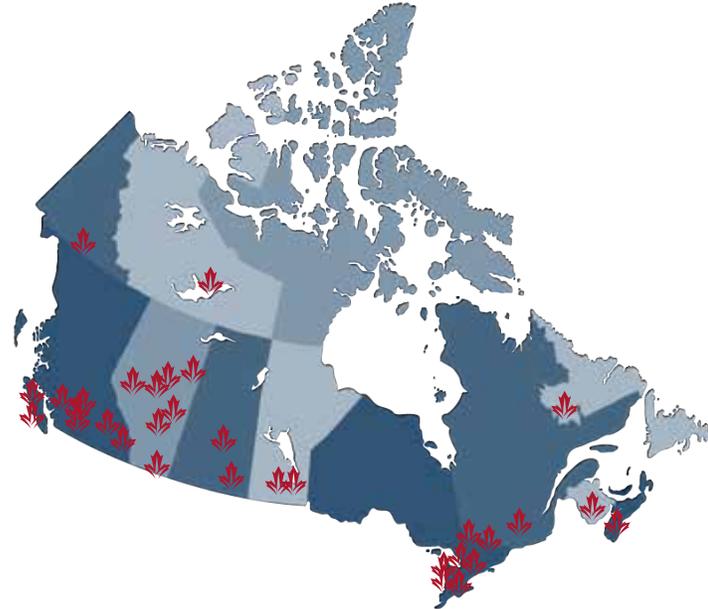
Since the CELPIP Test is fully computer-delivered, individuals working in Test Centre Operations need strong technological skills, and many of the unit's members have backgrounds in informational technology so that they can provide the highest level of support to test centres. Unit staff handle such diverse responsibilities as managing test centre

relationships; auditing test centres; supporting test centres on both the day of their first test sittings and subsequent test sittings; training test centre personnel; and managing quality assurance across test centres.

Paragon Testing Enterprises has staff designated to schedule ad hoc test sittings in areas that do not have test centres available, as well as staff responsible for making special accommodations for test takers who are unable to take a Paragon test under normal test conditions.

## Test Security

Paragon Testing Enterprises has a team directly responsible for the security of its tests and its testing centres. Its responsibilities are to ensure the safety and security of test takers and test centres and to ensure the security and validity of the tests themselves. Paragon takes test security issues very seriously and personally evaluates any incidents, first determining the level of severity then either resolving the issue or passing the report on to an expert panel for further review.



### Employment Opportunities in Test Centre Operations:

- Test Centre Auditor
- Test Day Support
- Test Delivery
- Personnel Trainer
- Relationship Management

**“As members of the Test Centre Operation Unit work closely with all of Paragon’s test centres, they must manage a variety of roles and responsibilities.”**

---

## Instructional Products and Programs

### Responsibilities of the Unit:

- To provide a range of industry-leading products that give test takers the tools they need to prepare for the Paragon test of their choice
- To develop and implement preparation programs that enable test takers to effectively prepare for Paragon's tests
- To provide study materials that appeal to a variety of learning styles, allowing test takers to select a learning method that they feel will work best for them
- To educate test takers about the format of Paragon's tests
- To familiarize test takers with test items and provide guidance on how to respond to them

### About Instructional Products and Programs

The Instructional Products Unit at Paragon Testing Enterprises is focused on providing a range of study materials and preparation programs that help test takers achieve the best possible results on Paragon's tests. Its study guides, practice tests, and learning programs focus on providing practice exercises, sample responses, key test-taking strategies, and language skills practice to test takers. The unit also administers a classroom-delivered preparation program that was developed to give test takers the kind of personalized attention and in-depth preparation that will greatly increase their chances of success.

The unit has staff members with a variety of different skills and backgrounds, including education, linguistics, publishing, and English language. It works closely with the other units at Paragon to ensure that test takers are getting the best possible test preparation. This includes working with Test Research and Development to ensure that the content in its instructional products and programs is an accurate reflection of the tests; with Customer Service to ensure that customer needs are being met; and with Information Technology to ensure that products are up-to-date and reflect current trends in educational technology.

### Employment Opportunities in Instructional Products:

- Instructional Products Developer
- Instructional Products Designer
- Copy Editor
- Curriculum Writer

**“The Instructional Products Unit at Paragon Testing Enterprises is focused on providing a range of study materials and preparation programs that help test takers achieve the best possible results on the Paragon test of their choice.”**

---

# Information Technology

## Responsibilities of the Unit:

- To provide reliable and effective software for the computerized delivery of Paragon's tests
- To ensure computer systems and servers are running properly and performing according to specifications
- To protect Paragon from data loss and electronic intrusion and to improve test security resulting from electronic transmission and encryption
- To develop systems that allow CELPIP Raters to securely rate the test from home
- To create systems that support consistency across testing centres and that provide a rich array of data for analysis

## About Information Technology

The Information Technology (IT) Unit at Paragon is located at its headquarters and is staffed by Paragon employees. Its quality technological work is the foundation upon which the work of all of the other units at Paragon are built. Since the CELPIP Test is fully computer-delivered, the IT Unit plays a pivotal role in ensuring that Paragon's daily operations are working at their full capacity. Its goals are ensuring that the company stays competitive and innovative, keeping the lines of communication open with other units, ensuring that the company has the

technological support that it needs to operate, and maintaining Paragon's place as an organization on the cutting edge of new testing technologies.

The Information Technology Unit's members all work together to ensure the smooth functioning of the company's technological operations and to support the other units as they consistently improve the quality of Paragon's products and services. The unit supports the Instructional Products and Programs Unit as they update and release study materials; it facilitates more effective interactions with test takers and test centres by keeping systems efficient and up-to-date for Customer Service and

**“The Information Technology Unit’s members all work together to ensure the smooth functioning of the company’s technological operations and to support the other units as they consistently improve the quality of Paragon’s products and services.”**

Test Centre Operations; and it supports Test Research and Development as it releases new test questions that get a better assessment of test taker proficiency.

### Employment Opportunities in Information Technology:

- Software Developer
- Database Specialist
- System Administrator
- Quality Assurance
- Student Intern



---

## Customer Service

### Responsibilities of the Unit:

- To provide the best quality of service to customers and clients via email, telephone, online chat, mail, or face-to-face interactions
- To respond to general inquiries about Paragon's tests
- To respond to technical inquiries relating to online registration, electronic instructional products, or online accounts
- To process customer requests, such as transfers, cancellations, re-evaluations, express rating, and book orders, in a timely manner
- To recommend instructional materials and any other products or services that would be of benefit to test takers

### About Customer Service

The Customer Service Unit is an integral part of Paragon Testing Enterprises. It aims to provide the best customer experience possible to its test takers. Paragon's team of Customer Service Representatives are centrally located at its head office in Vancouver, BC, and in its office in Toronto, ON, which enables the team to provide consistent, accurate, and timely service to test takers and to work together with the other units to ensure that test takers are satisfied with their test-taking experience.

Both general and technical support is offered to test takers before the start of each test, and the unit then offers support as soon as the test has concluded at Paragon's partner test centres. Customer Service Representatives are often the first point of contact for anyone contacting or visiting Paragon, from test takers to potential employees and consultants, so strong interpersonal skills, a professional and friendly demeanour, and a strong aptitude for problem solving are necessary qualities for anyone fulfilling this role within the company.

### **Employment Opportunities in Customer Service:**

- Customer Service Representative
- Customer Service Team Lead
- Student Intern

**“The Customer Service Unit is an integral part of Paragon Testing Enterprises. It aims to provide the best customer experience possible to its test takers.”**

## Careers at Paragon

As Canada's leading English language testing organization, Paragon Testing Enterprises is always looking for highly-motivated, energetic, and skilled people to join its team. Paragon offers competitive salaries and a comprehensive and competitive benefits package to employees and their eligible dependents. It also has a company-wide profit-sharing plan for full-time employees, a professional development program, and financial support for conference attendance, research, and publication related to its tests.

Positions are regularly posted for a variety of positions at Paragon Testing Enterprises, and we invite job-seekers with a variety of talents and backgrounds to apply. If you think that Paragon Testing Enterprises sounds like the right kind of environment for you, join us as we continue to grow and evolve in Canada and beyond.

**1-800-958-5186**

[www.paragontesting.ca/careers](http://www.paragontesting.ca/careers)

[info@paragontesting.ca](mailto:info@paragontesting.ca)

Canada's leader in English language testing