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# ENGLISH AT WORK

Global analysis of language skills in the workplace

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Cambridge English, University of Cambridge



CAMBRIDGE ENGLISH  
Language Assessment

In collaboration with



Cambridge English

A dark silhouette of a city skyline with various skyscrapers of different heights and shapes, located at the bottom of the slide.

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**About 1.8 billion people around the world speak English, with 375 million of them being native speakers.**

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**That's about 1 in every 4 of us.**

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**We estimate that the number of English speakers will increase to 2.5 billion by 2050.**

**English will almost always be the common language for international communication and business.**

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# Cambridge English

Part of the University of  
Cambridge

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Over 100 years' experience  
in assessing English language

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Helping the world to  
learn and communicate in  
English more effectively

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Delivered over 50 million  
exams since 1913

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# Cambridge English in collaboration with QS

- QS was founded in 1990
- Highly regarded university world rankings report
- Leading global provider of:
  - Higher education information
  - Careers information



# English at Work survey

- Global cross industry overview of English skills
- Series of questions from 2016 Global Employer Survey
- Survey completed by 5,373 companies in 38 countries
- Countries include:

France	Switzerland	Germany	Russia
Spain	Turkey	Japan	India
Italy	China	Jordan	Portugal
Saudi Arabia	Brazil	Mexico	Malaysia

# Methodology

- Employers asked about the importance of English in their organisation
- Data from a number of sources:
  - Previous respondents to the survey since 2004
  - Database of employers in key markets worldwide
  - Lists of employers submitted by HE institutions

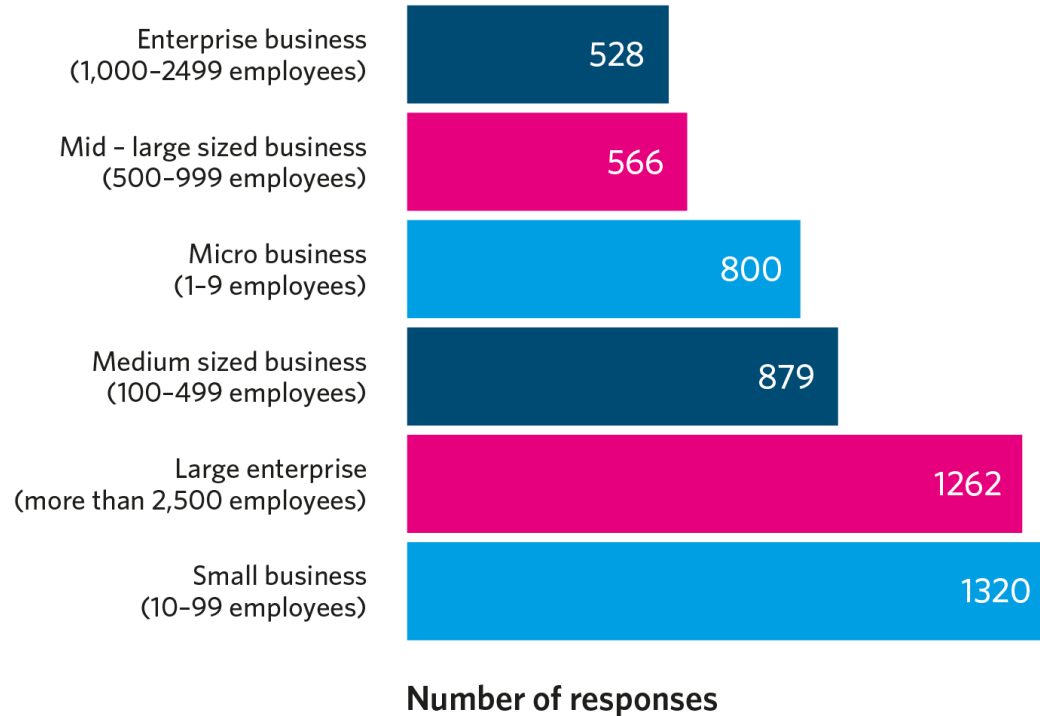
# Objectives

- To understand the importance of English in businesses worldwide
- To allow comparisons between countries
- To offer guidance on improvements to current testing methods



# Survey respondents – company size

- Companies from 22 sectors
  - IT
  - Construction
  - Professional services
  - Retail
- All HR Managers, CEOs and Senior Managers
- Manage recruitment for the organisation



## How important are English language skills?

75% of companies said  
that English is  
important

# What is the most important English skill?

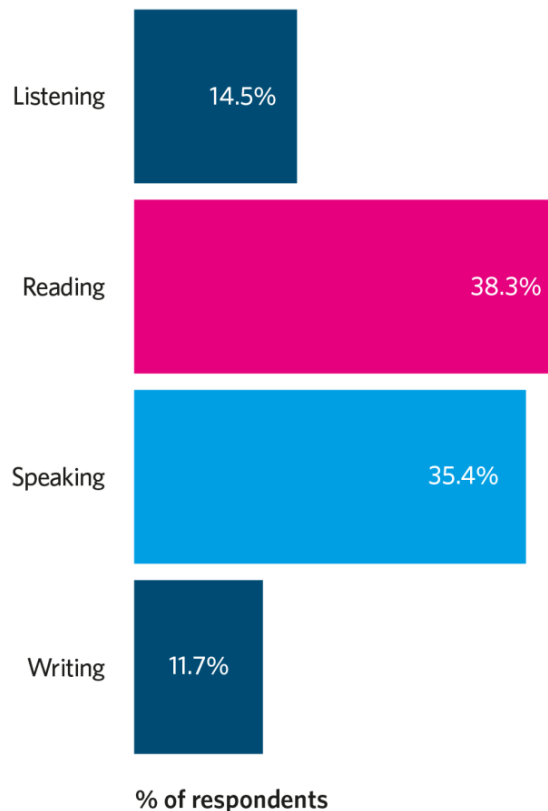
What do you  
think is the most  
important skill?

Listening

Reading

Speaking

Writing

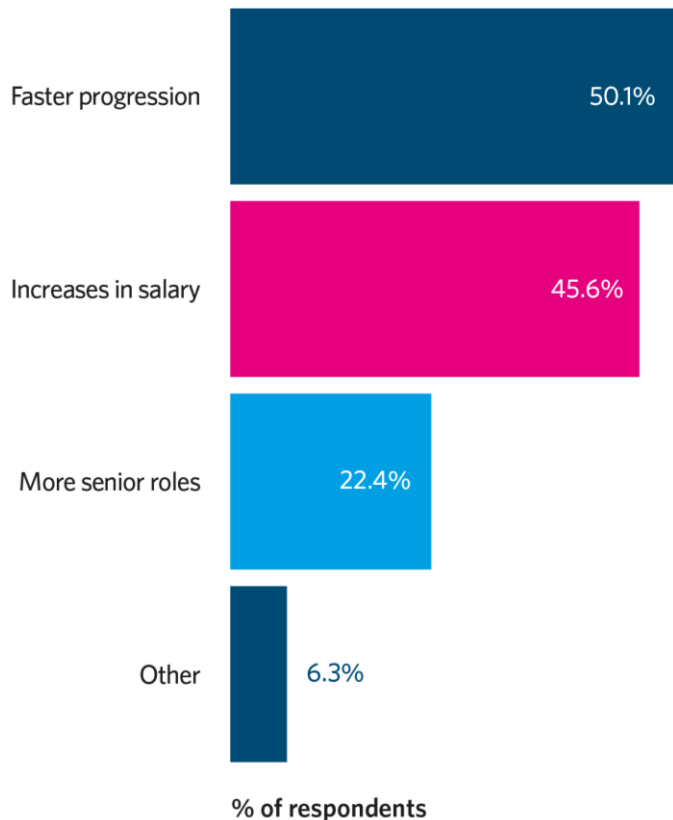


# How many employers have an English language skills gap?

- Across all roles – average 30% skills gap
- Marketing – 26% skills gap
- Customer services – 32% skills gap
- HR – 35% skills gap
- Top Management – 22% skills gap

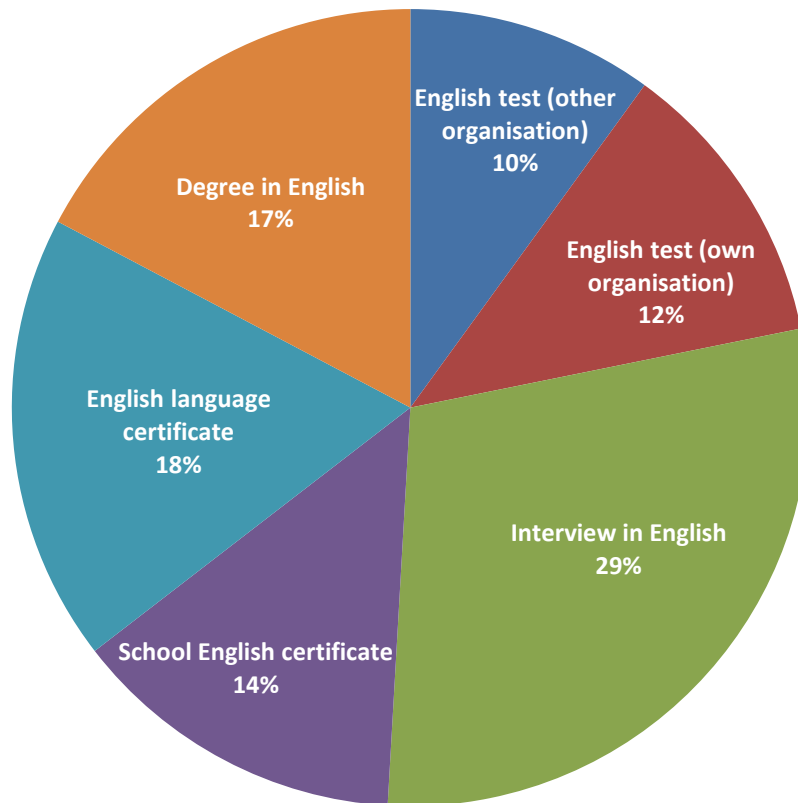
# What benefits are offered to employees with good English?

What  
benefits do  
you offer?



# How do employers evaluate English language skills?

What  
methods do  
you use?



# Conclusions

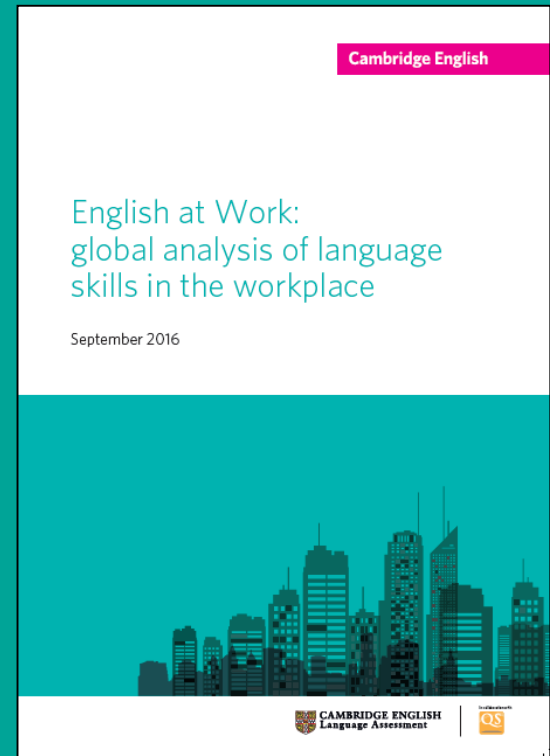
- Overwhelming business demand for English language skills
- Direct benefits in learning English
- Unprecedented investment in English language learning
- In 2002, Cambridge English had one million candidates
- Now - five million candidates a year
- Organisations that rely on Cambridge English exams as proof of English - doubled in 5 years

# Future trends

Short term	Medium term	Long term
Global English language learning market is growing rapidly	Majority of growth will come from school-aged learners	Changing technology and demographics could influence demand for English

- Even more of the future workforce will be English speaking





Find out more:  
[www.cambridgeenglish.org/english-at-work](http://www.cambridgeenglish.org/english-at-work)