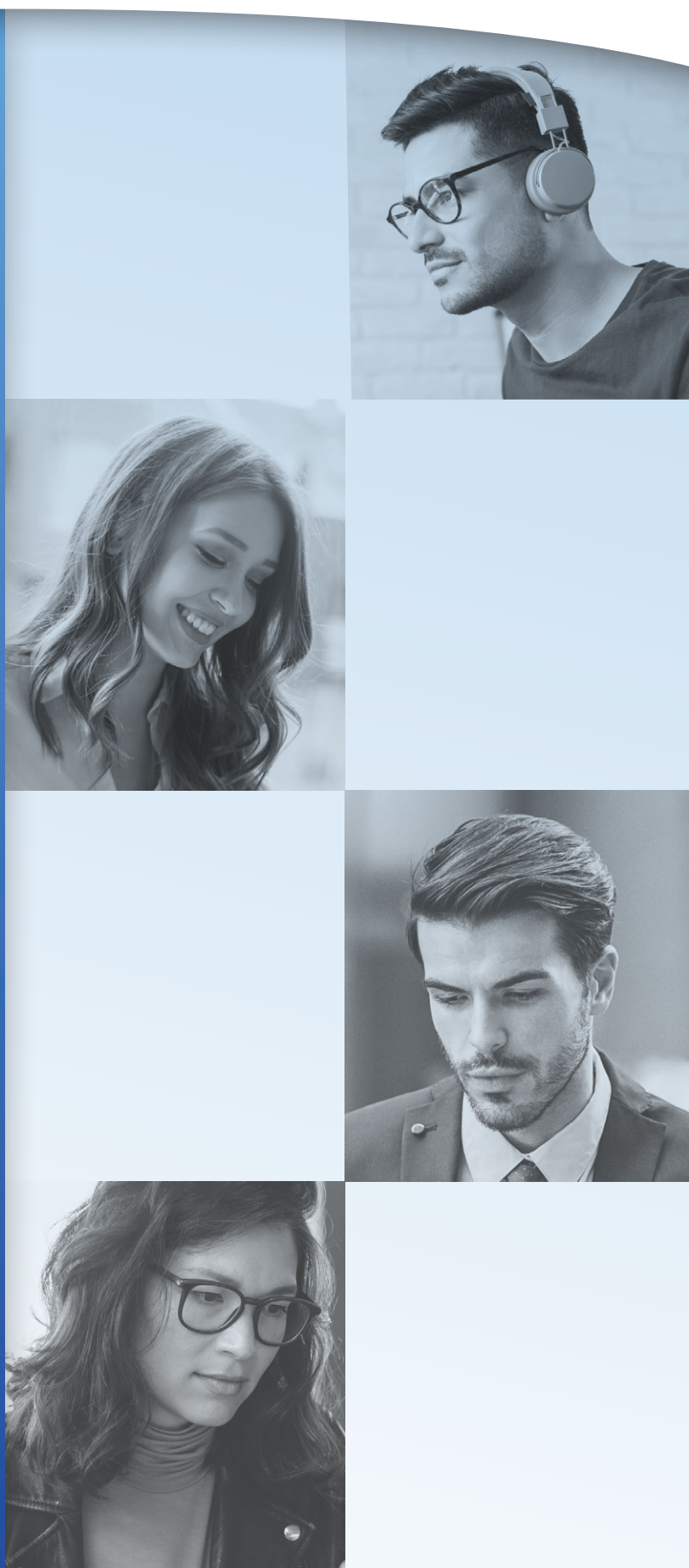
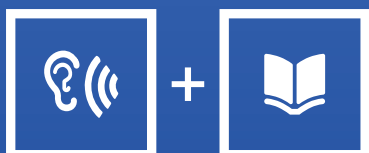


EXAMINEE HANDBOOK

TOEIC® Listening & Reading
Institutional Programme
Online Test

TOEIC®
LISTENING
&
READING
TEST



COMPUTER-DELIVERED TESTING

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For more information, visit us on the web at www.etsglobal.org or contact your local ETS Preferred Associate. A list of local ETS Preferred Associates can be found on the web at www.etsglobal.org. If there is no ETS Preferred Associate in your country, please contact us at:

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Introduction

This Examinee Handbook is intended for candidates taking the TOEIC Listening and Reading Institutional Programme Online test. This test can be taken within an institution or by remote proctoring.

For remote proctoring test, some guidelines may differ. Therefore, if taking this test, please refer to the Technical Requirements Handbook [by clicking here](#).

About the TOEIC Test

The TOEIC (Test of English for International Communication) test is an English-language proficiency test for people whose native language is not English. It measures the everyday English skills of people working in an international environment. The scores indicate how well people can communicate in English with others in business, commerce, and industry. The test does not require specialised knowledge or vocabulary beyond that of a person who uses English in everyday work activities.

TOEIC Test Format

The TOEIC test is a two-hour multiple-choice test that consists of 200 questions divided into two sections:

- **Listening Section:** The Listening section tests how well you understand spoken English. It consists of four parts and contains 100 questions. You will be asked to answer questions based on a variety of statements, questions, conversations, and talks recorded in English.
Total time: approximately 45 minutes.
- **Reading Section:** The Reading section includes three parts, testing how well you understand written English. You will read a variety of materials and respond at your own pace to 100 questions based on the content of the materials provided to you.
Total time: 75 minutes.

The TOEIC Listening and Reading Test	
Listening Comprehension: 100 items	Reading Comprehension: 100 items
Photographs: 6 questions	Incomplete Sentences: 30 questions
Question-Response: 25 questions	Text Completion: 16 questions
Conversations: 39 questions; 13 conversations with 3 questions each	Single Passages: 29 questions; 10 reading texts with 2–4 questions each
Talks: 30 questions; 10 talks with 3 questions each	Multiple Passages: 25 questions; 5 sets of double or triple passages with 5 questions per set

Frequently Asked Questions

Who takes the TOEIC test?

- Personnel who use English in real-life work settings, such as businesses, hotels, hospitals, restaurants, international meetings, conventions, and sporting events
- Managerial, sales, and technical employees in international business, commerce, and industry who require English for their work
- Individuals who are preparing to enter the workplace
- Candidates for training to be conducted in English
- Individuals in English-language training programmes

Why take the TOEIC test?

The TOEIC test is the choice of nearly five million test takers a year and is recognised by thousands of corporations. As a fair and objective measure of English proficiency, the TOEIC test will enable you to:

- Verify your current level of English proficiency
- Qualify for a new position and/or promotion in a company
- Enhance your professional credentials
- Monitor your progress in English
- Set your own learning goals
- Involve your employer in advancing your English ability

When and where can I take the TOEIC test?

The TOEIC test is available throughout the world. Testing can be arranged through corporations or other organisations that ask employees or job applicants to take the TOEIC test. In addition, many language-training programs and schools offer TOEIC testing. If testing has not been arranged through your organisation, you can contact your local ETS Preferred Associate to find out when and where you can take the test.

How often can I take the TOEIC test?

Institutional Testing is scheduled by your institution and can be taken as offered. Contact your institution for more information.

How much does the TOEIC test cost?

TOEIC prices vary worldwide. To inquire about pricing in your area, contact your local ETS Preferred Associate.

What score do I need to “pass” the TOEIC test?

The TOEIC test is not the kind of test that you “pass” or “fail.” Not every job or task requires the same level of English proficiency. Because it was developed specifically to meet the needs of the workplace, the TOEIC test measures many levels of ability. It enables test takers to demonstrate what they currently can accomplish in English. The single, continuous scale also makes it possible for learners to set attainable goals and to measure their progress as their English improves.

Many companies use the TOEIC test to set their own score standards based on the levels of English necessary to carry out particular responsibilities. Your company may require employees to have a minimum TOEIC score due to the corresponding level of English that is needed on the job. Many companies offer English-language training to help their employees reach target TOEIC scores, which reflect specific levels of proficiency based on professional need.

From what kind of contexts are the TOEIC test questions drawn?

These are some examples of the settings, situations, and formats you may find in TOEIC test questions:

- **Corporate Development:** research, product development
- **Dining Out:** business and informal lunches, banquets, receptions, restaurant reservations
- **Entertainment:** cinema, theatre, music, art, exhibitions, museums, media
- **Finance and Budgeting:** banking, investments, taxes, accounting, billing
- **General Business:** contracts, negotiations, mergers, marketing, sales, warranties, business planning, conferences, labour relations
- **Health:** medical insurance, visiting doctors, dentists, clinics, hospitals
- **Housing/Corporate Property:** construction, specifications, buying and renting, electric and gas services
- **Manufacturing:** assembly lines, plant management, quality control
- **Offices:** board meetings, committees, letters, memoranda, telephone, fax and e-mail messages, office equipment and furniture, office procedures
- **Personnel:** recruiting, hiring, retiring, salaries, promotions, job applications, job advertisements, pensions, awards
- **Purchasing:** shopping, ordering supplies, shipping, invoices
- **Technical Areas:** electronics, technology, computers, laboratories and related equipment, technical specifications
- **Travel:** trains, airplanes, taxis, buses, ships, ferries, tickets, schedules, station and airport announcements, car rentals, hotels, reservations, delays, and cancellations

If I have a disability, can I still take the TOEIC test?

The TOEIC programme and its local ETS Preferred Associates, in response to requests from individuals with disabilities, will make special arrangements with test centre supervisors to administer the TOEIC test with accommodations. Among the accommodations that can be provided are extended testing time, breaks, audio testing, large print, braille and non-audio (without oral stimulus) paper based versions of the test, or other aids customarily used by the test taker. All requests for accommodations must be approved in accordance with TOEIC programme policies and procedures. These procedures are located on the website at www.ets.org/toEIC.

How is the test scored?

Scores are determined by the number of correct answers, which is converted to a scaled score. The score report provides Listening, Reading, and total scaled scores. The total scaled score is derived by adding the 2 scaled scores together.

Why are raw scores (i.e., number-correct scores) not reported to test takers?

The TOEIC item development process includes a rigorous series of reviews that ensure all items meet ETS's quality and fairness standards. Individual test forms are then carefully assembled so that each test form is similar in overall difficulty to other test forms. Nevertheless, some minor variations in test-form difficulty are expected across forms. As a result, a test taker may achieve a higher or lower raw score depending on the individual form (assuming his or her ability remains the same). In short, raw scores from different test forms are not comparable, due to inevitable differences in overall form difficulty.

For this reason, the TOEIC programme has established the policy that raw scores should not be reported to test takers. To ensure comparable scores, only scaled scores are reported to test takers. Scaled scores are transformed and derived from test takers' raw scores through a proven statistical procedure called "equating." This procedure adjusts for test-form difficulty and establishes the relationship between test takers' raw and scaled scores so that the scaled scores from different test administrations are comparable.

Why are TOEIC raw-score-to-scaled-score conversion tables not disclosed to the public?

Statistical analysis is conducted after each Public Testing administration (also known as a Secure Programme administration), and a unique raw-score-to-scaled-score conversion table is created for each test form based on statistical equating results. Scaled scores that are comparable across different test forms are then reported back to the test takers. The TOEIC scaled score range is from 5 to 495 on both the listening and reading sections.

As each test form will be reused multiple times in different areas of the world, the TOEIC programme has a policy not to release test forms, for security reasons. Since test forms are not released to the public, the conversion table that is unique to each test form is not released either. A conversion table, used for reporting scaled scores, is of no practical use to the public when the test form to which it applies is not disclosed. In fact, the conversion table may fall subject to misuse if it is applied to the wrong test form and results in incorrect scaled scores being calculated.

Who uses the test?

Many leading companies, academic institutions, and language programs worldwide rely on the TOEIC Listening and Reading test as a fair, objective measure of English-language proficiency for students and business professionals. Individuals who take the test include:

- employees who work at hotels, hospitals, restaurants, international meetings, conventions, and sporting events and need to use English on a daily basis
- individuals employed in managerial, sales, and technical positions in international business, commerce, and industry who use English to communicate in their jobs
- new entrants to the workforce

Why are TOEIC test items and answer keys not disclosed to the public?

TOEIC test forms are used in multiple test administrations and therefore must be maintained under secure conditions at all times. If the items and answer keys were disclosed to the public, such exposure would erode the integrity of the testing programme. In addition, TOEIC test items and answer keys are protected by copyright law as property of ETS, the copyright holder of the TOEIC test. For this reason, ETS's TOEIC test items and answer keys should not be disclosed or used for any purpose without written permission by ETS.

Preparing to Take the TOEIC Test

How to Get Ready to Take the TOEIC Test

The TOEIC test is not based on the content of any particular English course but rather on your English-language proficiency — your overall ability to use English. Improvement in proficiency may take some time and is generally achieved through a combination of practice and study. The TOEIC Listening and Reading test does not test business knowledge, and you are not required to know specialised business and technical vocabulary beyond what is used in everyday work activities.

Before taking the TOEIC test, there are several things you can do to prepare for the test and improve your English proficiency:

- **Become familiar with the test format.** You can then focus your attention on the test questions themselves. Carefully review the test directions and the sample questions on pages 12-21.

Immerse yourself in the language as frequently as possible and in as many ways as possible if it has been some time since you have had contact with English. Reading, watching TV and videos, listening to recordings, taking an English course, and speaking with friends and colleagues are some of the ways to practice English.

- **Web Resource Guide.** The official TOEIC website has many resources you may find helpful to familiarise yourself with the test:
 - test preparation material
 - scoring information
 - frequently asked questions (FAQs)

Test Day Procedures

During the Test

- Work quickly and carefully.
- Do not spend too much time on any one question.
- Mark only one answer for each question.
- You will receive credit only for answers marked in the circles on your screen. Your score will be based on the number of questions you answer correctly. There is no penalty for guessing.
- Try to answer every question to the best of your ability.
- Pay close attention to the timer during the Reading section of the test. In the Reading section (75 minutes) you have to pace yourself, so work quickly and if you do not know the answer to a question, come back to it later.
- You may not use note paper.

Identification Requirements

All test takers must read Part 1, which is contained in the Examinee Handbook. Depending on whether the test taker will be testing within or outside his or her country of citizenship, the test taker must also read either Part 2 or Part 3, as appropriate.

These identification requirements refer to the TOEIC Listening and Reading Institutional Programme Online test organised within an institution. They may differ when taking the test by remote proctoring.

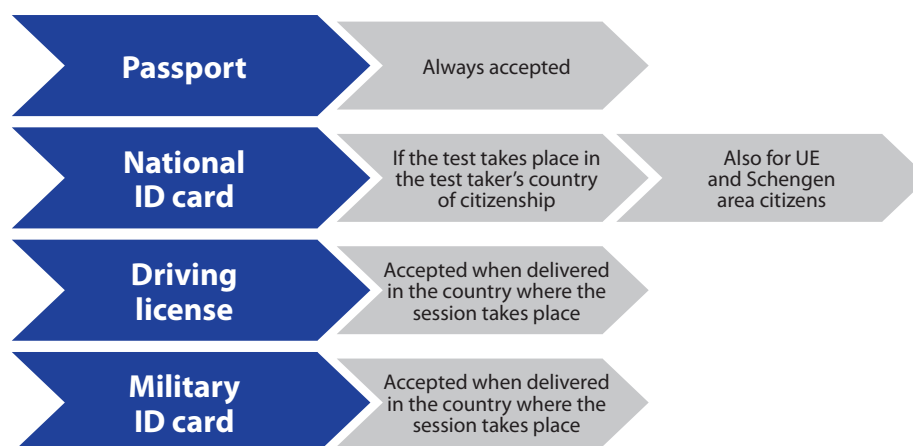
To learn more about the check-in, identity and environment checks for remote proctoring, please refer to the Technical Requirements Handbook [by clicking here](#).

Part 1. Information for All Test Takers

- You must have acceptable and valid ID with a signature and photograph to be admitted to a test Centre. Expired documents are not acceptable. The photograph on your ID document must be recent and recognisable. Original documents must be presented; copies are not acceptable. Identification requirements are strictly enforced. It is your responsibility to read and understand the instructions and requirements.
- If you don't have one primary ID with both a photograph and a signature, you must either sign the document or present an additional ID from the list of secondary identification documents. The secondary ID cannot be expired and must contain a recent, recognisable photograph and your signature. If you do not have an ID with a photograph and a signature, then you must present two primary ID documents with a photograph.
- If you arrive at the test centre without the required identification, the test administrator will not admit you, you cannot take the test, and you forfeit your test fee.
- When registering for the test, **you must use exactly the same name that appears on the primary identification document you will present at the test Centre**. Make sure to provide your entire first (given name) and entire surname (family name). Do not register under a nickname. If the name shown on your primary identification does not match the name used at registration, you will not be permitted to take the test. Check the name on your registration confirmation document. If the name does not match the name on your primary ID document, contact your local ETS Preferred Associate.
- Only misspellings of your name can be corrected at check-in — **name changes will not be made**. If your name has changed for any reason, including marriage, you must still present primary identification in the name under which you registered, or you will not be permitted to take the test.
- If the test centre administrator questions the ID you present, you will be required to present a secondary ID from the list in part 3.
- If positive confirmation of your identity cannot be made, you may be refused admission to the test centre and forfeit your test fee. Admittance to the test centre does not imply that your form of identification is valid or that your scores will be reported. All reported cases of questionable ID are subject to review and approval by the ETS Office of Testing Integrity and/or the local EPA.
Test centre personnel will check your identification before assigning you a seat at the test Centre. The administrator will check your signature to verify that you are the person in your photo identification.
- The photograph on your ID document must be recent and recognisable. For example, a ten-year-old photograph taken during childhood is not acceptable.

If you cannot meet the specified ID requirements or if you have questions about ID, please contact your local ETS Preferred Associate before registering for the test.

Part 2. Acceptable Primary Identification Documents	If Testing WITHIN Your Country of Citizenship <ul style="list-style-type: none"> • Passport with photograph and signature • National identification with photograph and signature • Driver's license issued by the country where the test is being conducted, with photograph and signature • Military identification with photograph and signature • State identification with photograph and signature 	If Testing OUTSIDE Your Country of Citizenship <ul style="list-style-type: none"> • Passport with photograph and signature • Driver's license issued by the country where the test is being conducted, with photograph and signature <p>United States military personnel may present their United States military ID cards for admission to test centres. If a military ID card does not contain a photograph and signature, a secondary ID is also required.</p> <p>Residents of the country where the test is being conducted with refugee status may present a government-issued resident card (not a paper document or letter, even if stamped and signed), with photograph and signature, where the status is clearly stated.</p>	Testing in European Union/ Schengen Zone/Gulf Cooperation Council (GCC) Arab Countries or Mercosur Countries <p>Citizens of these intergovernmental unions can use valid national identity cards to test in any country within the same intergovernmental union.</p> <p>If your primary ID is not written in English-language letters, you must also present an additional ID from the list of secondary identification documents (see "Acceptable Secondary Identification Documents" in part 3) that contains a recent, recognisable photograph and is in English or the local language.</p> <p>If your primary ID does not contain your signature, you must either sign it or present an additional ID from the list of secondary identification documents (see "Acceptable Secondary Identification Documents" in part 3).</p>
Part 3. Acceptable Secondary Identification Documents	<p>If your primary identification is missing either a photograph or signature, you must present in addition to your primary ID one of the following secondary IDs that can be used to meet the photograph or signature requirement. Secondary IDs that can be used to meet the photograph or signature requirements are:</p> <ul style="list-style-type: none"> • A government-issued identification document that has not expired including, but not limited to, a passport, driver's license, state identification, national identification, or military identification. (There are some exceptions: see "Unacceptable Identification Documents" below.) • Student ID 		
Part 4. Unacceptable Identification Documents	<ul style="list-style-type: none"> • Any expired ID • Draft classification card • Credit or debit card of any kind • Resident card (see exception in part 2.) 	<ul style="list-style-type: none"> • Social Security card • Learner's permit or any temporary identification document • International driver's license • International student ID 	<ul style="list-style-type: none"> • Notary-prepared letter or document • Employee identification card • Birth certificate • Photocopy of ID



Test Centre Procedures and Regulations

The following procedures and regulations apply during the entire test session, which begins when you are admitted to the test centre and ends when you leave the test centre.

These Test Centre Procedures and Regulations refer to the TOEIC Listening and Reading Institutional Programme Online test organised within an institution. They will differ when taking the test by remote proctoring. To learn more about the Procedures and Regulations for remote proctoring, please read the Technical Requirements Handbook [by clicking here](#).

- Dress so that you can adapt to any room temperature.
- Friends or relatives who accompany you to the test centre will not be permitted to wait in the test centre or be in contact with you while you are taking the test. Except for ETS Global and ETS-authorized observers, visitors are not allowed in the testing room while testing is in progress.
- ID verification at the test centre may include thumb printing, photographing, video recording, signature comparison, or other forms of electronic ID or biometric confirmation. If you refuse to participate, you will not be permitted to test and you will forfeit the test fee. This is in addition to the requirement that you must present acceptable and valid ID.
- Other than ID, personal items are not allowed in the testing room. Before the test, you will receive instructions from test centre staff regarding where to deposit items such as cell phones (unless taking the test by remote proctoring), digital or smart watches, handbags, and study materials. Storage space is limited, so plan accordingly. You will not have access to your personal items during the test or any unscheduled break.
- Test centres assume no responsibility for candidates' personal belongings.
- The test administrator will assign you a seat.
- On occasion, weather conditions or other circumstances beyond the control of ETS or the test administrator may require a delayed start or the rescheduling of your test. In the event that a technical problem at the test centre makes it necessary to cancel your test session or if it is later determined that your scores could not be reported, you will be offered the opportunity to retest free of charge or receive a full refund of the original test fee.
- No test taker will be admitted after test has begun.
- Books, dictionaries, papers, notes, rulers, calculators, highlighters, watch alarms, mobile phones (unless taking the test by remote proctoring), listening, recording, scanning or photographic devices are not permitted in the test room or aids of any kind are not allowed in the testing room.
- Using any aid in connection with the test, including pens, mechanical pencils, scan pens or other scanning devices, calculators, calculator or computing watches, analogue, digital or smart watches, books, pamphlets, notes, unauthorised scratch paper, rulers, highlighter pens, stereos or radios with headphones, cell phones, smart phones (unless taking the test by remote proctoring), watch alarms, stop watches, dictionaries, test preparation materials, translators, and any electronic, listening, recording, scanning or photographic devices is not permitted. Paper of any kind is not permitted in the testing room.
- You must have the supervisor's permission to leave the testing room. You may not leave the immediate testing area of the testing room or the test centre building during the test or during any unscheduled break. Any lost time cannot be made up.
- There is no scheduled break during the TOEIC test. If you must leave the testing room, you are required to give the supervisor your identification document(s) before you leave the room. You will not be permitted to make up the time you lose.
- At the conclusion of the test, you will be presented with your online score. After reviewing your online score, you can raise your hand to notify a Test Centre Administrator you are ready to exit the testing room.

Report Suspicious Behaviour

Although tests are administered under strict supervision and security measures, testing irregularities may sometimes occur. Contact your local ETS Preferred Associate as soon as possible to report any observed behaviour that may lead to an invalid score. Examples include, but are not limited to:

- Copying from another test taker
- Taking the test for another person
- Having access to test questions before the test
- Providing answers to the test, including proctors and administrators
- Taking test questions or answers out of a testing room
- Using unauthorised electronic devices
- Using a fake ID
- Accessing or using notes

All information will remain strictly confidential.

Contact Information:

Web: www.etsglobal.org/security

Email: tests-security@etsglobal.org

Tel: +33 1 40 75 9118*

** Phone charge for France applies*

Dismissal from Test Session

A test administrator/supervisor is authorised to dismiss you from a test session and/or your scores may be withheld and ultimately cancelled and your test fees forfeited for any actions that violate the policies and procedures set forth herein and/or communicated at the test centre including, without limitation, the following:

- Attempting to take the test, or taking the test, for someone else or having someone else take the test for you
- Failing to provide acceptable identification as described herein, including refusal to allow a photograph and/or fingerprint to be taken
- Obtaining improper access to the test, a part of the test, or information about the test (this includes having test questions or answers in advance of the test administration and bringing pre-knowledge of test information into the test centre in any form including, but not limited to, identification documents, prohibited devices, and any other method listed as an aid in connection to the test)
- Having a cell phone, smartphone (e.g. Android, BlackBerry, or iPhone. Unless taking the test by remote proctoring), tablet, PDA, or any other electronic, listening, recording, scanning, or photographic device in the test centre. If you are found to be in possession of any of these devices before, during, or after the test administration, your device may be inspected and/or confiscated and you will be dismissed from the test. Your test fees will be forfeited and your scores will be cancelled, even if dismissal is not enforced on the day of the test.
- Creating a disturbance (Disruptive behaviour in any form will not be tolerated. The test administrator/supervisor has sole discretion in determining what constitutes disruptive behaviour.)
- Attempting to give or receive assistance (Communication in any form is not permitted during the test administration. Discussion or sharing of test content or answers during the test administration, during breaks, and after the test is prohibited.)

- Removing or attempting to remove test content from the test centre (Under no circumstances may test content or any part of the test content be removed, reproduced, and/or disclosed by any means [e.g., verbally, electronically] to any person or entity.)
- Bringing a weapon or firearm into the test centre
- Bringing food, beverages, or tobacco into the testing room, unless you have received prior approval due to a disability or health-related need
- Leaving the test centre building during the test session or during breaks
- Leaving the testing room without permission
- Taking excessive or extended unscheduled breaks during the test session (Test centre administrators are required to strictly monitor unscheduled breaks and report test takers who take excessive or extended breaks.)
- Referring to, looking through, or working on any test or test section when not authorised to do so, or working after time has been called
- Failing to follow any of the test administration regulations in this examinee handbook, given by the test administrator/supervisor, or specified in any test materials

ETS, ETS Global and the EPA reserve the right to take any and all actions — including, but not limited to, barring you from future testing and/or withholding or cancelling your scores — for failure to comply with test administration regulations or the test administrator's directions or where the validity of the scores is questionable. If your scores are cancelled, they will not be reported, and your registration and test fees will not be refunded.

Sample Questions

With 200 questions, the TOEIC test measures a wide range of English proficiency. The following sample questions do not indicate the full range of difficulty you will find in an actual TOEIC test.

General Directions

The following general directions are taken directly from the test. After the general directions are specific directions for each part of the test, along with sample questions for each of the parts.

This test is designed to measure your English language ability. The test is divided into two sections: Listening and Reading.

For each question, you should select the best answer from the answer choices given. Then, click on the answer that you have selected. If you decide to change an answer, click on the new answer.

Section I: Listening

In the Listening test, you will be asked to demonstrate how well you understand spoken English. The entire Listening test will last approximately 45 minutes. There are four parts, and directions are given for each part. You must mark your answers on the separate answer sheet. Do not write your answers in your test book.

Part I: Photographs

Directions: For each question in this part, you will hear four statements about a picture on the screen. When you hear the statements, you must select the one statement that best describes what you see in the picture. Then, click on the answer that you have selected. The statements will not appear on the screen and will be spoken only one time.

Look at the example item below.

Example

You will see:



You will hear:

Now listen to the four statements.

- (A) They're moving some furniture.
- (B) They're entering a meeting room.
- (C) They're sitting at a table.
- (D) They're cleaning the carpet.

Statement (C), "They're sitting at a table," is the best description of the picture, so you should select answer (C) and mark it on your answer sheet.

Sample Questions

Question 1

You will see:

1.



You will hear:

1. Look at the picture marked number 1 in your test book.
 - (A) He's shovelling some soil.
 - (B) He's moving a wheelbarrow.
 - (C) He's cutting some grass.
 - (D) He's planting a tree.

Question 2

You will see:

2.



You will hear:

2. Look at the picture marked number 2 in your test book.
 - (A) A woman is putting on a pair of shoes.
 - (B) A woman is dusting a television screen.
 - (C) A woman is watching television.
 - (D) A woman is plugging a power cord into an outlet.

Part 2: Question-Response

Directions: You will hear a question or statement and three responses spoken in English. They will not appear on the screen and will be spoken only one time. Select the best response to each question or statement and click on the letter (A), (B), or (C).

Example

You will hear:

Where is the meeting room?

You will also hear:

- (A) To meet the new director.
- (B) It's the first room on the right.
- (C) Yes, at two o'clock.

The best response to the question "Where is the meeting room?" is choice (B), "It's the first room on the right," so (B) is the correct answer. You should mark answer (B) on your answer sheet.

SAMPLE QUESTIONS

Question 7

You will hear:

7. Where's the new fax machine?

You will also hear:

- (A) Next to the water fountain.
- (B) I'll send a fax tomorrow.
- (C) By Wednesday.

Question 8

You will hear:

8. How well does Thomas play the violin?

You will also hear:

- (A) Sure, I really like it.
- (B) Oh, he's a professional.
- (C) I'll turn down the volume.

Question 9

You will hear:

9. Martin, are you driving to the client meeting?

You will also hear:

- (A) Oh, would you like a ride?
- (B) Nice to meet you, too.
- (C) I thought it went well!

Question 10

You will hear:

10. Mariko announced that she's retiring in April.

You will also hear:

- (A) How many did you count?
- (B) I'm not tired at all.
- (C) Right, she's been here twenty-five years.

Part 3: Conversations

Directions: You will hear some conversations between two or more people. You will be asked to answer three questions about what the speakers say in each conversation. Select the best response to each question and click on the letter (A), (B), (C), or (D). The conversations will not appear on the screen and will be spoken only one time.

SAMPLE QUESTIONS

You will hear: Questions 32 through 34 refer to the following conversation:

- (Woman) Hello. I'm calling about a coffee machine I purchased from your Web site. It stopped working even though I haven't had it for very long. I expected it to last much longer than this.
- (Man) Oh, I'm sorry to hear that. Our warranty covers products for up to a year. Do you know when you bought it?
- (Woman) I've had it for a little over a year, so the warranty has probably just expired. This is so disappointing.
- (Man) Well, I'll tell you what we can do. Although we can't replace it, since you're a valued customer I can offer you a coupon for forty percent off your next purchase.

You will then hear:

32. Why is the woman calling?

You will read:

32. Why is the woman calling?

- (A) To cancel an order
- (B) To complain about a product
- (C) To redeem a gift card
- (D) To renew a warranty

You will hear:

33. What does the man ask the woman about?

You will read:

33. What does the man ask the woman about?

- (A) A model name
- (B) A brand of coffee
- (C) A catalogue number
- (D) A date of purchase

You will hear:

34. What does the man offer to do?

You will read:

34. What does the man offer to do?

- (A) Provide a discount
- (B) Send a free sample
- (C) Extend a warranty
- (D) Issue a refund

You will hear: Questions 41 through 43 refer to the following conversation and list.

(Woman) Larry, we have a new graphic designer starting next month and we'll need to set her up with a laptop and extra monitor. Can you place orders for those?

(Man) Sure. You know our vendor has raised their prices, right?

(Woman) Really?

(Man) Yes. I just looked at the catalogue a few minutes ago, and their current models are more expensive.

(Woman) Right. Well, our budget per work area is \$1,000 maximum. So let's order the system with the largest screen that falls within that price.

(Man) OK. I'll take a look at the prices again and place the order.

Screen Size	System Price
11 inches	\$799
13 inches	\$899
15 inches	\$999
17 inches	\$1,099

You will then hear:

41. What does the woman ask the man to do?

You will read:

41. What does the woman ask the man to do?

- (A) Order some equipment
- (B) Find a new vendor
- (C) Repair a laptop
- (D) Contact a job candidate

You will hear:

42. What problem does the man mention?

You will read:

42. What problem does the man mention?
- (A) A designer has left the company.
 - (B) A supplier has increased its prices.
 - (C) A computer model has been discontinued.
 - (D) A departmental budget has been reduced.

You will hear:

43. Look at the graphic. What size screen will the man order?

You will read:

43. Look at the graphic. What size screen will the man order?
- (A) 11 inches
 - (B) 13 inches
 - (C) 15 inches
 - (D) 17 inches

Part 4: Talks

Directions: You will hear some talks given by a single speaker. You will be asked to answer three questions about what the speaker says in each talk. Select the best response to each question and click on the letter (A), (B), (C), or (D). The talks will not appear on the screen and will be spoken only one time.

SAMPLE QUESTIONS

You will hear: Questions 71 through 73 refer to the following telephone message.

(Man) Hello Mr. Lee, this is Thomas from BKS Auto Shop calling with some information about your car repair. I know we told you that it would take until next week to get the part we ordered, but we got the part early, and I was able to finish the repair. We're going to be closing for the day in a few minutes, but you're welcome to come get your car anytime tomorrow. If you need a ride to the shop tomorrow, let me know, and I can arrange one for you.

You will then hear:

71. What does the speaker say about the repair?

You will read:

71. What does the speaker say about the repair?
- (A) It is not required.
 - (B) It has been finished early.
 - (C) It will be inexpensive.
 - (D) It is covered by a warranty.

You will then hear:

72. When can the listener pick up his car?

You will read:

72. When can the listener pick up his car?
- (A) Today
 - (B) Tomorrow
 - (C) Next week
 - (D) In two weeks

You will then hear:

73. What does the speaker offer to do?

You will read:

73. What does the speaker offer to do?
- (A) Look for a used part
 - (B) Refund the cost of a charge
 - (C) Send an invoice
 - (D) Arrange a ride

Section II: Reading

In the Reading test, you will read a variety of texts and answer several different types of reading comprehension questions. The entire Reading test will last 75 minutes. There are three parts, and directions are given for each part. You are encouraged to answer as many questions as possible within the time allowed. If you would like to return to a question later, you may mark the box labelled "Mark item for review."

For each question, you must mark your answers by clicking on the correct letter response.

Part 5: Incomplete Sentences

Directions: A word or phrase is missing in each of the sentences below. Four answer choices are given below each sentence. Select the best answer to complete the sentence. Then click on the letter (A), (B), (C), or (D).

SAMPLE QUESTIONS

- 101.** Customer reviews indicate that many modern mobile devices are often unnecessarily _____.
(A) complication
(B) complicates
(C) complicate
(D) complicated
- 102.** Jamal Nawzad has received top performance reviews _____ he joined the sales department two years ago.
(A) despite
(B) except
(C) since
(D) during
- 103.** Gyeon Corporation's continuing education policy states that _____ learning new skills enhances creativity and focus.
(A) regular
(B) regularity
(C) regulate
(D) regularly
- 104.** Among _____ recognised at the company awards ceremony were senior business analyst Natalie Obi and sales associate Peter Comeau.
(A) who
(B) whose
(C) they
(D) those
- 105.** All clothing sold in Develyn's Boutique is made from natural materials and contains no _____ dyes.
(A) immediate
(B) synthetic
(C) reasonable
(D) assumed

Part 6: Text Completion

Directions: Read the texts that follow. A word, phrase, or sentence is missing in parts of each text. Four answer choices are given below the text. Select the best answer to complete the text. Then click on the letter (A), (B), (C), or (D).

SAMPLE QUESTIONS

Questions 131–134 refer to the following e-mail.

To: Project Leads
From: James Pak
Subject: Training Courses
To all Pak Designs project leaders:
In the coming weeks, we will be organising several training sessions for _____ employees. At Pak
131.
Designs, we believe that with the proper help and support from our senior project leaders, less
experienced staff can quickly _____ a deep
132.
understanding of the design process. _____, they
133.
can improve their ability to communicate effectively across divisions. When employees at all experience
levels interact, every employee's competency level rises and the business overall benefits. For that reason,
we are urging experienced project leaders to attend each one of the interactive seminars that will be held
throughout the coming month. _____
134.
Thank you for your support.
James Pak
Pak Designs

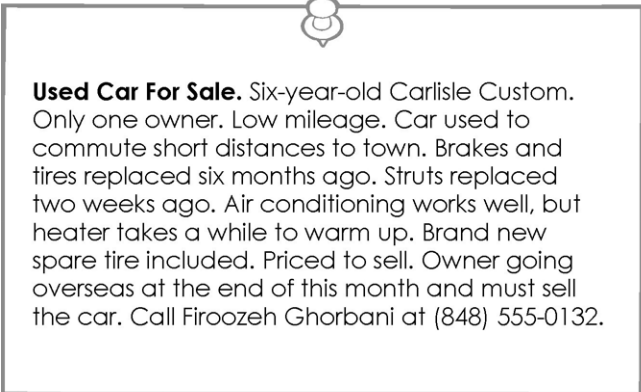
131. (A) interest
(B) interests
(C) interested
(D) interesting
132. (A) develop
(B) raise
(C) open
(D) complete
133. (A) After all
(B) For
(C) Even so
(D) At the same time
134. (A) Let me explain our plans for on-site staff training.
(B) We hope that you will strongly consider joining us.
(C) Today's training session will be postponed until Monday.
(D) This is the first in a series of such lectures.

Part 7: Reading Comprehension

Directions: In this part you will read a selection of texts, such as magazine and newspaper articles, e-mails, and instant messages. Each text or set of texts is followed by several questions. Select the best answer for each question and click on the letter (A), (B), (C), or (D).

SAMPLE QUESTIONS

Questions 147–148 refer to the following advertisement.



Used Car For Sale. Six-year-old Carlisle Custom. Only one owner. Low mileage. Car used to commute short distances to town. Brakes and tires replaced six months ago. Struts replaced two weeks ago. Air conditioning works well, but heater takes a while to warm up. Brand new spare tire included. Priced to sell. Owner going overseas at the end of this month and must sell the car. Call Firoozeh Ghorbani at (848) 555-0132.

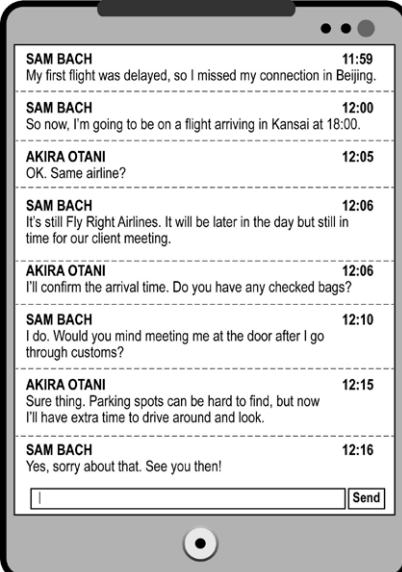
147. What is suggested about the car?

- (A) It was recently repaired.
- (B) It has had more than one owner.
- (C) It is very fuel efficient.
- (D) It has been on sale for six months.

148. According to the advertisement, why is Ms. Ghorbani selling her car?

- (A) She cannot repair the car's temperature control.
- (B) She finds it difficult to maintain.
- (C) She would like to have a newer model.
- (D) She is leaving for another country.

Questions 152–153 refer to the following text message chain.



SAM BACH 11:59
My first flight was delayed, so I missed my connection in Beijing.

SAM BACH 12:00
So now, I'm going to be on a flight arriving in Kansai at 18:00.

AKIRA OTANI 12:05
OK. Same airline?

SAM BACH 12:06
It's still Fly Right Airlines. It will be later in the day but still in time for our client meeting.

AKIRA OTANI 12:06
I'll confirm the arrival time. Do you have any checked bags?

SAM BACH 12:10
I do. Would you mind meeting me at the door after I go through customs?

AKIRA OTANI 12:15
Sure thing. Parking spots can be hard to find, but now I'll have extra time to drive around and look.

SAM BACH 12:16
Yes, sorry about that. See you then!

Send

152. What is suggested about Mr. Bach?

- (A) He has been to Kansai more than once.
- (B) He currently works in Beijing.
- (C) He is on a business trip.
- (D) He works for Fly Right Airlines.

153. At 12:15, what does Mr. Otani mean when he writes, "Sure thing"?

- (A) He has confirmed the arrival time of a flight.
- (B) He is certain he will be able to find a parking place.
- (C) He agrees to wait at the door near the customs area.
- (D) He knows Mr. Bach must pass through customs.

Questions 196–200 refer to the following advertisement, online shopping cart, and e-mail.



Sparky Paints, Inc., makes it easy to select the right colors for your home. Browse through hundreds of colors on our Web site, www.sparkypaints.com. Select your top colors, and we'll send free samples right to your door. Our color samples are three times larger than typical samples found in home-improvement stores and come with self-adhesive backing, allowing you to adhere them to your walls so you can easily see how colors will coordinate in your home. When you're ready to begin painting, simply select your chosen colors online, and we'll ship the paint of your choice to arrive at your home within 3-5 business days, or within 2 business days for an additional expedited shipping fee.

*Actual colors may differ slightly from what appears on your monitor. For this reason, we recommend ordering several samples in similar shades.

http://www.sparkypaints.com/shoppingcart
▶




Order Summary #3397		Customer: Arun Phan	
Item	Size	Quantity	Price
Caspian Blue SP 237	n/a	1	\$0.00
Deep Sea Blue SP 298	n/a	1	\$0.00
Stormy Blue SP 722	n/a	1	\$0.00
Misty Gray SP 944	Gallon	2	\$50.00
Tax (8 percent)			\$4.00
Expedited shipping			\$18.99
Total			\$72.99

Proceed to Checkout

From:
To:
Date:
Subject:

ArunPhan<arun.phan@tnet.com>

CustomerSupport<support@sparkypaints.com>

March 12

Order#3397

Hello,

Thanks for sending my order #3397—it arrived this morning. Unfortunately, the paint was not the one I had asked for. I had selected color SP 944 but received SP 945 (Ocean Waves). They appear right next to each other on your Web site, so the two may have been confused at your end. Could you send me the correct paint, along with additional samples that are close in color to SP 722? That sample worked well in my house; the others looked too green on my walls.

Thank you,

Arun Phan

- 196.** In the advertisement, the word “top” in paragraph 1, line 2, is closest in meaning to
- (A) maximum
 - (B) favourite
 - (C) important
 - (D) upper
- 197.** What are Sparky Paints customers advised to do?
- (A) Apply an adhesive to colour samples
 - (B) Visit a store to compare paint colours
 - (C) Adjust the colour on their computer monitor
 - (D) Order samples of several similar colours
- 198.** What is most likely true about order #3397 ?
- (A) It arrived within two business days.
 - (B) It included an extra sample.
 - (C) It was shipped in February.
 - (D) It contained four gallons of paint.
- 199.** Which colour does Mr. Phan indicate that he likes?
- (A) Caspian Blue
 - (B) Deep Sea Blue
 - (C) Stormy Blue
 - (D) Misty Gray
- 200.** What problem does Mr. Phan mention in his e-mail?
- (A) He received the wrong item.
 - (B) He was charged the wrong price.
 - (C) The delivery time was too long.
 - (D) The instructions were too confusing.

Answer Key

Part 1	Part 2	Part 3	Part 4	Part 5	Part 6	Part 7
1. A	7. A	32. B	71. B	101. D	131. C	147. A
2. D	8. B	33. D	72. B	102. C	132. A	148. D
	9. A	34. A	73. D	103. D	133. D	152. C
	10. C	41. A		104. D	134. B	153. C
		42. B		105. B		196. B
		43. C				197. D
						198. A
						199. C
						200. A

TOEIC Background Questionnaire

In order to provide enhanced feedback to TOEIC clients and test takers, the TOEIC Programme will ask you to complete the TOEIC Questionnaire at the testing session before you take the TOEIC test.

Background Questionnaire

The TOEIC Background Questionnaire asks about your educational, work-related, English-language, and TOEIC test-taking experience. Your responses to the questionnaire enable your organisation to learn more about the backgrounds of people who take the test and some of the factors that affect TOEIC scores and improvement in English. Your responses to the questionnaire are kept confidential and do not in any way affect your TOEIC scores. We encourage you to answer all of the questions. A sample of the questionnaire is included on pages 23 and 24.

Read the choices below each question and select the one best answer. Fill in only one answer for each question.

Section I.

Your educational and/or work-related background

1. Choose either the level of education in which you are currently enrolled or the highest level that you have completed.
 - A. Elementary school (primary school)
 - B. General secondary school (junior high school)
 - C. Secondary school for university entrance qualification or equivalent (high school)
 - D. Vocational/technical high school
 - E. Vocational/technical school after high school
 - F. Community/junior college (for associate degree)
 - G. Undergraduate college or university (for bachelor's degree)
 - H. Graduate or professional school (for master's or doctoral degree)
 - I. Language institution
2. Choose the major that you are currently enrolled in or the major of your highest degree. (The majors shown in parentheses are examples only.)
 - A. Liberal arts (education, fine arts, languages, literature, music, psychology)
 - B. Social studies/law (international studies, law studies, political science, sociology)
 - C. Accounting/business/economics
 - D. Finance/marketing/trading
 - E. Sciences (agriculture, computer science, mathematics, physics, statistics)
 - F. Health (medicine, nursing, pharmacy, public health)
 - G. Engineering/architecture
 - H. Other/none
3. Which of the following best describes your current status?
 - A. I am employed full-time (including self-employed).
 - B. I am employed part-time and/or study part-time.
 - C. I am not employed. (Skip to Question #6.)
 - D. I am a full-time student. (Skip to Question #6.)

4. If you are currently employed, which industry best describes that of your current employer?
 01. Agriculture/fishing/forestry/mining
 02. Construction/building design
 03. Manufacturing—food
 04. Manufacturing—pharmaceuticals
 05. Manufacturing—chemicals
 06. Manufacturing—fabric/paper
 07. Manufacturing—oil/petroleum/rubber
 08. Manufacturing—steel/other metals
 09. Manufacturing—Machinery/fine machinery
 10. Manufacturing—electronic
 11. Manufacturing—vehicles (includes manufacturing of all modes of transportation)
 12. Manufacturing—cement/glass
 13. Manufacturing—clothing
 14. Manufacturing—other
 15. Service—education (high school equivalent or below)
 16. Service—education (college equivalent or above, assessment, research)
 17. Service—court/legislative/municipal/prefecture
 18. Service—foreign affairs
 19. Service—armed forces
 20. Service—health/hospital/medical research
 21. Service—hotel/recreation/restaurant/travel
 22. Service—other
 23. Public utilities production/management (electricity/water supply)
 24. Broadcasting/mass media
 25. Telecommunication
 26. Retail/wholesale
 27. Trading
 28. Accounting/banking/finance/security
 29. Insurance
 30. Real estate
 31. Transportation
 32. Other
5. If you are currently employed, which of the following best describes the type of job you do? (The jobs shown in parentheses are examples only.)
 - A. Management (executive, manager, director)
 - B. Scientific/technical professionals (engineer, mathematician, programmer, researcher, scientist)
 - C. Teaching/training
 - D. Professional specialist (accountant, broker, financial specialist, lawyer)

- E. Technician (carpenter, electrician, equipment operator, plumber)
- F. Marketing/sales (foreign exchange broker, marketing analyst, real estate agent, sales representative, travel agent)
- G. Clerical/administrative (office staff member, receptionist, secretary)
- H. Services (customer service representative, human resources representative, hotel staff member, public relations representative)
- I. Other

Section II.

Your English-language experience

6. How many years have you spent studying English?
 - A. Less than or equal to 4 years
 - B. More than 4 years but less than or equal to 6 years
 - C. More than 6 years but less than or equal to 10 years
 - D. More than 10 years
7. Which of the following language skills are/were most emphasised?
 - A. Listening
 - B. Reading
 - C. Speaking
 - D. Writing
 - E. Listening and speaking
 - F. Reading and writing
 - G. Listening, reading, speaking, and writing
8. How much time must you use English in your daily life?
 - A. None at all
 - B. 1 to 10%
 - C. 11 to 20%
 - D. 21 to 50%
 - E. 51 to 100%
9. Which of the following English-language skills do you use most often?
 - A. Listening
 - B. Reading
 - C. Speaking
 - D. Writing
 - E. Listening and speaking
 - F. Reading and writing
 - G. Listening, reading, speaking, and writing
10. How often has difficulty with English affected your ability to communicate?
 - A. Almost never
 - B. Seldom
 - C. Sometimes
 - D. Frequently
 - E. Almost always
11. Have you ever lived in a country in which English is the main spoken language?
 - A. No (Skip to Question #13.)
 - B. Yes, for less than 6 months
 - C. Yes, for 6 to 12 months
 - D. Yes, for more than 1 but less than or equal to 2 years
 - E. Yes, for more than 2 years
12. What was your main purpose for living in a country in which English is the main spoken language?
 - A. To study (in other than an English-language programme)
 - B. To participate in an English-language programme
 - C. To travel (not work related)
 - D. To work
 - E. Other

Section III.

Your experience in taking the TOEIC test

13. Before today, how many times have you taken the TOEIC test?
 - A. Never
 - B. Once
 - C. Twice
 - D. Three times or more
14. What is your main purpose for taking today's TOEIC test?
 - A. For a job application
 - B. For promotion
 - C. To assess the effectiveness of an English-language programme
 - D. To assess future learning needs
 - E. To graduate from a course of study



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Score Reporting

Certificate of Achievement

The TOEIC Certificate of Achievement is an acknowledgement of your English proficiency. Contact your local ETS Preferred Associate for availability.

The Certificate of Achievement features:

- Your name
- Your Listening score, Reading score, and Total test score (10–990)
- Your test date and location
- The administering organisation
- A format that is suitable for framing
- CEFR levels per section

Score Report

The TOEIC Score Report is an acknowledgement of your English proficiency. The TOEIC Score Report is available for all tests. Contact your local ETS Preferred Associate for more information.

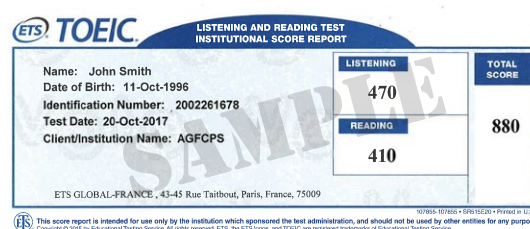
Score Report features:

- Your name
- Your Listening score, Reading score, and Total test score (10–990)
- Your birth date
- Your identification number
- Your test date
- A watermark on back

Score Holds and Cancellations

ETS, ETS Global and the EPA reserve the right to take any and all actions — including, but not limited to, barring you from future testing and/or withholding or cancelling your scores — for failure to comply with test administration regulations or the test administrator's directions or where the validity of the scores is questionable. If your scores are cancelled, they will not be reported, and your registration and test fees will not be refunded.

ETS, ETS Global and the ETS Preferred Associates make every effort to report scores that accurately reflect the performance of every test taker. Accordingly, ETS standards and procedures for administering tests have two primary goals: to give all test takers equivalent opportunities to demonstrate their abilities, and to prevent any test taker from gaining an unfair advantage over others. To promote these objectives, ETS, ETS Global and the ETS Preferred Associates reserve the right to withhold scores from reporting or cancel any test score when, in their judgment, a testing irregularity occurs, there is an apparent discrepancy in a test taker's identification, a test taker engages in misconduct, or the score is invalid for another reason. Reviews of scores by ETS, ETS Global are confidential. When, for any of the aforementioned reasons, ETS, ETS Global or the ETS Preferred Associate cancels a test score that has already been reported, score recipients are notified that the score has been cancelled, but the reason for cancellation is not disclosed except when authorised by the test taker or in certain group cases.



TOEIC Test Scores

Test Fairness and Score Use

The ETS TOEIC Programme and its authorised local ETS Preferred Associates have taken steps to ensure, to the extent possible, that tests and test scores are fair for all test takers, regardless of gender, age, nationality, and test taker industry background.

Interpreting Scores

The TOEIC test scores you will receive are determined by the number of questions you answer correctly. There is no penalty for wrong answers. The number of correct responses on each section, Listening and Reading, is converted to a number on a scale of 5 to 495. The statistical procedure used to convert scores to a common scale for each section seeks to ensure that TOEIC Listening and Reading scores obtained on different administration dates mean the same thing in terms of the level of English proficiency indicated.

If you were to take several versions of the test within a short period of time, you would obtain a number of scores that centre around an average value known as your “true” score. Two-thirds of the time, your Listening score would be within 25 points of your true score on the Listening section, and your Reading score would be within 25 points of your true score on the Reading section.

Score Report

The score report will provide you with your score on each section of the test. A description of the English-language ability typical of test takers around your level can be found on our website, <https://www.etsglobal.org/fr/en/content/understanding-toEIC-tests-scores>.

If you take the test through your employer or sponsoring organisation, your scores are provided to that organisation. It is the responsibility of your employer or organisation to provide you with a score report.

Release of Test Results

ETS Preferred Associates are required to publish score reporting timelines so that test takers can determine when they may expect to receive their score report. Score reports may be delayed if any type of security review is required.

Test takers must be notified if their scores will be delayed or withheld. Depending on local policies, test takers may expect to receive their official institutional score report anywhere from 7 to 21 days after the test administration.

Scaled Scores

The score report provides Listening, Reading, and Total scaled scores. The Total scaled score is derived from adding the two section scaled scores together.

Reliability

Reliability is defined as the proportion of observed score variance that is due to true score variance. It is an indicator of the extent to which test scores will be consistent across different conditions of administration and/or administration of alternate forms of a test. The type of reliability used in the TOEIC Listening and Reading test is reported as an internal consistency measure using the KR-20 reliability index. The KR-20 reliability index assesses the extent to which all items measure the same construct. The more homogeneous the test items, the more consistently the test takers will perform. The reliability of the TOEIC Listening and Reading section scores across all forms from our norming samples has been approximately 0.90 and up.

Standard Error of Measurement (SEM)

Errors of measurement occur when a test taker performs differently on one occasion or test form than on another for reasons that may or may not be related to the purpose of the test. A person may try harder, be more (or less) tired or anxious compared to some other occasion, have greater familiarity with the content of questions on one test form than on another test form, or simply guess more questions correctly on one occasion than on another.

These reasons for inconsistency are generally referred to as errors of measurement. The Standard Error of Measurement (SEM) is an estimate of average difference between true scores and obtained test scores, and is about 25 scaled score points for each of the TOEIC Listening and Reading sections. A test taker's true score could be estimated by ± 25 scaled score points around the test score obtained from one administration. For example, if you obtain a scaled score of 300 on the TOEIC Listening section, 68% of the time your true score will fluctuate between approximately 275 and 325.

Testing Irregularities

"Testing irregularities" refers to irregularities in connection with the administration of a test, such as equipment failure, improper access to test content by individuals or groups of test takers, and other disruptions of test administration (natural disasters and other emergencies). When testing irregularities occur, ETS, ETS Global and its local ETS Preferred Associates give affected test takers the opportunity to take the test again as soon as possible without charge.

Repeat Test Takers

If you take another version of the TOEIC test, you will probably obtain slightly different scores from those you received the first time. A question like this usually arises, "How big of a difference do I need to get between two Listening scores or between two Reading scores before I can say that there is a real difference in my level of proficiency?" This question involves two independent tests given at two different times. The error of measurement associated with the score obtained from one administration is called the Standard Error of Measurement (SEM). The errors of measurement associated with two administrations are called the Standard Error of Difference (SEdiff). The SEdiff for each of the TOEIC Listening and Reading sections is about 35 scaled score points.

If a person began training with a Listening score of 300 and, following training, received a score of 340 on a different test form, has that test taker really improved in Listening or was this increase just a statistical fluke? To determine whether this was a true increase in the TOEIC score, the test taker would construct a band of ± 1 SEdiff, or ± 35 points, around the obtained scores. In this case, the test taker has truly improved because the post-training score fell outside of the SEdiff (i.e., 265–335). Using this band, we can say with 68% confidence that the test taker has truly increased his or her proficiency level between the two tests.

TOEIC Validity

Evidence that the TOEIC measures English-language proficiency comes first of all from the careful way in which language-testing experts design and assemble the test so as to include a variety of important English-language tasks. An additional kind of evidence that has proven useful in establishing the meaning, or validity, of TOEIC scores has come from test takers themselves in the form of self-assessments of their own language skills. Self-assessments have been shown to be valid in a variety of contexts, especially in the assessment of language skills. TOEIC scores have shown moderately strong correlations (.40s and .50s) with self-reports of their own ability to accomplish certain English-language tasks, based on aggregated values across a range of Listening and Reading tasks, illustrative examples of which are listed below:

Reading	Listening
Reading office memoranda	Understanding directions on how to get to a nearby location
Reading English to translate text into one's own language	Taking a telephone message for a co-worker
Reading and understanding instructions	Understanding an extended debate on a complex topic

Speaking	Writing
Telephoning a company to place an order for an item	Writing a list of items to take on a weekend trip
Describing what a friend looks like	Writing a 5-page formal report on a project one worked on
Arguing against someone's opinion	Writing a letter introducing oneself and describing qualifications

Test Score Data Retention

Scores are used to measure a test taker's English proficiency at the time that a test is administered. Because English-language skills may improve or decline over time, a score report will not be re-issued if two years have passed since taking the test. ETS and ETS Global does not require testing centres to retain test administration data beyond two years.

Policy and Guidelines for the Use of TOEIC Scores

Introduction

These guidelines are designed to provide information about the appropriate use of TOEIC test scores for corporations or schools that use the scores in making hiring, evaluation, and career promotion decisions, as well as school-related decisions. They are also intended to protect test takers from unfair decisions that may result from inappropriate uses of scores. Adherence to the guidelines is important.

The TOEIC tests are designed to assess English- language proficiency relevant to today's international market. As measures with known statistical properties and high quality technical characteristics, the scores from these tests, when used properly, can improve the hiring, evaluation, and career promotion decision processes of local and multinational corporations, and other organisations where English communication skills are critical job requirements.

As more and more students go to colleges to acquire job skills in the global marketplace, schools are also increasingly using TOEIC scores to evaluate student proficiency in English.

The TOEIC Programme and its local ETS Preferred Associates have a particular obligation to inform users of the appropriate uses of TOEIC scores and to identify and try to rectify instances of misuse.

To this end, the following policies and guidelines are available to all TOEIC test takers, institutions, and organisations that are recipients of TOEIC scores.

Policies

In recognition of their obligation to ensure the appropriate use of TOEIC scores, the TOEIC Programme and its local ETS Preferred Associates developed policies designed to make score reports available only to approved recipients, to protect the confidentiality of test takers' scores, and to follow up on cases of possible misuse of scores. The policies are discussed below.

Confidentiality. TOEIC scores, whether for an individual or aggregated for an institution, are confidential and can be released only by authorisation of the individual or institution or by compulsion of legal process.

We recognise test takers' rights to privacy with regard to information that is stored in data or research files held by Educational Testing Service and local ETS Preferred Associates and our responsibility to protect test takers from unauthorised disclosure of the information. For more information please visit <https://www.ets.org/legal/privacy>.

Encouragement of appropriate use and investigation of reported misuse. All organisational users of TOEIC scores have an obligation to use the scores in accordance with the guidelines that follow (i.e., using multiple criteria, accepting only official TOEIC scores, etc.). Organisations have a responsibility to ensure that all individuals using TOEIC scores are aware of these guidelines and to monitor the use of the scores, correcting instances of misuse when they are identified. The TOEIC Programme and local ETS Preferred Associates are available to assist institutions in resolving score-misuse issues.

Other Score-related Information

Score Verification

Since the test is delivered by the Institution, ETS Global will not verify the official institutional scores.

Guidelines

Use Multiple Criteria

Regardless of the decision to be made, multiple sources of information should be used to ensure fairness and to balance the limitations of any single measure of knowledge, skills, or abilities. These sources may include graduate or undergraduate grade point average, years of experience in the target position, and recommendations from past supervisors and colleagues. When used in conjunction with other criteria, TOEIC scores can be a powerful tool in making internal hiring, evaluation, promotion, or school-related decisions.

Accept Only Official TOEIC Score Reports

The only official reports of TOEIC scores are those issued by ETS, ETS Global or by the local ETS Preferred Associate. If an organisation administers a TOEIC test internally, with ETS and ETS Global knowledge and approval, it can obtain and keep score reports of that test. However, those scores are intended for the use of the institution sponsoring the administration and not intended for use by other entities. Scores obtained from other sources should not be accepted. If there is a question about the authenticity of a score report, the question should be referred to the local ETS Preferred Associate, who will then verify the accuracy of the scores and whether an official report was issued.

Maintain Confidentiality of TOEIC Scores

All individuals who have access to TOEIC scores should be aware of the confidential nature of the scores and agree to maintain their confidentiality. Policies should be developed and implemented

Normally Appropriate Uses and Misuses of TOEIC Scores

The suitability of a TOEIC test for a particular use should be explicitly examined before using test scores for that purpose. The list of appropriate uses of TOEIC scores that follows is based on the policies and guidelines outlined on pages 29–30. The list is meant to be illustrative, not exhaustive, in nature. There may be other appropriate uses of TOEIC scores, but any uses other than those listed below should be discussed in advance with TOEIC Programme staff and its local ETS Preferred Associates to determine their appropriateness.

If a use other than those appropriate uses listed below is contemplated, it will be important for the user to validate the use of scores for that purpose. The TOEIC Programme staff and its local ETS Preferred Associates will provide advice on the design of such validity studies.

Appropriate Uses

Provided all applicable guidelines are followed, TOEIC scores are suitable for the uses described below.

- Hiring of applicants for an open position within a corporation or organisation where workplace/ everyday-life English is a required job skill
- Placement of applicants or candidates within a corporation or organisation where workplace/ everyday-life English is a required job skill
- Promotion of candidates within a corporation or organisation where workplace/ everyday-life English is a required job skill
- Measurement of workplace/ everyday-life English proficiency levels of students in schools
- Measurement of individuals' progress in workplace/ everyday-life English proficiency levels over time

Misuse

Uses of the test other than those listed in the “Appropriate Uses” section should be avoided unless authorised by ETS, ETS Global or the ETS Preferred Associate.

Comments

Test takers can provide comments during the test administration by asking the test supervisor for the Candidate Comment Form. If you have questions or comments regarding the TOEIC test, please contact your ETS Preferred Associate or TOEIC Programme, ETS Global, 43 rue Taitbout 75009 Paris – France, or e-mail us at contact-emea@etsglobal.org.

For more than 40 years as an industry leader, the *TOEIC*® programme 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+ organisations across more than 160 countries trusting TOEIC scores to inform the decisions that matter.

At non-profit ETS, our mission is to help advance quality and equity in education by providing fair and valid assessments, research and related services. Our products and services measure knowledge and skills, promote learning and performance, and support education and professional development for all people worldwide.

To learn more about the TOEIC Programme:

visit: **www.etsglobal.org**

email: **contact-emea@etsglobal.org**



TOEIC Tests



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