



# Examinee Handbook

Listening & Reading





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# 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 specialized 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 administered

by audiocassette or CD. 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.

Following several years of ETS research, the TOEIC test has recently been redesigned. The new test features the same test time (2 hours; 45 minutes for Listening and 75 minutes for Reading), the same paper and pencil administration, and the same range of difficulty as the previous test. The score scale is also the same, and scores can be compared across both versions of the test. The following charts outline the major changes in the test:

TOEIC	REDESIGNED TOEIC
Listening Comprehension: 100 items	Listening Comprehension: 100 items
Photographs: 20 questions	Photographs: 10 questions
Question-Response: 30 questions	Question-Response: 30 questions
Short Conversations: 30 questions; 30 conversations with 1 question each	Conversations: 30 questions; 10 conversations with 3 questions each
Talks: 20 questions	Talks: 30 questions; 10 talks with 3 questions each

TOEIC	REDESIGNED TOEIC
Reading Comprehension: 100 items	Reading Comprehension: 100 items
Incomplete Sentences: 40 questions	Incomplete Sentences: 40 questions
Error Recognition: 20 questions	Text Completion: 12 questions
Reading Comprehension: 40 questions	Single Passages: 28 questions; 7–10 reading texts with 2–5 questions each
	Double Passages: 20 questions; 4 pairs of reading texts with 5 questions per pair

## 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 programs

### Why take the TOEIC test?

The TOEIC test is the choice of nearly five million test takers a year and is recognized 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

# Frequently Asked Questions *(continued)*

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## 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 organizations 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 organization, 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?

TOEIC Public Testing is scheduled by the local ETS Preferred Associate. Contact your local ETS Preferred Associate for more information on test dates, locations, and how to register.

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, theater, music, art, exhibitions, museums, media
- **Finance and Budgeting:** banking, investments, taxes, accounting, billing
- **General Business:** contracts, negotiations, mergers, marketing, sales, warranties, business planning, conferences, labor 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 program and its local ETS Preferred Associates, in response to requests from individuals with disabilities, will make special arrangements with test center 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) versions of the test, or other aids customarily

# Frequently Asked Questions *(continued)*

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used by the test taker. All requests for accommodations must be approved in accordance with TOEIC program policies and procedures. These procedures are located on the website at [www.ets.org/toeic](http://www.ets.org/toeic).

## Why does the TOEIC program require test takers to use only pencils and no other writing instruments?

It has always been the industry standard, set by makers of the optical scanners used to read answer sheets, that only No. 2 pencils be used to mark responses on the answer sheets. This ensures proper reading of the response ovals during the scoring process. Like other testing programs, ETS requires TOEIC test takers to use only No. 2 pencils to fill in the answer sheets. Other writing instruments, such as pens, are not permitted, as they can make the answers bleed over or stain the answer sheets in a way that causes errors in scanning. ETS makes the No. 2 pencil requirement clear to all test takers, and if the use of other instruments creates errors in the scanning process, the result is the test taker's sole responsibility.

The TOEIC program does not permit mechanical pencils, mechanical erasers, or pens into the testing room because security incidents in the past have demonstrated that information can be brought into the test room, or test items can be removed from the test room, using an unapproved writing instrument.

## 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 program 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 Program 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 for the listening and reading tests, respectively.

As each test form will be reused multiple times in different areas of the world, the TOEIC program 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

# Frequently Asked Questions *(continued)*

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## 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 program. 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

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### 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 specialized 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 and know how to mark your answers on the answer sheet. You can then focus your attention on the test questions themselves.

Carefully review the test directions and the sample questions on pages 9–14, and the sample Background Questionnaire and sample answer sheet on pages 16–19.

- 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 familiarize yourself with the test:
  - test preparation material
  - scoring information
  - frequently asked questions (FAQs)

## Test Day Procedures

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### During the Test

- Work quickly and carefully.
- Do not spend too much time on any one question.
- Mark your answers on your answer sheet and not in the test book.
- Mark only one answer for each question. If you mark more than one answer, that question will be counted wrong — even if one of the answers you marked is correct.
- You will receive credit only for answers marked in the circles on the answer sheet. You will not receive credit for answers entered in the test book. 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 time 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. Depending on whether you will be taking the test within or outside your country of citizenship, you must also read either Part 2 or Part 3, as appropriate.

#### 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 center. Expired documents are not acceptable. The photograph on your ID document must be recent and recognizable. Original documents must be

# Test Day Procedures *(continued)*

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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 may present two primary government-issued IDs without signatures.
- If you arrive at the test center 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 center.** 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 center administrator questions the ID you present, you will be required to present additional proof of identity.
- If positive confirmation cannot be made, you may be refused admission to the test center and forfeit your test fee. Admittance to the test center 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 center personnel will check your identification before assigning you a seat at the test center. 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 recognizable. For example, a ten-year-old photograph taken during childhood is not acceptable.

## Acceptable Primary Identification Documents

- Passport with photograph and signature
- Driver's license with photograph and signature

- State identification with photograph and signature
- National identification with photograph and signature
- Military identification with photograph and signature

## Acceptable Secondary Identification Documents

If your primary identification is missing either a photograph or signature, you must present one of the following secondary IDs that can be used to meet the photograph or signature requirement; you must present one of the following secondary IDs **in addition to** your primary ID. Secondary IDs that can be used to meet the photograph or signature requirements are:

- **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**

## Unacceptable Identification Documents

- Any expired ID
- Draft classification card
- Credit or debit card of any kind
- Social Security card
- Learner's permit or any temporary identification document
- International driver's license
- International student ID
- Notary-prepared letter or document
- Employee identification card
- Birth certificate
- Photocopy of ID

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: If Testing WITHIN Your Country of Citizenship

Only one form of primary ID is needed if your primary ID document contains a photograph and signature. Please see the list of acceptable primary ID documents on the previous page. However, if the test administrator has any concerns about the primary ID document, you will be required to present a secondary ID from the list above.

If your primary ID does not contain your signature, you must either sign the document or present an additional ID from the list of secondary identification

# Test Day Procedures *(continued)*

documents. The secondary ID cannot be expired and must contain a recent, recognizable 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.

## Part 3: If Testing OUTSIDE Your Country of Citizenship

You **must present your passport** as your primary identification document (citizens of European, Schengen Zone, Gulf Cooperation Council (GCC) Arab Countries or Mercosur Countries, see special requirements on this page). If you do not meet this requirement, your test scores may not be reported.

If your passport 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” on this page) that contains a recent, recognizable photograph and is in English.

If your passport **does not contain your signature**, you must either sign your passport or present an additional ID from the list of secondary identification documents (see “Acceptable Secondary Identification Documents” on page 6).

United States military personnel may present their United States military ID cards for admission to test centers. If a military ID card does not contain a photograph and signature, a secondary ID is also required.

## Testing in European Union/Schengen Zone/Gulf Cooperation Council (GCC) Arab Countries or Mercosur Countries

If you are testing in a European Union, Schengen Zone, Mercosur or Arab States of the Gulf (GCC) country other than the one where you reside, you can use your valid national or European identity card, if you have one. The card must contain your name, a recent, recognizable photograph, your date of birth and your signature. If this ID does not contain all of these elements, you will be required to present a supplemental ID.

## Test Center Procedures and Regulations

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

- Dress so that you can adapt to any room temperature.
- Friends or relatives who accompany you to the test center will not be permitted to wait in the test center or be in contact with you while you are taking the test. Except for ETS-authorized observers, visitors are not allowed in the testing room while testing is in progress.
- ID verification at the test center 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 center staff regarding where to deposit items such as cell phones, pagers, 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 centers 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 center 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 materials have been distributed.
- Books, dictionaries, papers, notes, rulers, calculators, highlighters, watch alarms, mobile phones, 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, analog, digital or smart watches, books, pamphlets, notes, unauthorized scratch paper, rulers, highlighter pens, stereos or radios with headphones, cell phones, smart phones, 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 may not mark or underline words in the test book or make notes in the test book or on the answer sheet.
- 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 center building during the test or during any unscheduled break. Any lost time cannot be made up.

# Test Day Procedures *(continued)*

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- 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 required to return your test book and answer sheet to the test supervisor.

## Report Suspicious Behavior

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 behavior 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 unauthorized electronic devices
- Using a fake ID
- Accessing or using notes

All information will remain strictly confidential.

### Contact Information:

Web: [www.etsglobal.org/security](http://www.etsglobal.org/security)

Email: [tests-security@etsglobal.org](mailto:tests-security@etsglobal.org)

Tel: +33 1 40 75 9118\*

\* Phone charge for France applies

## Dismissal from Test Session

A test administrator/supervisor is authorized to dismiss you from a test session and/or your scores may be withheld and ultimately canceled and your test fees forfeited for any actions that violate the policies and procedures set forth herein and/or communicated at the test center 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 preknowledge of test information into the test center 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), tablet, PDA, or any other electronic, listening, recording, scanning, or photographic device in the test center. 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 canceled, even if dismissal is not enforced on the day of the test.

- Creating a disturbance (Disruptive behavior in any form will not be tolerated. The test administrator/supervisor has sole discretion in determining what constitutes disruptive behavior.)

- 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 center (Under no circumstances may test content or any part of the test content be removed, reproduced, and/or disclosed by any means [e.g., hard copy, verbally, electronically] to any person or entity.)

- Bringing a weapon or firearm into the test center

- 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 center 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 center 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 authorized 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 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 canceling 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 canceled, 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 book. 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.

You must mark all of your answers on the separate answer sheet. For each question, you should select the best answer from the answer choices given. Then, on your answer sheet, you should find the number of the question and fill in the space that corresponds to the letter of the answer that you have selected. If you decide to change an answer, completely erase your old answer and then mark your 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.

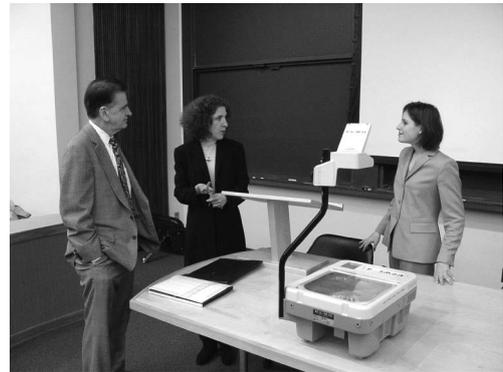
### Part I: Photographs

**Directions:** For each question in this part, you will hear four statements about a picture in your test book. When you hear the statements, you must select the one statement that best describes what you see in the picture. Then find the number of the question on your answer sheet and mark your answer. The statements will not be printed in your test book 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 leaving the room.
- (B) They're turning on the machine.
- (C) They're standing near the table.
- (D) They're reading the newspaper.

Statement (C), "They're standing near the 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 checking his watch.
- (B) He's wearing a jacket.
- (C) He's adjusting his tie.
- (D) He's folding his clothes.

# Sample Questions (continued)

## Question 2

You will see:

2.



You will hear: 2. Look at the picture marked number 2 in your test book.

- (A) She's speaking into a microphone.
- (B) She's putting on her glasses.
- (C) She's studying from a book.
- (D) She's using a microscope.

## Part 2: Question-Response

**Directions:** You will hear a question or statement and three responses spoken in English. They will not be printed in your test book and will be spoken only one time. Select the best response to the question or statement and mark the letter (A), (B), or (C) on your answer sheet.

### 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 1

You will hear: 11. Did you make a dinner reservation?

- (A) I prefer fish.
- (B) Flight 261 to Osaka.
- (C) Yes, it's at 7 o'clock.

### Question 2

You will hear: 12. Who takes the packages to the post office?

- (A) Turn left at the corner.
- (B) Martin usually does it.
- (C) No, I didn't.

## Question 3

You will hear: 13. This software is difficult to use, isn't it?

- (A) Yes, it's very complicated.
- (B) Yes, I often wear it.
- (C) No, but she used to.

## Question 4

You will hear: 14. Why don't you have a seat while you wait?

- (A) Two in the same row, please.
- (B) It didn't weigh very much.
- (C) Thanks, I think I will.

## Question 5

You will hear: 15. They've reduced the price of these cameras.

- (A) Then let's go ahead and buy one.
- (B) I don't think we've been introduced.
- (C) I never win anything.

## Part 3: Conversations

**Directions:** You will hear some conversations between two 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 mark the letter (A), (B), (C), or (D) on your answer sheet. The conversations will not be printed in your test book and will be spoken only one time.

## SAMPLE QUESTIONS

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

(Woman) I think I'll have to take the train to the regional sales meeting up in the city next week.

(Man) Don't you usually drive when you go to those meetings? I thought you didn't like to take the train.

(Woman) I don't, but the highway's being repaired, and I'm afraid I might be late if I have to make a detour through an area I don't know very well.

(Man) You're right. And it'll be expensive to park up there, too.

You will then hear: 41. Why is the woman going to the city?

# Sample Questions (continued)

*You will read:* 41. Why is the woman going to the city?

- (A) To attend a sale
- (B) To go to a meeting
- (C) To get her car repaired
- (D) To go on a tour

*You will hear:* 42. How will she get there?

*You will read:* 42. How will she get there?

- (A) By car
- (B) By bus
- (C) By train
- (D) By airplane

*You will hear:* 43. What is the problem?

*You will read:* 43. What is the problem?

- (A) The trains are often late.
- (B) The meeting may be canceled.
- (C) The tour is expensive.
- (D) The roads are being fixed.

*You will then hear:* 71. Where would this announcement be heard?

*You will read:* 71. Where would this announcement be heard?

- (A) On the television
- (B) On the radio
- (C) Over the telephone
- (D) In a company meeting

*You will hear:* 72. What is the purpose of the announcement?

*You will read:* 72. What is the purpose of the announcement?

- (A) To tell people about an approaching storm
- (B) To provide information about electric services
- (C) To apologize for staffing shortages
- (D) To describe the reorganization of a company

*You will hear:* 73. When is the problem expected to be completely resolved?

*You will read:* 73. When is the problem expected to be completely resolved?

- (A) This morning
- (B) This evening
- (C) Tomorrow morning
- (D) Tomorrow evening

## 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 mark the letter (A), (B), (C), or (D) on your answer sheet. The talks will not be printed in your test book and will be spoken only one time.

### SAMPLE QUESTIONS

*You will hear:* Questions 71 through 73 refer to the following announcement.

(Woman) Thank you for calling Central Electric Services, your local power company. We are still experiencing problems with power failures caused by the recent storm. We expect service to be back up in most areas early this evening, although some homes in the northwest will be without electricity until tomorrow morning, and it may be tomorrow evening before service is fully restored in all areas. We apologize for the inconvenience this has caused our customers, and we thank you for your continued patience as we work to resolve these problems. This service announcement will be updated throughout the day. It was last updated at 6:00 A.M. on Sunday, April third.

## 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.

You must mark your answers on the separate answer sheet. Do not write your answers in your test book.

### Part 5: Incomplete Sentences

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

# Sample Questions *(continued)*

## SAMPLE QUESTIONS

101. A late fee will be applied to your account \_\_\_\_\_ payment is not received by March 31.
- (A) and
  - (B) whether
  - (C) but
  - (D) if
102. The award is given to an individual who has made \_\_\_\_\_ contributions to the community through volunteer work.
- (A) detailed
  - (B) significant
  - (C) secure
  - (D) updated
103. Last year, Andrea Choi \_\_\_\_\_ the Choi Economic Research Center at Upton University.
- (A) to establish
  - (B) established
  - (C) was established
  - (D) establishing
104. Ms. Ikeda and Mr. Arroyo are the final candidates under \_\_\_\_\_ for the position of director of development.
- (A) consideration
  - (B) elimination
  - (C) recognition
  - (D) confirmation
105. Of the two animated films released today, \_\_\_\_\_ is certain to be popular with children, while the other will appeal more to adults.
- (A) neither
  - (B) it
  - (C) one
  - (D) another

## Part 6: Text Completion

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

## SAMPLE QUESTIONS

Questions 141–143 refer to the following e-mail:

To: All Employees

From: Camille Raynes

Date: December 14

Re: Performance bonus

Dear Employees,

As you know, the past year was a great success for us. To reward you for your excellent performance, the Board of Directors has approved a bonus for all employees. This bonus will be \_\_\_\_\_ in your next paycheck.

141. (A) involved  
(B) joined  
(C) composed  
(D) included

\_\_\_\_\_, we are now calculating wage increases for the upcoming year. Each employee's performance

142. (A) Instead  
(B) In addition  
(C) Beforehand  
(D) Otherwise

will be examined carefully as we determine the appropriate increase. All full-time employees are eligible for this increase. Your supervisor \_\_\_\_\_ you of the amount of your increase during the first week of January.

143. (A) informed  
(B) to inform  
(C) will inform  
(D) was informing

Thank you again for making last year such a success!

Sincerely,

Camille Raynes  
Human Resources

# Sample Questions *(continued)*

## Part 7: Reading Comprehension

**Directions:** In this part you will read a selection of texts, such as magazine and newspaper articles, letters, and advertisements. Each text is followed by several questions. Select the best answer for each question and mark the letter (A), (B), (C), or (D) on your answer sheet.

### SAMPLE QUESTIONS

Questions 153–154 refer to the following notice:

**ATTENTION ART ENTHUSIASTS**

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Becksvoort Gallery is holding a  
**PUBLIC SALE**  
in the Grand Ballroom at the Hotel Luxe  
299 Norman Street, Melbourne

Come and see our range of exquisite pieces.  
Original oils \* Watercolors \* Tapestries \* Crafts

**Friday, July 15**  
**8:30 A.M. – 4:00 P.M.**

For descriptions and pictures of select items  
visit our Web site at <http://www.becksvoort.com/market>.

153. What is the purpose of the notice?
- (A) To announce a sale of artwork
  - (B) To advertise the opening of a hotel
  - (C) To offer a discount on painting lessons
  - (D) To publicize a photography exhibition
154. According to the notice, what can people do online?
- (A) Purchase selected items
  - (B) Order tickets to an event
  - (C) Register for art classes
  - (D) View some pieces of art

Questions 181–185 refer to the following letter and document.

January 15  
Jeanne Sokol  
14 Jubilee Street  
Brighton

Dear Ms. Sokol:

I have received your letter of January 7 concerning your recent visit to our restaurant in London. I am very sorry that you did not have an enjoyable experience. I agree that you should not have had to wait over thirty minutes for a table when you had made a reservation in advance. Please know that this was an isolated incident and that our customers usually remark on the promptness of our staff.

In an attempt to remedy this unfortunate situation, I am sending you a complimentary voucher for use at any of our restaurants. I encourage you to try us again and experience our award-winning cuisine. If there is any way in which I can be of further assistance, please do not hesitate to contact me by telephone or mail.

Sincerely,

Simon Jenkins  
Director  
Guest Relations

# Sample Questions (continued)

## Winchester Falls Café

The finest dining in Britain!

**The bearer of this certificate is entitled to £25 off the price of a meal at Winchester Falls Café.**

Café Locations: London, Birmingham, Manchester

*Expires: December 31*

For customer service or inquiries, contact Winchester Falls' Guest Relations Department by telephone at 0616 555-4239 or by mail at 77 Twickenham Road, Manchester WF1 JK2.

181. Why did Simon Jenkins write to Jeanne Sokol?  
(A) To thank her for visiting a restaurant  
(B) To apologize for poor service  
(C) To inquire about her dining experience  
(D) To invite her to an awards dinner
182. In the letter, the word "reservation" in paragraph 1, line 5, is closest in meaning to  
(A) hesitation  
(B) supply  
(C) doubt  
(D) appointment
183. What is suggested about Jeanne Sokol?  
(A) She has recently traveled to Manchester.  
(B) She spoke to Simon Jenkins on the telephone.  
(C) She wrote a letter of complaint.  
(D) She frequently dines in London.
184. What is Simon Jenkins offering?  
(A) A refund on a previous purchase  
(B) A discount on a future purchase  
(C) Replacement of a damaged product  
(D) Special assistance in ordering a product
185. Where does Simon Jenkins most likely work?  
(A) In Manchester  
(B) In Brighton  
(C) In Birmingham  
(D) In London

## Answer Key

PART 1	PART 2	PART 3	PART 4	PART 5	PART 6	PART 7
1. B	11. C	41. B	71. C	101. D	141. D	153. A
2. D	12. B	42. C	72. B	102. B	142. B	154. D
	13. A	43. D	73. D	103. B	143. C	
	14. C			104. A		181. B
	15. A			105. C		182. D
						183. C
						184. B
						185. A

# TOEIC Background Questionnaire and Answer Sheet

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In order to provide enhanced feedback to TOEIC clients and test takers, the TOEIC Program 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 organization 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 16 and 17.

## Answer Sheet

A sample of the answer sheet appears on pages 18 and 19 of this book.

## Accent Marks

If your name (family name and first name) is written with any accent marks, you should complete the top half of section 1 on side 1 of the answer sheet. Above the boxes where you will write your name, there is an area that contains accent marks. You should fill in the circle that corresponds to the accent mark above each letter that contains an accent.

## Group Code

Your test administrator may ask you to enter a number on side 2, section 10 of the answer sheet. The purpose of this group code is to enable TOEIC clients to keep track of the performance of a group of people who take the TOEIC test two or more times as part of a specific English-language training program. The test administrator will give you the appropriate number to enter in the group code section if your organization has asked for this option.

## Custom Codes

Your test administrator may ask you to enter a number or numbers on side 2, section 12 of the answer sheet. The purpose of custom codes is to keep track of the performance of certain TOEIC test takers or groups of test takers. The test administrator will give you the appropriate number or numbers to enter in the custom codes section if your organization has asked for this option.

*Before the actual test begins, if you have any questions about the TOEIC Background Questionnaire and answer sheet, please ask your test administrator.*



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 emphasized?
- 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 program)
  - B. To participate in an English-language program
  - 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 program
  - D. To assess future learning needs
  - E. To graduate from a course of study





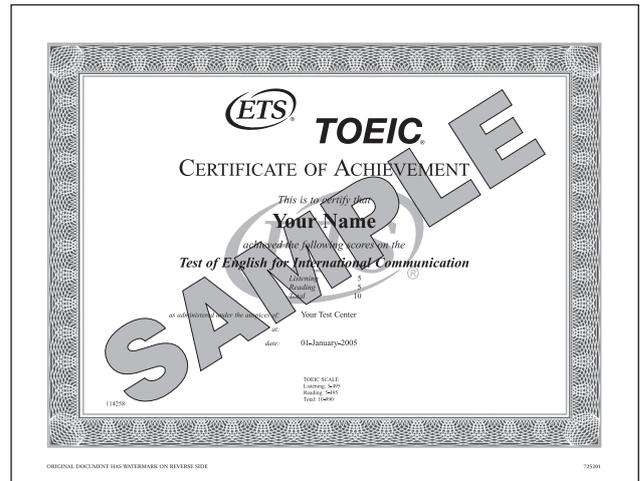
# Score Reporting

## Certificate of Achievement

The TOEIC Certificate of Achievement is an acknowledgement of your English proficiency. The TOEIC Certificate of Achievement is not available through some services. Contact your local ETS Preferred Associate for availability.

The Certificate of Achievement features:

- Your name
- Your Listening score, Reading score, and Total test score
- Your test date and location
- The administering organization
- A watermark on back
- A format that is suitable for framing



## Score Report

The TOEIC Score Report is an acknowledgement of your English proficiency. The TOEIC Score Report is available for all tests. Score reports can have your photograph printed on it. Contact your local ETS Preferred Associate for more information.

Score Report features:

- Your name
- Your Listening score, Reading score, and Total test score
- Your birth date
- Your identification number
- Your test date
- The date the scores are valid until
- A watermark on back
- Score descriptors
- Abilities measured

ABILITY MEASURED	PERCENT CORRECT OF ABILITIES MEASURED
Can identify the purpose and basic content of an oral message that is readily stated in short spoken texts	25 0% 100%
Can infer the purpose and basic content of an oral message that is readily stated in short spoken texts	18 0% 100%
Can understand details in short spoken texts	20 0% 100%
Can understand details in extended spoken texts	13 0% 100%

ABILITY MEASURED	PERCENT CORRECT OF ABILITIES MEASURED
Can make inferences based on information in written texts	18 0% 100%
Can locate and understand specific information in written texts	22 0% 100%
Can understand inferential, specific, and global information in single and short texts	21 0% 100%
Can understand vocabulary in written texts	20 0% 100%
Can understand vocabulary in written texts	20 0% 100%

## Score Holds and Cancellations

ETS 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 canceling 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 canceled, they will not be reported, and your registration and test fees will not be refunded.

ETS 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 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 are confidential. When, for any of the aforementioned reasons, ETS or the ETS Preferred Associate cancels a test score that has already been reported, score recipients are notified that the score has been canceled, but the reason for cancellation is not disclosed except when authorized by the test taker or in certain group cases.

# TOEIC Test Scores

## Test Fairness and Score Use

The ETS TOEIC Program and its authorized 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 center 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, [www.ets.org/toeic](http://www.ets.org/toeic).

If you take the test through your employer or sponsoring organization, your scores are provided to that organization. It is the responsibility of your employer or organization to provide you with a score report. If you take the test independently, you will receive your score report directly from the local ETS Preferred Associates.

In addition to the section scaled scores, the redesigned TOEIC Score Report provides extra score information.

## Release of Test Results

With some exceptions, depending on local conditions, the TOEIC Score Report is sent to test takers within seven business days. Additionally your score report may be delayed if your scores are under security review. You will be notified if your scores are withheld. Please see “Score Holds and Cancellation” Section.

## Scaled Scores

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

## Score Proficiency Descriptions

The new score report provides a description of the English-language abilities typical of test takers scoring at around a particular scaled score level. Because of limited space in the score report, only statements of strength are provided in the report. There are three possible descriptions for the Listening section and four possible descriptions for the Reading section. A complete table of these descriptions is available on the ETS website, [www.ets.org/toeic](http://www.ets.org/toeic). The proficiency descriptors were developed based on a Scaled Anchoring Study conducted at ETS in the summer of 2005. A copy of the Scaled Anchoring Study can be provided to you by your local ETS Preferred Associate.

## Ability Measured

The test taker’s score report also includes the percentage of questions the test taker answered correctly for specific abilities measured. The percentage can be compared with the percentage score of test takers who have taken the same TOEIC test form. The abilities measured are calculated by the “percentage of items answered correctly.” For example, if in one form there are 20 items to measure one type of ability, and a candidate answered 11 out of 20 items correctly, the % correct score is 55%. The TOEIC score is scaled based on a conversion table. This is to make sure your scores are comparable to the test takers who have taken a different form. Therefore, your TOEIC scores measure your English Proficiency level, and abilities measured only tell the % of answers correct in that category.

## Percentile Rank

The new score report provides percentile ranks for section scaled scores. A percentile rank score refers to the percentage of the TOEIC Secure Program population in the most recent three years who score below a particular scaled score. The percentile rank table is calculated based on a pool of 3-year test takers and is updated and made available on the ETS website, [www.ets.org/toeic](http://www.ets.org/toeic), every May. For example, the percentile rank table of May 2006 is calculated based on test takers from January 2003 to December 2005. The percentile rank table of May 2007 is calculated based on test takers from January 2004 to December 2006.

## 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

# TOEIC Test Scores (continued)

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  $\pm 25$  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.

## Score Review

If you feel that your scores are not an accurate reflection of your ability in English, you should contact your ETS Preferred Associate within three months of the test date. The ETS Preferred Associate will rescore your answer sheet and will give you a second score report. If a discrepancy is found between the first score report and the second one, the ETS Preferred Associate will pay for the rescoring of your answer sheet. However, if a discrepancy is not found, you may be charged a small fee for rescoring costs.

## 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 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 ( $SE_{diff}$ ). The  $SE_{diff}$  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  $\pm 1 SE_{diff}$ , or  $\pm 35$  points, around the obtained scores. In this case, the test taker has truly improved because the post-training score fell outside of the  $SE_{diff}$  (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 test taker self-reports of their own ability to accomplish certain English-language tasks such as those listed on the next page.

# TOEIC Test Scores *(continued)*

## 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 does not require testing centers to retain test administration data beyond two years.

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

## 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 organizations 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 Program 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 organizations that are recipients of TOEIC scores.

### Policies

In recognition of their obligation to ensure the appropriate use of TOEIC scores, the TOEIC Program 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 authorization of the individual or institution or by compulsion of legal process.

We recognize 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 unauthorized disclosure of the information. For more information please visit [www.ets.org/legal/privacy](http://www.ets.org/legal/privacy).

**Encouragement of appropriate use and investigation of reported misuse.** All organizational 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.). Organizations 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 Program and local ETS Preferred Associates are available to assist institutions in resolving score-misuse issues.

# Policy and Guidelines for the Use of TOEIC Scores *(continued)*

## Other Score-related Information

### Score Verification

Institutions have the ability to verify score reports sent directly to them by test takers. At the written request of the institution or agency, ETS will verify the official scores recorded for you within the last 2 years. ETS or its authorized representative will also verify your score information at the request of any institution or agency that has a copy of your score report.

## 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 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 or by the local ETS Preferred Associate. If an organization administers a TOEIC test internally, with ETS 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 to ensure that confidentiality is maintained.

## 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 23–24. 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 Program 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 Program 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 organization where workplace/ everyday-life English is a required job skill
- Placement of applicants or candidates within a corporation or organization where workplace/ everyday-life English is a required job skill
- Promotion of candidates within a corporation or organization 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 authorized by ETS 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.

After taking the TOEIC test, please visit [www.ets.org/toEIC](http://www.ets.org/toEIC) to complete the Candidate Satisfaction Survey.

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](mailto:contact-emea@etsglobal.org).



ETS provides a comprehensive suite of English Language Learning products and services that encourage learning, assess progress and measure proficiency. Backed by years of research, our programs support teachers and decision makers and help individuals achieve academic, business and personal success.

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**TOEIC**

*Listening. Learning. Leading.*

# Examinee Handbook

SPEAKING & WRITING



*The TOEIC® Test —  
Know English. Know Success.*



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For more information, visit us on the web at [www.ets.org/toeic](http://www.ets.org/toeic) or contact your local ETS Preferred Associate.

A list of local ETS Preferred Associates can be found on the web at [www.ets.org/toeic](http://www.ets.org/toeic).

If there is no ETS Preferred Associate in your country, please contact us at either address below.

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# About the TOEIC® Speaking and Writing Tests

The Test of English for International Communication™ (TOEIC®) program offers English-language proficiency tests for people whose native language is not English. The new TOEIC® Speaking and Writing tests, which are delivered through the computer, are valid assessments of a person's ability to speak and write in English in the workplace.

They have been added to the TOEIC product line to complement the TOEIC® Listening and Reading test. Together, they provide a reliable measurement of all four English-language communication skills.

## TOEIC® Speaking Test Format

The TOEIC Speaking Test is designed to measure a person's ability to communicate in spoken English in the context of daily life and the global workplace. The test is composed of 11 tasks and takes approximately 20 minutes to complete. The range of ability among English learners who will take the TOEIC Speaking Test is expected to be broad; that is, both very capable speakers and speakers of limited ability can take the test. The test is designed to provide information about language ability to speakers across a range of language proficiency levels. To this end, the tasks are organized to support the following three claims.

1. *The test taker can generate language intelligible to native and proficient nonnative English speakers.*
2. *The test taker can select appropriate language to carry out routine social and occupational interactions (such as giving and receiving directions, asking for and giving information, asking for and giving clarification, making purchases, and greetings and introductions).*
3. *The test taker can create connected, sustained discourse appropriate to typical daily life and the workplace.*

These claims are meant to be hierarchical. A test taker who can successfully complete the tasks that support the third claim will probably be very successful at carrying out the tasks that support the first and second claims. Conversely, the tasks that support the third claim will distinguish between moderately high-level speakers and very high-level speakers.

The following table shows how the tasks in the TOEIC Speaking Test are organized.

QUESTION	TASK	EVALUATION CRITERIA
1–2	Read a text aloud	<ul style="list-style-type: none"><li>■ Pronunciation</li><li>■ Intonation and stress</li></ul>
3	Describe a picture	All of the above, plus <ul style="list-style-type: none"><li>■ Grammar,</li><li>■ Vocabulary, and</li><li>■ Cohesion</li></ul>
4–6	Respond to questions	All of the above, plus <ul style="list-style-type: none"><li>■ Relevance of content and</li><li>■ Completeness of content</li></ul>
7–9	Respond to questions using information provided	All of the above
10	Propose a solution	All of the above
11	Express an opinion	All of the above

## TOEIC® Writing Test Format

The TOEIC Writing Test is designed to measure a person's ability to use written English to perform communication tasks that are typical of daily life and the global workplace. The test is composed of eight tasks and takes approximately one hour to complete. As with the TOEIC Speaking Test, the range of ability among English learners who will take the TOEIC Writing Test is expected to be broad. The test is designed to provide useful information about test takers across a range of language proficiency levels.

The tasks in the TOEIC Writing Test are organized to support the following three claims about test taker performance.

1. *The test taker can produce well-formed sentences, including both simple and complex sentences.*
2. *The test taker can produce multisentence-length text to convey straightforward information, questions, instructions, narratives, etc.*
3. *The test taker can produce multiparagraph-length text to express complex ideas, using reasons, evidence, and extended explanations as appropriate.*

## About the TOEIC® Speaking and Writing Tests *(continued)*

Because these claims are hierarchical, task difficulty increases as the test taker progresses through the test. The first claim describes test takers at lower levels of English-language proficiency. Test takers who can successfully complete the tasks that support the second and third claims will probably be very successful at carrying out the tasks that support the first claim. At the same time, the tasks that support the third claim will distinguish between moderately high-level and very high-level writers of English.

The following table shows how the tasks in the TOEIC Writing Test are organized.

QUESTION	TASK	EVALUATION CRITERIA
1–5	Write a sentence based on a picture	<ul style="list-style-type: none"> <li>■ Grammar</li> <li>■ Relevance of the sentences to the pictures</li> </ul>
6–7	Respond to a written request	<ul style="list-style-type: none"> <li>■ Quality and variety of your sentences</li> <li>■ Vocabulary</li> <li>■ Organization</li> </ul>



QUESTION	TASK	EVALUATION CRITERIA
8	Write an opinion essay	<ul style="list-style-type: none"> <li>■ Whether the opinion is supported with reasons and/or examples</li> <li>■ Grammar</li> <li>■ Vocabulary</li> <li>■ Organization</li> </ul>

### Keyboard Requirements

The TOEIC Speaking and Writing test is administered on a standard English-language (QWERTY) computer keyboard. QWERTY is the most common modern-day keyboard layout on English-language computer keyboards. It takes its name from the first six letters displayed at the top of the keyboard. It is recommended that you practice typing on a QWERTY keyboard before taking the TOEIC Speaking and Writing tests.

## Frequently Asked Questions About the TOEIC Speaking and Writing Tests

### Who Takes the TOEIC Speaking and Writing Tests?

- Personnel who use English in real-life work settings such as businesses, hotels, hospitals, restaurants, international meetings, conventions, and sports 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
- Individuals who want to measure their productive skills in English

### Why Take the TOEIC Speaking and Writing Tests?

The TOEIC test is the choice of nearly five million examinees a year and is recognized by thousands of corporations and organizations. As a fair and objective measure of English proficiency, the TOEIC Speaking and Writing tests 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, and
- involve your employer in advancing your English ability.

### **What Context Do Questions in the Tests Present?**

The TOEIC Speaking and Writing tests are set in contexts appropriate for daily life and the global workplace. They include tasks that people might perform in work-related situations or in familiar daily activities that are common across cultures. The tests assess English-language speaking and writing proficiency and do not require candidates to have specialized knowledge of business.

### **What Score Do I Need to Pass the Tests?**

The TOEIC Speaking and Writing tests are not the kind of tests that one passes or fails. Not every job or task requires the same level of English proficiency. The TOEIC Speaking and Writing tests measure many levels of ability, allowing people 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. ETS does not establish score requirements for passing or failing. Each institution or agency determines its own standards.

### **How Are the Tests Administered?**

The TOEIC Speaking and Writing tests will be administered on fixed dates at secure, Internet-based test centers. Contact your local ETS Preferred Associate for specific test dates.

### **How Much Do the Tests Cost to Take?**

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

### **How Long Does It Take to Receive Scores After an Administration?**

It takes approximately two weeks to receive your TOEIC Speaking and Writing test scores. Contact your local ETS Preferred Associate for specific dates.

### **Do the TOEIC Speaking and Writing Tests Measure the Proficiency of Listening and Reading Skills Indirectly?**

Language skill levels are related because of the nature of language learning; the skills of listening and speaking or of reading and writing are often used together. For most people, there is quite a strong correlation among the four language skills. Over time, however, if you practice some skills (for example, reading and listening) much more often than you practice others, then the correlation may change. While the TOEIC Listening and Reading tests are indirect measures of speaking and writing proficiency, the TOEIC Speaking and Writing tests are more direct measures of productive skills.

### **Which Tests Should I Take First, the Listening and Reading Tests or the Speaking and Writing Tests?**

You should take the test that will give you the information or feedback that you need. For example, if you want to demonstrate how well you can speak and write in English, then you should take the Speaking and Writing tests. Similarly, if you want to provide a prospective employer with an indication of your English listening and reading skills compared with those of other candidates, then it would be better to take the Listening and Reading tests first. From a learning point of view, it is not important which test you decide to take first.

### **Why Are the Test Scores Valid for Two Years?**

The TOEIC Program considers your test scores valid for two years because your proficiency can improve or decline over time. For this reason, the more recent the score, the more likely it is to be a valid indication of your proficiency. To provide you and your employer with a historical summary of your scores, scores will be kept on file and reported for two years from the test date.

# Preparing to Take the TOEIC Speaking and Writing Tests



## How to Get Ready to Take the TOEIC Speaking and Writing Tests

The TOEIC Speaking and Writing tests are not based on the content of any particular English course but, rather, on your proficiency—your overall ability to speak or write in English. Improvement in proficiency may take some time and is generally achieved through a combination of practice and study. The TOEIC Speaking and Writing tests do not test business knowledge, and you are not required to know specialized business and technical vocabulary beyond that of a person who uses English in everyday life and work activities.

- Before taking the TOEIC Speaking and Writing tests, you can do several things to prepare and to improve your English proficiency. Become familiar with the test format. You can then focus your attention on the questions themselves rather than on the format. Carefully review the test directions and the sample questions in this handbook.
- 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.
- Take the TOEIC Practice Online: Speaking and Writing to prepare for the tests. Contact your local ETS Preferred Associate for information.
- Your local ETS Preferred Associate also provides a test preparation book to help you prepare for the TOEIC Speaking and Writing tests. Contact your local ETS Preferred Associate for information.

## Identification Requirements

All test takers must read Part 1. Depending on whether you will be testing within or outside your country of citizenship, you must also read either Part 2 or Part 3, as appropriate.

### Part 1: Information for ALL Test Takers

- You must have an acceptable and valid identification (ID) with photograph to be admitted to a test center. Expired documents are not acceptable. The photograph on your ID document must be recent and recognizable. Original documents must be presented; copies are not acceptable. ID requirements are strictly enforced. It is your responsibility to read and understand the instructions and requirements. It is not the responsibility of the test center staff or registration center to relay the policies to you.

- **If you don't have one primary ID with both a photograph and a signature, you may present two primary IDs without signatures.**
- If you arrive at the test center without the required ID, the test center administrator will not admit you to the test and you will forfeit the test fee.
- **When registering, you must use exactly the same name and the same spelling of that name that appears on the primary ID document(s) you will present at the test center.** 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 ID does not match the name you registered under, you will not be permitted to 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.
- **NAME CHANGES OR CORRECTIONS WILL NOT BE MADE THE DAY OF THE ADMINISTRATION. If your name has changed for any reason, including marriage, you still must present primary ID in the name under which you registered or you will not be permitted to test.**
- If the test center administrator questions the ID you present, you will be required to present additional proof of identity. If positive confirmation cannot be made, you may be refused admission to the test center and will forfeit the test fee.
- Test center personnel will check your ID before assigning you a seat at the test center. The administrator will check your photo ID to verify that you are the person in your photo ID.
- Admission to the test center does not imply that your form of ID 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.
- The photograph on your ID document must be recent and recognizable. For example, a ten-year-old photograph taken during childhood is not acceptable.

### Acceptable Primary Identification Documents

- Passport with photograph and signature
- Driver's license with photograph and signature
- State identification with photograph and signature
- National ID with photograph and signature
- Military ID with photograph and signature

### Acceptable Secondary Identification Documents

If your primary ID is missing either a photograph or a signature, you must present one of the following secondary IDs in addition to your primary ID. Secondary IDs that can be used to meet the photograph and/or signature requirements are the following.

- A government-issued ID document that has not expired, including but not limited to, passport, driver's license, state ID, national ID, or military ID (There are some exceptions: see Unacceptable Identification Documents below.)
- Student ID

### Unacceptable Identification Documents

- Any expired ID
- Draft classification card
- Credit/debit card of any kind
- Social Security card
- Learner's permit or any temporary identification document (for example, a temporary driver's license)
- International driver's license
- International student ID
- Notary-prepared letter or document
- Employee ID card
- Birth certificate
- Photocopy of ID

**If you are a student of middle or high school, your student ID with photograph is acceptable.**

**If you cannot meet the specified ID requirements or if you have questions about ID,** contact your local ETS Preferred Associate.

### Part 2: If Testing WITHIN Your Country of Citizenship

Only one form of primary ID is needed if your primary ID document contains a photograph and signature. Please see the list of acceptable primary ID documents (Part 1). However, if the test administrator has any concerns about the primary ID document, you will be required to present a secondary ID from the list in Part 1.

If your primary ID does not contain your signature, you must either sign the document or present an additional ID from the list of acceptable secondary identification documents (see Part 1). The secondary ID cannot be expired and must contain a recent, recognizable 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.

### Part 3: If Testing OUTSIDE Your Country of Citizenship

**You MUST PRESENT A VALID PASSPORT with photograph and signature** as your primary identification document. Citizens of European Union and Schengen zone countries should see the special requirements below. If you do not meet the requirements, ETS may cancel your test scores.

If your passport is **not written in English-language letters**, you must also present an additional ID from the list of acceptable secondary identification documents (see Part 1) that contains a recent, recognizable photo and is in English.

If your passport **does not contain your signature**, you must either sign your passport or present an additional ID from the list of acceptable secondary identification documents (see Part 1).

United States military personnel may present their United States military ID cards for admission to test centers. If a military ID card does not contain a photograph and signature, a secondary ID is also required.

### European Union/Schengen Zone Countries

If you are taking the test within a European Union or Schengen zone country outside of your own, you can use your valid national or European identity card if you have one. The card you present must contain a recent, recognizable **photograph**, your **date of birth**, and your **signature**. If your form of identification is **not in English-language letters** and the test administrator cannot read the language in which it is written, you may not be allowed to test. If your official ID does not contain your signature, you must present an additional document from the list of acceptable secondary identification documents (see Part 1) that does contain your signature.

### Admission to the Test Center

To be admitted to the test center, you must have a valid ID with photograph and signature. See pages 5–6 for details. **The name given when you register must match the name on the ID document(s) you present at the test center.**

### Registration Information

Contact your local ETS Preferred Associate for registration information.



## Test Center Procedures and Regulations

### On Test Day

- Dress so that you can adapt to any room temperature.
- Friends or relatives who accompany you to the test center will not be permitted to wait in the test center or be in contact with you while you are taking the test. Except for ETS-authorized observers, visitors are not allowed in the testing room while testing is in progress.
- ID verification at the test center may include thumb printing, photographing, video recording, signature comparison, or other forms of electronic ID 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 center staff regarding where to deposit items such as cell phones, pagers, handbags, and study materials. Storage space is limited, so plan accordingly. You will not have access to your personal items during the test.
- Test centers 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 center 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.

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

- You will be required to sign an electronic or paper confidentiality statement at the test center. If you do not sign the statement, you cannot test, and the test fee will **not** be refunded.
- Your picture may be taken and reproduced at your testing station. Be sure the correct photograph is displayed on your assigned testing station.
- If you need to leave your seat at any time, raise your hand; timing of the test section will not stop.
- If at any time during the test you have a problem with your computer or for any reason need the administrator, raise your hand.
- Testing premises are subject to video recording.
- **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**

**behavior that may lead to an invalid score—for example, someone copying from another test taker, taking a test for someone else, having access to test questions before the exam, or using notes or unauthorized aids. All information will be held in strictest confidence.**

### Dismissal from a Testing Center

The test administrator is authorized to dismiss you from a test session or your scores may be canceled by ETS or the ETS Preferred Associate for violations such as, but not limited to, the following.

- Attempting to take the test for someone else or having someone take the test for you
- Failing to provide acceptable identification
- Obtaining improper access to the test, a part of the test, or information about the test
- Using or having a telephone or cell phone in your possession during the test session or during breaks
- Using any aids in connection with the test, such as mechanical pencils, pens, pagers, beepers, calculators, watch calculators, books, pamphlets, notes, rulers, highlighter pens, stereos or radios with headphones, cell phones, watch alarms, stopwatches, dictionaries, translators, PDAs, BlackBerry® devices, and any handheld electronic or photographic devices
- Creating a disturbance (Disruptive behavior in any form will not be tolerated; the test administrator has sole discretion in determining what constitutes disruptive behavior.)
- Attempting to give or receive assistance or to otherwise communicate, in any form, with another person about the content of the test during or after the test session
- Removing or attempting to remove any test content relating to the test (Under no circumstances may test content or notes or any part of the test content be removed, reproduced, or disclosed by any means—such as hard copy, verbally, or electronically—to any person or entity.)
- Tampering with the computer
- Leaving the test room or test center without permission
- Bringing a weapon or firearm into the test center
- Bringing food, drink, or tobacco into the testing room
- Leaving the test center vicinity during the test session
- Failing to follow any of the test administration regulations contained in this handbook, given by the test administrator, or specified in any test materials

ETS or the local ETS Preferred Associate reserve the right to take all action—including, but not limited to, barring you from future testing and/or canceling your scores—for failure to comply with test administration regulations or the test administrator's directions. If your scores are canceled, they will not be reported and you will receive notification from ETS or the ETS Preferred Associate. You will not receive a refund.

# Sample Questions

## Sample Speaking Test

### Speaking Test Directions

This is the TOEIC Speaking Test. This test includes 11 questions that measure different aspects of your speaking ability. The test lasts approximately 20 minutes.

For each type of question, you will be given specific directions, including the time allowed for preparation and speaking.

It is to your advantage to say as much as you can in the time allowed. It is also important that you speak clearly and that you answer each question according to the directions.

QUESTION	TASK	EVALUATION CRITERIA
1–2	Read a text aloud	<ul style="list-style-type: none"><li>■ Pronunciation</li><li>■ Intonation and stress</li></ul>
3	Describe a picture	All of the above, plus <ul style="list-style-type: none"><li>■ Grammar,</li><li>■ Vocabulary, and</li><li>■ Cohesion</li></ul>
4–6	Respond to questions	All of the above, plus <ul style="list-style-type: none"><li>■ Relevance of content and</li><li>■ Completeness of content</li></ul>
7–9	Respond to questions using information provided	All of the above
10	Propose a solution	All of the above
11	Express an opinion	All of the above



Questions 1–2

Read a Text Aloud

There are two Read-a-Text-Aloud questions on the TOEIC Speaking Test. In each question, the directions and Read-a-Text-Aloud text will appear on your screen. You will hear the directions being read by the narrator. After 45 seconds, you will hear “Begin reading aloud now.” Then you will read the text, and your response will be recorded. An example is below.

**Directions:** In this part of the test, you will read aloud the text on the screen. You will have 45 seconds to prepare. Then you will have 45 seconds to read the text aloud.

If you’re shopping, sightseeing, and running around every minute, your vacation can seem like hard work. To avoid vacation stress, come to the Blue Valley Inn on beautiful Lake Mead. While staying at our inn, you’ll breathe clean country air as you view spectacular sights. With its spacious rooms, swimming pool, and many outdoor activities, the inn is the perfect place for a vacation you won’t forget. The Blue Valley Inn prides itself on the personal attention it provides for every guest. The Blue Valley motto has always been “A happy guest is our greatest treasure.”

Your responses to questions 1 and 2 will each receive two scores: one for pronunciation and one for intonation and stress. Following are the scoring guides that will be used to evaluate your response.

**Scoring Guide for Questions 1–2:**  
*Pronunciation*

SCORE	RESPONSE DESCRIPTION
3	Pronunciation is highly intelligible, though the response may include minor lapses and/or other language influence.
2	Pronunciation is generally intelligible, though it includes some lapses and/or other language influence.
1	Pronunciation may be intelligible at times, but significant other language influence interferes with appropriate delivery of the text.
0	No response OR no English in the response OR response is completely unrelated to the test.

**Scoring Guide for Questions 1–2:**  
*Intonation and Stress*

SCORE	RESPONSE DESCRIPTION
3	Use of emphases, pauses, and rising and falling pitch is appropriate to the text.
2	Use of emphases, pauses, and rising and falling pitch is generally appropriate to the text, though the response includes some lapses and/or moderate other language influence.
1	Use of emphases, pauses, and rising and falling pitch is not appropriate, and the response includes significant other language influence.
0	No response OR no English in the response OR the response is completely unrelated to the test.

## Sample Questions (continued)

### Question 3

### Describe a Picture

There is one Describe-a-Picture question on the TOEIC Speaking Test. The directions and the picture will appear on your screen. You will hear the directions read by the narrator. After 30 seconds, you will hear “Begin speaking now.” Then you will describe the picture, and your response will be recorded. An example is below.

**Directions:** In this part of the test, you will describe the picture on your screen in as much detail as you can. You will have 30 seconds to prepare your response. Then you will have 45 seconds to speak about the picture.



Your response will be scored using the scoring guide below.

### Scoring Guide for Question 3

SCORE	RESPONSE DESCRIPTION
<b>3</b>	<b>The response describes the main features of the picture.</b> <ul style="list-style-type: none"><li>■ The delivery may require some listener effort, but it is generally intelligible.</li><li>■ The choice of vocabulary and use of structures allows coherent expression of ideas.</li></ul>
<b>2</b>	<b>The response is connected to the picture, but meaning may be obscured in places.</b> <ul style="list-style-type: none"><li>■ The delivery requires some listener effort.</li><li>■ The choice of vocabulary and use of structures may be limited and may interfere with overall comprehensibility.</li></ul>
<b>1</b>	<b>The response may be connected to the picture, but the speaker's ability to produce intelligible language is severely limited.</b> <ul style="list-style-type: none"><li>■ The delivery may require significant listener effort.</li><li>■ The choice of vocabulary and use of structures is severely limited OR significantly interferes with comprehensibility.</li></ul>
<b>0</b>	<b>No response OR no English in the response OR the response is completely unrelated to the test.</b>



Questions 4–6

Respond to Questions

Questions 4–6 are three short questions about a single topic. The directions will appear on your screen, and you will hear the directions read by the narrator. Then the introduction and question 4 will appear on your screen and you will hear them read by the narrator. After the narrator reads question 4, you will hear a beep. Then you will have 15 seconds to answer. Your response will be recorded. Then question 5 will appear on your screen and be read by the narrator. After the beep you will have 15 seconds to answer. Your response will be recorded. Then question 6 will appear on your screen and be read by the narrator. After the beep you will have 30 seconds to answer. Your response will be recorded. Examples of questions 4, 5, and 6 are below.

**Directions:** In this part of the test, you will answer three questions. For each question, begin responding immediately after you hear a beep. No preparation time is provided. You will have 15 seconds to respond to Questions 4 and 5, and 30 seconds to respond to Question 6.

*Imagine that a Canadian marketing firm is doing research in your country. You have agreed to participate in a telephone interview about television viewing.*

**Question 4:** *How often do you watch television?*

**Question 5:** *What kinds of programs do you usually watch?*

**Question 6:** *Describe your favorite television program.*

Questions 7–9

Respond to Questions Using Information Provided

Questions 7–9 are three short questions based on a schedule of events. The directions will appear on your screen, and you will hear the directions read by the narrator. Then the schedule will appear on your screen. You will have 30 seconds to study the schedule. Then you will hear the beginning of a telephone call. The call includes questions about the information in the schedule. After the caller's first question, you will hear a beep. You will have 15 seconds to answer the question as if you were speaking on the telephone. Then the caller will ask a second question. The question will be followed by a beep, and you will have 15 seconds to answer the question. Then the caller will ask a third question. The question will be followed by a beep, and you will have 30 seconds to answer the question.

All questions will refer to the schedule, which will remain on the screen throughout all three questions. Examples of questions 7, 8, and 9 are below.

**Directions:** In this part of the test, you will answer three questions based on the information provided. You will have 30 seconds to read the information before the questions begin. For each question, begin responding immediately after you hear a beep. No additional preparation time is provided. You will have 15 seconds to respond to questions 7 and 8, and 30 seconds to respond to question 9.

The screenshot shows a conference schedule with the following details:

- Date:** May 27
- Location:** Bristol Office Building
- Seminars:**
  - 9:00 A.M. Financing Your Business, Room 210—Martha Ross, Certified Public Accountant
  - 11:00 A.M. How to Promote Your Own Business, Room 312—Howard Brown, Brown Publishers
- OR**
- 11:00 A.M. Planning for Profit, Room 318—John Phillips, Phillips Associates
- 1:00 P.M. Lunch\*
- 2:00 P.M. Sales Techniques Workshop, Room 240—Adele King, West Side Consultants
- 4:00 P.M. General Discussion
- Registration Fee:** Individuals, \$95.00; Members of the Business Information Center, \$75.00

\*Not included in registration fee.

After 30 seconds you will hear:

*Hello, I'm calling about a conference on May 27 that I saw advertised in the newspaper. It's about starting your own business. I was hoping you could give me some information.*

**Question 7:** *Could you tell me what time the conference starts and how long it will last?*

**Question 8:** *How much does the conference attendance cost?*

**Question 9:** *I may not be available for the full day. Could you give me information about the activities in the morning, before lunchtime?*

## Sample Questions *(continued)*

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Your responses to questions 4 through 9 will be scored using the scoring guide below.

### Scoring Guide for Questions 4–9

SCORE	RESPONSE DESCRIPTION
<b>3</b>	<p>The response is a full, relevant, socially appropriate reply to the question. In the case of Questions 7–9, information from the prompt is accurate.</p> <ul style="list-style-type: none"><li>■ The delivery requires little listener effort.</li><li>■ The choice of vocabulary is appropriate.</li><li>■ The use of structures fulfills the demands of the task.</li></ul>
<b>2</b>	<p>The response is a partially effective reply to the question, but is not complete, fully appropriate, or in the case of Questions 7–9, fully accurate.</p> <ul style="list-style-type: none"><li>■ The delivery may require some listener effort but is mostly intelligible.</li><li>■ The choice of vocabulary may be limited or somewhat inexact, although overall meaning is clear.</li><li>■ The use of structures may require some listener effort for interpretation.</li><li>■ In the case of Questions 7–9, the speaker may locate the relevant information in the prompt but fail to distinguish it from irrelevant information or fail to transform the written language so a listener can easily understand it.</li></ul>
<b>1</b>	<p>The response does not answer the question effectively. Relevant information is not conveyed successfully.</p> <ul style="list-style-type: none"><li>■ The delivery may impede or prevent listener comprehension.</li><li>■ The choice of vocabulary may be inaccurate or rely on repetition of the prompt.</li><li>■ The use of structures may interfere with comprehensibility.</li></ul>
<b>0</b>	<p>No response OR no English in the response OR the response is completely unrelated to the test.</p>



Question 10

Propose a Solution

There is one Propose-a-Solution question on the TOEIC Speaking Test. The directions will appear on your screen, and you will hear the directions read by the narrator. Then you will hear a telephone message. The message will last 30–45 seconds. The message will describe a problem. You will respond as if you are the person receiving the message. After the message, you will have 30 seconds to prepare. Then you will hear “Begin speaking now.” You will have 60 seconds to respond. Your response will be recorded. An example is below.

**Directions:** In this part of the test, you will be presented with a problem and asked to propose a solution. You will have 30 seconds to prepare. Then you will have 60 seconds to speak.

**Respond as if you work at the bank.**

In your response, be sure to

- show that you recognize the problem, and
- propose a way of dealing with the problem.

*Now listen to the voice message.*

You will hear:

*Hi, this is Marsha Syms. I'm calling about my bank card. I went to the bank machine early this morning, you know—the ATM—because the bank was closed, so only the machine was open. Anyway, I put my card in the machine and got my money out, but then my card didn't come out of the machine. I got my receipt and my money, but then my bank card just didn't come out. And I'm leaving for my vacation tonight so I'm really going to need it. I had to get to work early this morning and couldn't wait around for the bank to open. Could you call me here at work and let me know how to get my bank card back? I'm really busy today and really need you to call me soon. I can't go on vacation without my bank card. This is Marsha Syms at 555-1234. Thanks.*

Your response will be scored using the scoring guide that follows.



Scoring Guide for Question 10

SCORE	RESPONSE DESCRIPTION
5	<p>The response successfully completes all parts of the task and is readily intelligible, coherent, and sustained. It is characterized by ALL of the following:</p> <ul style="list-style-type: none"> <li>■ The speaker plays the appropriate role and understands the relationship between the sender and the receiver of the message.</li> <li>■ A clear understanding of the situation in the prompt and a relevant, detailed response to the situation is present.</li> <li>■ The speech is clear with a generally well-paced flow.</li> <li>■ Good control of basic and complex structures, as appropriate, is exhibited. Some minor errors may be noticeable but they do not obscure meaning.</li> <li>■ The use of vocabulary is effective, with allowance for minor inaccuracy.</li> </ul>
4	<p>The response addresses all parts of the task appropriately, but may fall short of being fully developed. It is generally intelligible, sustained, and coherent, with some minor lapses.</p> <ul style="list-style-type: none"> <li>■ The speaker plays the appropriate role and understands the relationship between the sender and the receiver of the message.</li> <li>■ The response is sustained and conveys the minimum relevant information required by the situation in the prompt.</li> <li>■ Minor difficulties with pronunciation, intonation, or pacing are noticeable and may require listener effort at times although overall intelligibility is not significantly affected.</li> <li>■ The response demonstrates fairly automatic and effective use of grammar but may be somewhat limited in the range of structures used.</li> <li>■ The use of vocabulary is fairly effective. Some vocabulary may be inaccurate or imprecise.</li> </ul>
3	<p>The response attempts to address the task, but does not successfully complete all parts of the task. It contains mostly intelligible speech, although problems with delivery and/or overall coherence may occur.</p> <ul style="list-style-type: none"> <li>■ The speaker may neglect the role-playing aspect of the task or misrepresent the relationship between the sender and the receiver of the message.</li> <li>■ The response conveys some relevant information, but is clearly incomplete or inaccurate or the response is based on a misunderstanding of the task or content of the stimulus.</li> <li>■ The speech is basically intelligible, though listener effort may be needed because of unclear articulation, awkward intonation, or choppy rhythm/pace.</li> <li>■ The response demonstrates limited control of grammar.</li> <li>■ The use of vocabulary is limited.</li> </ul>
2	<p>The response includes very little relevant content and/or speech is mostly unintelligible or incoherent.</p> <p>The content may be limited because of the following:</p> <ul style="list-style-type: none"> <li>■ There are lengthy, socially inappropriate pauses.</li> <li>■ The response is only tangentially related to the stimulus and tasks.</li> </ul> <p>The speech may be mostly unintelligible because of the following:</p> <ul style="list-style-type: none"> <li>■ The delivery is labored and requires considerable listener effort.</li> <li>■ There is very limited control of grammar.</li> <li>■ The use of vocabulary is severely limited or inexact.</li> </ul>
1	<p>The response may be completely unintelligible OR  the response may consist of isolated words or phrases, or mixtures of the first language and English OR  the response may be vague and general, and show no interaction with the prompt.</p>
0	<p>No response OR no English in the response OR the response is completely unrelated to the test.</p>



**Question 11**

**Express an Opinion**

There is one Express-an-Opinion question on the TOEIC Speaking Test. The directions will appear on your screen, and you will hear the directions read by the narrator. After the directions a question will appear on your screen, and you will hear the question read by the narrator. After the narrator reads the question, you will have 15 seconds to think about your answer. Then you will hear “Begin speaking now.” You will have 60 seconds to respond. An example is below.

**Directions:** In this part of the test, you will give your opinion about a specific topic. Be sure to say as much as you can in the time allowed. You will have 15 seconds to prepare. Then you will have 60 seconds to speak.

**Question:**

*(Narrator): Some people prefer to take a job that does not pay well but does provide a lot of time off from work. What is your opinion about taking a job with a low salary that has a lot of vacation time? Give reasons for your opinion.*

Your response will be scored using the scoring guide that follows.



Scoring Guide for Question 11

SCORE	RESPONSE DESCRIPTION
5	<p>The response clearly indicates the speaker's choice or opinion, and support of the choice or opinion is readily intelligible, sustained, and coherent. The response is characterized by ALL of the following:</p> <ul style="list-style-type: none"> <li>■ The speaker's choice or opinion is supported with reason(s), details, arguments, or exemplifications; relationships between ideas are clear.</li> <li>■ The speech is clear with generally well-paced flow. It may include minor lapses or minor difficulties with pronunciation or intonation patterns that do not affect overall intelligibility.</li> <li>■ Good control of basic and complex structures, as appropriate, is exhibited. Some minor errors may be noticeable but they do not obscure meaning.</li> <li>■ The use of vocabulary is effective, with allowance for occasional minor inaccuracy.</li> </ul>
4	<p>The response clearly indicates the speaker's choice or opinion and adequately supports or develops the choice or opinion.</p> <ul style="list-style-type: none"> <li>■ The response explains the reason(s) for the speaker's choice or opinion, although the explanation may not be fully developed; relationships between ideas are mostly clear, with occasional lapses.</li> <li>■ Minor difficulties with pronunciation, intonation, or pacing are noticeable and may require listener effort at times, although overall intelligibility is not significantly affected.</li> <li>■ The response demonstrates fairly automatic and effective use of grammar but may be somewhat limited in the range of structures used.</li> <li>■ The use of vocabulary is fairly effective. Some vocabulary may be inaccurate or imprecise.</li> </ul>
3	<p>The response expresses a choice, preference, or opinion, but development and support of the choice or opinion is limited.</p> <ul style="list-style-type: none"> <li>■ The response provides at least one reason supporting the choice, preference, or opinion. However, it provides little or no elaboration of the reason, repeats itself with no new information, is vague, or is unclear.</li> <li>■ The speech is basically intelligible, though listener effort may be needed because of unclear articulation, awkward intonation, or choppy rhythm/pace; meaning may be obscured in places.</li> <li>■ The response demonstrates limited control of grammar; for the most part, only basic sentence structures are used successfully.</li> <li>■ The use of vocabulary is limited.</li> </ul>
2	<p>The response states a choice, preference, or opinion relevant to the prompt, but support for the choice, preference, or opinion is missing, unintelligible, or incoherent.</p> <ul style="list-style-type: none"> <li>■ Consistent difficulties with pronunciation, stress, and intonation cause considerable listener effort; delivery is choppy, fragmented, or telegraphic; there may be long pauses and frequent hesitations.</li> <li>■ Control of grammar severely limits expression of ideas and clarity of connections among ideas.</li> <li>■ The use of vocabulary is severely limited or highly repetitious.</li> </ul>
1	<p>The response is limited to reading the prompt or the directions aloud OR the response fails to state an intelligible choice, preference, or opinion as required by the prompt OR the response consists of isolated words or phrases, or mixtures of the first language and English.</p>
0	<p>No response OR no English in the response OR the response is completely unrelated to the test.</p>



## Sample Writing Test

For each type of question, you will be given specific directions, including the time allowed for writing.

### Writing Test Directions

This is the TOEIC Writing Test. This test includes eight questions that measure different aspects of your writing ability. The test lasts approximately one hour.

QUESTION	TASK	EVALUATION CRITERIA
1–5	Write a sentence based on a picture	<ul style="list-style-type: none"> <li>■ Grammar</li> <li>■ Relevance of the sentences to the pictures</li> </ul>
6–7	Respond to a written request	<ul style="list-style-type: none"> <li>■ Quality and variety of your sentences</li> <li>■ Vocabulary</li> <li>■ Organization</li> </ul>
8	Write an opinion essay	<ul style="list-style-type: none"> <li>■ Whether the opinion is supported with reasons and/or examples</li> <li>■ Grammar</li> <li>■ Vocabulary</li> <li>■ Organization</li> </ul>

## Sample Questions (continued)

### Questions 1–5

## Write a Sentence Based on a Picture

Questions 1–5 of the TOEIC Writing Test are all the same question type. Each question presents a picture on your screen. Below the picture are two words. You will use the two words in one sentence to describe the picture. You may change the form of the words to fit the grammar of your sentence, but you must use some form of both words in one sentence. You will have 8 minutes to complete all 5 questions. An example is below.

**Directions:** In this part of the test, you will write ONE sentence that is based on a picture. With each picture you will be given TWO words or phrases that you must use in your sentence. You can change the forms of the words and you can use the words in any order.

Your sentences will be scored on

- the appropriate use of grammar, and
- the relevance of the sentence to the picture.

In this part, you can move to the next question by clicking on **Next**. If you want to return to a previous question, click on **Back**. You will have 8 minutes to complete this part of the test.



airport terminal / so

Your responses will be scored using the scoring guide below.

### Scoring Guide for Questions 1–5

SCORE	RESPONSE DESCRIPTION
<b>3</b>	<b>The response consists of ONE sentence that:</b> <ul style="list-style-type: none"><li>■ has no grammatical errors,</li><li>■ contains forms of both key words used appropriately, AND</li><li>■ is consistent with the picture.</li></ul>
<b>2</b>	<b>The response consists of one or more sentences that:</b> <ul style="list-style-type: none"><li>■ have one or more grammatical errors that do not obscure the meaning,</li><li>■ contain BOTH key words, (but they may not be in the same sentence and the form of the word(s) may not be accurate), AND</li><li>■ are consistent with the picture.</li></ul>
<b>1</b>	<b>The response:</b> <ul style="list-style-type: none"><li>■ has errors that interfere with meaning,</li><li>■ omits one or both key words, OR</li><li>■ is not consistent with the picture.</li></ul>
<b>0</b>	<b>The response is blank, written in a foreign language, or consists of keystroke characters.</b>



Questions 6–7

Respond to a Written Request

There are two Respond-to-a-Written-Request questions on the TOEIC Writing Test. In each question, an e-mail message will appear on your screen. The directions will say “Read the e-mail.” Below the e-mail will be further directions that will tell you what must be included in your response. You will have 10 minutes to read the e-mail and respond. Once you begin question 7, you cannot return to question 6. An example is below.

**Directions:** In this part of the test, you will show how well you can write a response to an e-mail.

Your response will be scored on

- the quality and variety of your sentences,
- vocabulary, and
- organization.

You will have 10 minutes to read and answer each e-mail.

**Directions:** Read the e-mail.

**From:** Dale City Welcome Committee

**To:** New Dale City Residents

**Subject:** Welcome to your new home!

**Sent:** July 23, 4:32 P.M.

**Welcome! We would like to be the first to welcome you to Dale City. We know that there are many things to do when you move, from finding your way around town to setting up your utilities. Please contact us if you need any help at all.**

**Directions:** Respond to the e-mail. Respond as if you have recently moved to a new city. In your e-mail to the committee, make at least TWO requests for information.

Your response will be scored using the scoring guide that follows.



Scoring Guide for Questions 6–7

SCORE	RESPONSE DESCRIPTION
4	<p>The response effectively addresses all the tasks in the prompt using multiple sentences that clearly convey the information, instructions, questions, etc., required by the prompt.</p> <ul style="list-style-type: none"> <li>■ The writer uses organizational logic or appropriate connecting words or both to create coherence among sentences.</li> <li>■ The tone and register of the response is appropriate for the intended audience.</li> <li>■ A few isolated errors in grammar or usage may be present, but they do not obscure the writer’s meaning.</li> </ul>
3	<p>The response is mostly successful but falls short in addressing one of the tasks required by the prompt.</p> <ul style="list-style-type: none"> <li>■ The writer omits, responds unsuccessfully, or responds incompletely to ONE of the required tasks.</li> <li>■ The writer uses organizational logic or appropriate connecting words in at least part of the response.</li> <li>■ The writer shows some awareness of audience.</li> <li>■ Noticeable errors in grammar and usage may be present; ONE sentence may contain errors that obscure meaning.</li> </ul>
2	<p>The response is marked by several weaknesses.</p> <ul style="list-style-type: none"> <li>■ The writer addresses only ONE of the required tasks or unsuccessfully or incompletely addresses TWO OR THREE of the required tasks.</li> <li>■ Connections between ideas may be missing or obscure.</li> <li>■ The writer may show little awareness of audience.</li> <li>■ Errors in grammar and usage may obscure meaning in MORE THAN ONE sentence.</li> </ul>
1	<p>The response is seriously flawed and conveys little or no information, instructions, questions, etc., required by the prompt.</p> <ul style="list-style-type: none"> <li>■ The writer addresses NONE of the required tasks, although the response may include some content relevant to stimulus.</li> <li>■ Connections between ideas are missing or obscure.</li> <li>■ The tone or register may be inappropriate for the audience.</li> <li>■ Frequent errors in grammar and usage obscure the writer’s meaning most of the time.</li> </ul>
0	<p>A response at this level merely copies words from the prompt or stimulus, rejects the topic or is otherwise not connected to the topic, is written in a language other than English, consists of keystroke characters that convey no meaning, or is blank.</p>



**Question 8**

**Write an Opinion Essay**

There is one Write-an-Opinion-Essay question on the TOEIC Writing Test. The directions and essay question will appear on your screen. An example is below.

**Directions:** In this part of the test, you will write an essay in response to a question that asks you to state, explain, and support your opinion on an issue. Typically, an effective essay will contain a minimum of 300 words.

Your response will be scored on

- whether your opinion is supported with reasons and/or examples,
- grammar,
- vocabulary, and
- organization.

You will have 30 minutes to plan, write, and revise your essay.

**Question:** There are many ways to find a job: newspaper advertisements, Internet job search Web sites, and personal recommendations. What do you think is the best way to find a job? Give reasons or examples to support your opinion.

Your response will be scored using the scoring guide that follows.



Scoring Guide for Question 8

SCORE	RESPONSE DESCRIPTION
5	<p><b>A response at this level largely accomplishes all of the following:</b></p> <ul style="list-style-type: none"> <li>■ It effectively addresses the topic and task.</li> <li>■ It is well organized and well developed, using clearly appropriate explanations, exemplifications, and/or details.</li> <li>■ It displays unity, progression, and coherence.</li> <li>■ It displays consistent facility in the use of language, demonstrating syntactic variety, appropriate word choice, and idiomaticity, though it may have minor lexical or grammatical errors.</li> </ul>
4	<p><b>A response at this level largely accomplishes all of the following:</b></p> <ul style="list-style-type: none"> <li>■ It addresses the topic and task well, though some points may not be fully elaborated.</li> <li>■ It is generally well organized and well developed, using appropriate and sufficient explanations, exemplifications, and/or details.</li> <li>■ Displays unity, progression, and coherence, though it may contain occasional redundancy, digression, or unclear connections.</li> <li>■ Displays facility in the use of language, demonstrating syntactic variety and range of vocabulary, though it will probably have occasional noticeable minor errors in structure, word form, or use of idiomatic language that do not interfere with meaning.</li> </ul>
3	<p><b>A response at this level is marked by one or more of the following:</b></p> <ul style="list-style-type: none"> <li>■ It addresses the topic and task using somewhat developed explanations, exemplifications, and/or details.</li> <li>■ It displays unity, progression, and coherence, though connection of ideas may be occasionally obscured.</li> <li>■ It may demonstrate inconsistent facility in sentence formation and word choice that may result in lack of clarity and occasionally obscure meaning.</li> <li>■ It may display accurate but limited range of syntactic structures and vocabulary.</li> </ul>
2	<p><b>A response at this level may reveal one or more of the following weaknesses:</b></p> <ul style="list-style-type: none"> <li>■ Limited development in response to the topic and task.</li> <li>■ Inadequate organization or connection of ideas.</li> <li>■ Inappropriate or insufficient exemplifications, explanations, or details to support or illustrate generalizations in response to the task.</li> <li>■ A noticeably inappropriate choice of words or word forms.</li> <li>■ An accumulation of errors in sentence structure and/or usage.</li> </ul>
1	<p><b>A response at this level is seriously flawed by one or more of the following weaknesses:</b></p> <ul style="list-style-type: none"> <li>■ Serious disorganization or underdevelopment.</li> <li>■ Little or no detail, irrelevant specifics, or questionable responsiveness to the task.</li> <li>■ Serious and frequent errors in sentence structure or usage.</li> </ul>
0	<p><b>A response at this level merely copies words from the prompt, rejects the topic or is otherwise not connected to the topic, is written in a language other than English, consists of keystroke characters that convey no meaning, or is blank.</b></p>

# TOEIC Speaking and Writing Test Scores

ETS and its 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.

## Information Reported on the Score Certificate

A Speaking Test score and a Writing Test score will be given separately. Each is reported on a scale of 0 to 200. In addition to scaled scores, test takers will receive an indicator of general skills and abilities in Speaking or Writing. The Speaking Test offers 8 proficiency levels; the Writing Test offers 9 proficiency levels.

### Scaled Scores

The scaled score indicates your overall performance on each of the tests. The scaled score for each of the tests can range from 0 to 200 in increments of 10. Your scores indicate the general proficiency in speaking and writing that you have demonstrated by your performance on the tests.

### Proficiency Levels

There are 8 proficiency levels for the Speaking Test and 9 proficiency levels for the Writing Test. The proficiency levels correspond to a scaled score range and describe the types of general skills and proficiencies in spoken or written English that are common for most people who have achieved a score similar to yours. The descriptor associated with the level that you have achieved will help you understand the strengths and weaknesses of your ability to speak or write in English.

<i>SPEAKING</i> Scaled Score	<i>SPEAKING</i> Proficiency Level
0–30	1
40–50	2
60–70	3
80–100	4
110–120	5
130–150	6
160–180	7
190–200	8



<i>WRITING</i> Scaled Score	<i>WRITING</i> Proficiency Level
0–30	1
40	2
50–60	3
70–80	4
90–100	5
110–130	6
140–160	7
170–190	8
200	9

## Rating of Speaking and Writing Responses

### Speaking

The Speaking test responses are digitally recorded and sent to ETS's Online Scoring Network where they are scored by certified ETS raters. The Speaking test includes six different task types. The first four task types (Questions 1–9) are rated on a scale of 0 to 3 and the last two task types (Questions 10–11) are rated on a scale of 0 to 5. The sum of all ratings is converted to a scaled score of 0 to 200.

QUESTION	TASK	EVALUATION CRITERIA	SCORE SCALE
1–2	Read a text aloud	<ul style="list-style-type: none"> <li>■ Pronunciation</li> <li>■ Intonation and stress</li> </ul>	0–3
3	Describe a picture	All of the above, plus <ul style="list-style-type: none"> <li>■ Grammar</li> <li>■ Vocabulary</li> <li>■ Cohesion</li> </ul>	0–3
4–6	Respond to questions	All of the above, plus <ul style="list-style-type: none"> <li>■ Relevance of content</li> <li>■ Completeness of content</li> </ul>	0–3
7–9	Respond to questions using information provided	All of the above	0–3
10	Propose a solution	All of the above	0–5
11	Express an opinion	All of the above	0–5

# TOEIC Speaking and Writing Test Scores *(continued)*

## Writing

The Writing test responses are also sent to ETS's Online Scoring Network and scored by certified ETS raters. The Writing test includes three different task types. The first task type (Questions 1–5) is rated on a scale of 0 to 3, the second task type (Questions 6–7) is rated on a scale of 0 to 4, and the last task type (Question 8) is rated on a scale of 0 to 5. The sum of all ratings is converted to a scaled score of 0 to 200.

QUESTION	TASK	EVALUATION CRITERIA	SCORE SCALE
1–5	Write a sentence based on a picture	<ul style="list-style-type: none"> <li>■ Grammar</li> <li>■ Relevance of the sentences to the pictures</li> </ul>	0–3
6–7	Respond to a written request	<ul style="list-style-type: none"> <li>■ Quality and variety of your sentences</li> <li>■ Vocabulary</li> <li>■ Organization</li> </ul>	0–4
8	Write an opinion essay	<ul style="list-style-type: none"> <li>■ Whether your opinion is supported with reasons and/or examples</li> <li>■ Grammar</li> <li>■ Vocabulary</li> <li>■ Organization</li> </ul>	0–5

## Proficiency Level Descriptors: Speaking

### Level 8 Scale Score 190–200

Typically, test takers at level 8 can create connected, sustained discourse appropriate to the typical workplace. When they express opinions or respond to complicated requests, their speech is highly intelligible. Their use of basic and complex grammar is good and their use of vocabulary is accurate and precise.

Test takers at level 8 can also use spoken language to answer questions and give basic information.

Their pronunciation and intonation and stress are at all times highly intelligible.

### Level 7 Scale Score 160–180

Typically, test takers at level 7 can create connected, sustained discourse appropriate to the typical workplace. They can express opinions or respond to complicated requests effectively. In extended responses, some of the following weaknesses may sometimes occur, but they do not interfere with the message:

- minor difficulties with pronunciation, intonation, or hesitation when creating language
- some errors when using complex grammatical structures
- some imprecise vocabulary

Test takers at level 7 can also use spoken language to answer questions and give basic information.

When reading aloud, test takers at level 7 are highly intelligible.

### Level 6 Scale Score 130–150

Typically, test takers at level 6 are able to create a relevant response when asked to express an opinion or respond to a complicated request. However, at least part of the time, the reasons for, or explanations of, the opinion are unclear to a listener. This may be because of the following:

- unclear pronunciation or inappropriate intonation or stress when the speaker must create language
- mistakes in grammar
- a limited range of vocabulary

Most of the time, test takers at level 6 can answer questions and give basic information. However, sometimes their responses are difficult to understand or interpret.

When reading aloud, test takers at Level 6 are intelligible.

### Level 5 Scale Score 110–120

Typically, test takers at level 5 have limited success at expressing an opinion or responding to a complicated request. Responses include problems such as:

- language that is inaccurate, vague, or repetitive
- minimal or no awareness of audience
- long pauses and frequent hesitations
- limited expression of ideas and connections between ideas
- limited vocabulary

Most of the time, test takers at level 5 can answer questions and give basic information. However, sometimes their responses are difficult to understand or interpret.

When reading aloud, test takers at Level 5 are generally intelligible. However, when creating language, their pronunciation, intonation, and stress may be inconsistent.



## **Level 4 Scale Score 80–100**

Typically, test takers at level 4 are unsuccessful when attempting to explain an opinion or respond to a complicated request. The response may be limited to a single sentence or part of a sentence. Other problems may include:

- severely limited language use
- minimal or no audience awareness
- consistent pronunciation, stress, and intonation difficulties
- long pauses and frequent hesitations
- severely limited vocabulary

Most of the time, test takers at level 4 can not answer questions or give basic information.

When reading aloud, test takers at Level 4 vary in intelligibility. However, when they are creating language, speakers at level 4 usually have problems with pronunciation and intonation and stress. For more information, check the “Read Aloud Pronunciation and Intonation and Stress ratings.”

## **Level 3 Scale Score 60–70**

Typically, test takers at level 3 can, with some difficulty, state an opinion, but they can not support the opinion. Any response to a complicated request is severely limited.

Most of the time, test takers at level 3 can not answer questions and give basic information.

Typically, test takers at level 3 have insufficient vocabulary or grammar to create simple descriptions.

When reading aloud, speakers at level 3 may be difficult to understand. For more information, check the “Read Aloud Pronunciation and Intonation and Stress ratings.”

## **Level 2 Scale Score 40–50**

Typically, test takers at level 2 can not state an opinion or support it. They either do not respond to complicated requests or the response is not at all relevant.

In routine social and occupational interactions such as answering questions and giving basic information, test takers at level 2 are difficult to understand.

When reading aloud, speakers at level 2 may be difficult to understand. For more information, check the “Read Aloud Pronunciation and Intonation and Stress ratings.”

## **Level 1 Scale Score 0–30**

Test takers at level 1 left a significant part of the TOEIC Speaking Test unanswered. Test takers at level 1 may not have the listening or reading skills in English necessary to understand the test directions or the content of the test questions.

## **Pronunciation Levels**

### **Low**

When reading aloud your pronunciation is not generally intelligible.

### **Medium**

When reading aloud your pronunciation is generally intelligible with some lapses.

### **High**

When reading aloud your pronunciation is highly intelligible.

## **Intonation and Stress Levels**

(Intonation and Stress refer to your ability to use emphases, pauses, and rising and falling pitch to convey meaning to a listener.)

### **Low**

When reading aloud your use of intonation and stress is generally not effective.

### **Medium**

When reading aloud your use of intonation and stress is generally effective.

### **High**

When reading aloud your use of intonation and stress is highly effective.

## **Proficiency Level Descriptors: Writing**

### **Level 9 Scale Score 200**

Typically, test takers at level 9 can communicate straightforward information effectively and use reasons, examples, or explanations to support an opinion.

When using reasons, examples, or explanations to support an opinion, their writing is well-organized and well-developed. The use of English is natural, with a variety of sentence structures and appropriate word choice, and is grammatically accurate.

When giving straightforward information, asking questions, giving instructions, or making requests, their writing is clear, coherent, and effective.

### **Level 8 Scale score 170–190**

Typically, test takers at level 8 can communicate straightforward information effectively and use reasons, examples, or explanations to support an opinion.

When giving straightforward information, asking questions, giving instructions, or making requests, their writing is clear, coherent, and effective.

## TOEIC Speaking and Writing Test Scores *(continued)*

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When using reasons, examples, or explanations to support an opinion, their writing is generally good. It is generally well-organized and uses a variety of sentence structures and appropriate vocabulary. It may also include one of the following weaknesses:

- occasional unnecessary repetition of ideas or unclear connections between ideas
- noticeable minor grammatical mistakes or incorrect word choices

### **Level 7 Scale Score 140–160**

Typically, test takers at level 7 can effectively give straightforward information, ask questions, give instructions, or make requests, but are only partially successful when using reasons, examples, or explanations to support an opinion.

When attempting to explain an opinion, their writing presents relevant ideas and some support. Typical weaknesses at this level include:

- not enough specific support and development for the main points
- unclear connections between the points that are made
- grammatical mistakes or incorrect word choices

When giving straightforward information, asking questions, giving instructions, or making requests, their writing is clear, coherent, and effective.

### **Level 6 Scale Score 110–130**

Typically, test takers at level 6 are partially successful when giving straightforward information or supporting an opinion with reasons, examples, or explanations.

When giving straightforward information, asking questions, giving instructions, or making requests, the message omits important information or is partly unintelligible.

When attempting to explain an opinion, their writing presents relevant ideas and some support. Typical weaknesses at this level include:

- not providing enough specific support and development for the main points
- unclear connections between the points that are made
- grammatical mistakes or incorrect word choices

### **Level 5 Scale Score 90–100**

Typically, test takers at level 5 are at least partially successful when giving straightforward information. However, when supporting an opinion with reasons, examples, or explanations, they are mostly unsuccessful.

When giving straightforward information, asking questions, giving instructions, or making requests, the message omits important information or is partly unintelligible.

When attempting to explain an opinion, significant weaknesses that interfere with communication occur, such as:

- not providing enough examples, explanations, or details to support the opinion or they are inappropriate
- inadequate organization or connection of ideas
- limited development of ideas
- serious grammatical mistakes or incorrect word choices

### **Level 4 Scale Score 70–80**

Typically, test takers at level 4 have some developing ability to express an opinion and to give straightforward information. However, communication is limited.

When attempting to explain an opinion, significant weaknesses that interfere with communication occur, such as:

- not providing enough examples, explanations, or details to support the opinion or they are inappropriate
- inadequate organization or connection of ideas
- limited development of ideas
- serious grammatical mistakes or incorrect word choices

When giving straightforward information, asking questions, giving instructions, or making requests, the responses do not successfully complete the task because of

- missing information
- missing or obscure connections between sentences and/or
- many grammatical mistakes or incorrect word choices

At level 4, test takers have some ability to produce grammatically correct sentences, but they are inconsistent.

### **Level 3 Scale Score 50–60**

Typically, test takers at level 3 have limited ability to express an opinion and to give straightforward information.

When attempting to explain an opinion, the responses show one of the following serious flaws:

- serious disorganization or underdevelopment of ideas
- little or no detail or irrelevant specifics
- serious and frequent grammatical mistakes or incorrect word choices

When giving straightforward information, asking questions, giving instructions, or making requests, the responses do not successfully complete the task because of

- missing information
- missing or obscure connections between sentences and/or
- many grammatical mistakes or incorrect word choices

At level 3, test takers have some ability to produce grammatically correct sentences, but they are inconsistent.



## **Level 2 Scale Score 40**

Typically, test takers at level 2 have only very limited ability to express an opinion and give straightforward information.

When attempting to explain an opinion, the responses show one of the following serious flaws:

- serious disorganization or underdevelopment of ideas
- little or no detail or irrelevant specifics
- serious and frequent grammatical mistakes or incorrect word choices

At level 2, test takers cannot give straightforward information. Typical weaknesses at this level include:

- not including any of the important information
- missing or obscure connections between ideas
- frequent grammatical mistakes or incorrect word choices

At level 2, test takers are unable to produce grammatically correct sentences.

## **Level 1 Scale Score 0–30**

Test takers at level 1 left part or parts of the TOEIC Writing Test unanswered. Test takers at level 1 may need to improve their reading ability in order to understand the test directions and the content of test questions.

## **Score Reliability**

To ensure the reliability of all of the TOEIC Speaking and Writing tests, ETS adheres to a stringent 10-step process:

1. ETS recruits highly qualified applicants to be raters.
2. ETS reviews applicants' résumés and selects the best-qualified candidates to participate in rater training.
3. Rater candidates participate in extensive online training in which they train by scoring authentic responses.
4. Raters must qualify to score by first passing a certification test. Only certified raters may score ETS tests. This testing demonstrates that raters can score accurately.
5. Scoring leaders receive special training on difficult-to-score samples.
6. Raters use carefully developed rubrics and guidelines.
7. Raters must pass a calibration test before every scoring session. This testing ensures that raters are scoring accurately that day.
8. Scoring leaders monitor raters throughout the scoring process. If a rater is not scoring accurately, the scoring leader excludes the rater from scoring.
9. Scoring leaders and test developers use statistical reports to monitor rater performance during and after every scoring session.
10. Statisticians review and analyze all scoring results before scores are released.

# Policies and Guidelines for the Use of TOEIC Speaking and Writing Test Scores

These policies and guidelines provide information about the appropriate use of TOEIC Speaking and Writing 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 use of scores.

The TOEIC Speaking and Writing 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 organizations where English communication skills are a critical job requirement.

ETS and the ETS Preferred Associates have a particular obligation to inform users of the appropriate uses of TOEIC Speaking and Writing test scores, and to identify and attempt to rectify instances of misuse. To this end, the following policies and guidelines are available to all TOEIC Speaking and Writing test takers, institutions, and organizations that are recipients of TOEIC Speaking and Writing test scores.

## Policies

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

## Confidentiality

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

We recognize examinees' right to privacy with regard to information that is stored in data or research files held by ETS and its ETS Preferred Associates, and our responsibility to protect examinees from unauthorized disclosure of the information.

## Score Verification

Institutions have the ability to verify score reports submitted by test takers. The verification process can be initiated at the written request of an institution or agency or by using the Online Score Verification Service (OSVS). Through this process, ETS will verify all scores recorded for you within the last 2 years.

### Online Score Verification Service (OSVS, the Service)

The following terms and conditions supplement all other terms and conditions, disclosures, policies and agreements relating to TOEIC test scores reported by ETS, including but not limited to the ETS privacy and security policy<sup>1</sup> and the *TOEIC Speaking and Writing Examinee Handbook*, all as amended from time to time (collectively, TOEIC Documents).

The TOEIC Online Score Verification Service allows entities that contract with ETS for access to the Service, including governmental immigration offices (the Organization), to verify the scores of tests provided by ETS under the TOEIC trademark. The TOEIC test is designed by ETS to measure the ability of non-native speakers of English to use and understand English as it is spoken and written in professional settings. TOEIC scores indicate how the test taker performed on the test, and the score data provided through the OSVS provides identifying information about the test taker. Some test takers provide their TOEIC score information directly to Organizations; the OSVS allows these Organizations to access or verify the scores.

By doing the following, you agree to all the terms and conditions of this Examinee Handbook without modification by you:

- Registering for a TOEIC test online
- Downloading a TOEIC Examinee Handbook
- Completing a confidentiality agreement on test day after having an opportunity to review the terms
- Providing your TOEIC registration number or examinee score report to an organization

If you do not agree, do not provide your TOEIC registration number or score report for any test (past or future) to any organization. Unless you give them your information, an Organization should not be able to use the OSVS to access your score data.

<sup>1</sup>You can review the current version of this policy under Privacy and Security at [www.ets.org](http://www.ets.org).



### Terms and Conditions

1. **Your Initiation of the OSVS.** If you provide your TOEIC registration number to an Organization, that Organization will be able to sign up for the OSVS and access your scores and related data; however, this data must include your name and date of birth. Some Organizations will already have access to some of that information, but they should not have your TOEIC registration number unless you give it to them. Accordingly, do not provide it unless you want to allow the Organization to access your score data using the OSVS.
2. **Organization Access to Score Data.** Using the Service, a member Organization will be able to view, copy and use your name, gender, photograph, date of birth, registration number, test date, and test scores (including your total score and your scores for the Speaking and Writing sections, collectively, the “Score Data”). ETS reserves the right to determine whether more or less data should be provided from time to time at its good-faith discretion. Any use of your score data by the Organization should be pursuant to its privacy and security policy, if any, rather than to the ETS policy. ETS contracts with the Organization to use the information only to verify the TOEIC scores, but ETS does not control the Organization.
3. **Limitations.** You acknowledge that if you give an Organization a registration number for a TOEIC test more than 2 years old, the Organization will not be able to verify your scores. You agree that ETS supplies the Service and the Score Data AS IS and with all faults. All disclaimers, damage and remedy exclusions, and limitations and other provisions of the TOEIC Documents apply to the OSVS and the Score Data.
4. **Other.** Except as impacted by the OSVS, the terms and conditions of the TOEIC Documents will remain in full force and effect. ETS reserves the right to share data with institutions and agencies for verification purposes outside of the OSVS. You agree that ETS may amend or change these terms and conditions from time to time at its discretion by providing notice in the TOEIC section of [www.ets.org](http://www.ets.org) or in any of the TOEIC Documents, or by emailing or otherwise giving notice to you. If you provide TOEIC information to an Organization after the effective date of an amendment, or if, before the effective date, you fail to withdraw your TOEIC information from an Organization or otherwise fail to instruct it not to access your score data, you will be deemed to have consented to the amendment. The foregoing does not restrict ETS from using another method for amendment under any of the TOEIC Documents.

### Test Score Data Retention

Individually identifiable TOEIC scores are retained in a database for two years. After two years, all information that could identify an individual is removed. If you took the TOEIC tests more than two years ago, you will have to take the tests again to have scores sent to you.

### Rescore Policy

If you feel that your test score does not accurately reflect your performance, you may request a rescore of your test for a fee. This service is available for up to three months after your test date.

- The test can be rescored only once.
- If both sections are to be rescored, they must be done at the same time.
- If the rescore results in a score change, a revised score report will be provided to you and your rescore fee will be refunded.
- The revised score will become your official score.
- There is a fee for each section that is rescored. To inquire about fees in your area, contact your local ETS Preferred Associate.
- Rescore results will be provided approximately four weeks after your request is received.

To request a rescore, please contact your local ETS Preferred Associate.

### ETS Score Cancellation Policy

ETS 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 and the ETS Preferred Associates reserve the right to 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, a test taker attempts to use the work or ideas of others as their own in the essay section of the test, or the score is invalid for another reason. ETS and the ETS Preferred Associates will also exercise their right to cancel any test score if they are unable to authenticate the results of any part of an examinee's test. This includes, but is not limited to, the Speaking or Writing portion (for example, different voices or more than one voice within a Speaking test). Reviews of scores by ETS are confidential. When, for any of the above reasons, ETS or the ETS Preferred Associate cancels a test score that has already been reported, score recipients are notified that the score has been canceled, but the reason for cancellation is not disclosed except when authorized by the test taker or in certain group cases.

### Testing Irregularities

Testing Irregularities refer to problems with the administration of a test. When testing irregularities occur, they may affect an individual or group of test takers. Such problems include, without limitation, administrative errors such as improper timing, improper seating, defective materials, or defective equipment; improper access to test content; and other disruptions of test administrations such as natural disasters and other emergencies. When testing irregularities occur, ETS or the ETS Preferred Associate may decline to score the test, or may cancel the scores. When in their judgment it is appropriate to do so, ETS or the ETS Preferred Associate may give affected test takers the opportunity to take the test again as soon as possible without charge.

### Identification Discrepancies

When, in the judgment of ETS, the ETS Preferred Associate, or test center personnel, there is a discrepancy in a test taker's identification, the test taker may be dismissed from the test center. In addition, ETS or the ETS Preferred Associate may decline to score a test or may cancel the scores and the test fee will be forfeited.

### Misconduct

When ETS, the ETS Preferred Associate, or test center personnel find that there is misconduct in connection with a test, the test taker may be dismissed from the test center. ETS or the ETS Preferred Associate may decline to score the test or may cancel the test scores. Test takers whose scores are canceled because of misconduct will forfeit their test fees. Misconduct includes, but is not limited to, noncompliance with the Test Center Procedures and Regulations on page 7 of this handbook.

### Plagiarism

ETS or the ETS Preferred Associate reserves the right to cancel the scores of test takers when, in their judgment, there is evidence that an essay or speaking response includes, for example, text or ideas that are substantially similar to that found in other TOEIC responses, or the quotation or paraphrasing, without attribution, of language or ideas from published and unpublished sources. Such responses do not reflect the independent speaking or compositional writing skills that the test seeks to measure.

### Guidelines

All organizational users of TOEIC Speaking and Writing scores have an obligation to use the scores in accordance with the guidelines below; for example, using multiple criteria, accepting only official TOEIC Speaking and Writing scores, etc. Organizations have a responsibility to ensure that all individuals using TOEIC Speaking and Writing scores are aware of these guidelines and to monitor the use of the scores, correcting instances of misuse when they are identified. ETS and the ETS Preferred Associates are available to assist institutions in resolving score-misuse issues.

#### ■ 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 Speaking and Writing test scores can be a powerful tool in making hiring, evaluation, promotion, or school-related decisions.



### ■ Accept Only Official TOEIC Speaking and Writing Score Reports

The only official reports of TOEIC Speaking and Writing test scores are those issued by ETS Preferred Associates or by ETS. If an organization administers TOEIC Speaking and Writing tests internally, with ETS knowledge and approval, it can obtain and keep score reports from that test administration. 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 ETS Preferred Associate, who will then verify the accuracy of the scores and whether an official report was issued.

### ■ Maintain Confidentiality of TOEIC Speaking and Writing Test Scores

All individuals who have access to TOEIC Speaking and Writing test scores should be aware of the confidential nature of the scores and agree to maintain their confidentiality. Policies should be developed and implemented to ensure that confidentiality is maintained.

## Appropriate Uses and Misuses of TOEIC Speaking and Writing Test Scores

The suitability of the TOEIC Speaking and Writing tests for a particular use should be explicitly examined before using test scores for that particular purpose. The following list of appropriate uses of TOEIC Speaking and Writing test scores is based on the policies and guidelines previously outlined. The list is meant to be illustrative, not exhaustive. There may be other appropriate uses of TOEIC Speaking and Writing test scores, but any uses other than those listed below should be discussed in advance with ETS and its ETS Preferred Associate to determine appropriateness.

If a use other than those appropriate uses listed in the next column is contemplated, it will be important for the user to validate the use of scores for that purpose. ETS and its ETS Preferred Associate will provide advice on the design of such validity studies.

### Appropriate Uses

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

1. Screening of applicants for an open position within a corporation or organization where workplace/everyday-life English is a required job skill
2. Placement of applicants or candidates within a corporation or organization where workplace/everyday-life English is a required job skill
3. Promotion of candidates within a corporation or organization where workplace/everyday-life English is a required job skill
4. Measurement of workplace/everyday-life English proficiency levels of students in schools
5. Measurement of individuals' progress in workplace/everyday-life English proficiency levels over time

### Misuses

Uses of the test other than those listed in the Appropriate Uses section should be avoided unless authorized by ETS or the ETS Preferred Associate.

### Comments

After taking the TOEIC test, please visit [www.ets.org/toeic](http://www.ets.org/toeic) to complete the Candidate Satisfaction Survey.

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