toeic®

Tests

Institutional Program
Public Program

Examinee Handbook

This manual covers all procedures for taking the TOEIC® tests.

COMPUTER-DELIVERED TESTING
PAPER-DELIVERED TESTING

Latest update: 30/10/2025

About the TOEIC® Tests

This manual is intended for candidates preparing to take one of the following TOEIC tests:

- TOEIC 4-Skills
- TOEIC Listening and Reading (2 hours)
- TOEIC Listening and Reading Adaptive (1 hour)
- TOEIC Speaking and Writing
- TOEIC Speaking
- TOEIC Writing.

The TOEIC test can assess up to four English language skills: Listening, Speaking, Reading and Writing. It can be administered on site or online with remote proctoring, on paper or on a computer.

Depending on the skills you will be taking and the method of administration, please refer to the relevant sections of the manual.

The TOEIC Tests are English-language proficiency tests for people whose native language is not English. They were developed to assess the English-language listening, speaking, reading and writing skills needed in the workplace and everyday life. TOEIC scores indicate how well a person can communicate in English with others in a business setting. The tests do not require specialised knowledge or vocabulary beyond that of a person who uses English in everyday workplace activities.

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

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1. General regulations

A. Consent forms - test takers under 18 years old

On test day, test takers under 18 years of age need to bring a Consent Form completed and signed by a parent or guardian. See Consent Form at the back of this manual. Test takers under 18 who do not have a signed Consent Form will not be admitted to the testing room.

You can find the consent form in **Appendix 3 on page 61** of this manual.

B. The identification document

- You must have acceptable and valid ID with a signature and photograph to be admitted to a test centre.
- The photograph on your ID document must be recent and recognizable. For example, a photograph taken at the age of 10 will not be accepted.
- Original documents must be presented; copies are not acceptable.
- Expired documents are not acceptable.
- If your primary identity document does not include a photograph or signature, you must present two government-issued identity documents without a signature.

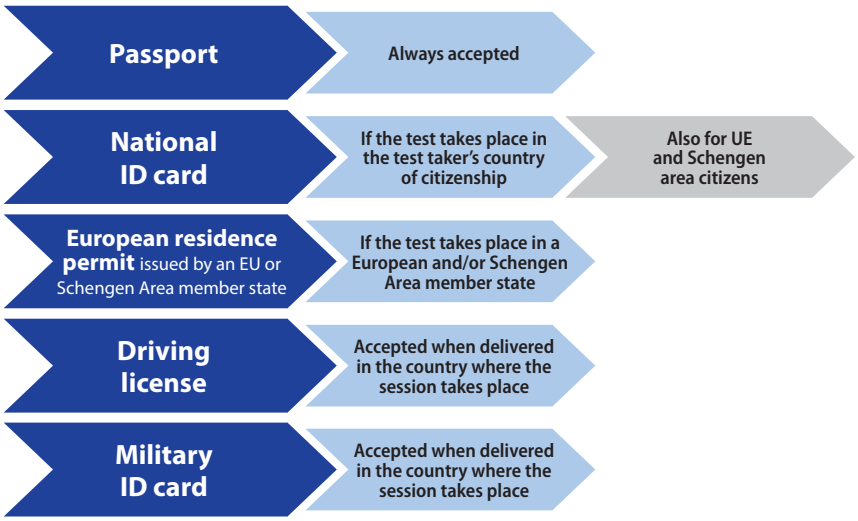
Identification requirements will be strictly enforced. You are responsible for knowing and understanding the instructions and obligations.

If you try to take the test without the required identification, the test administrator will not accept you, you cannot take the test, and you forfeit your test fee.

Acceptable primary identification documents

- Passport with photograph and signature
- European residence permit issued by an EU or Schengen Area member state with photograph and signature, if the test is administered in an EU or Schengen Area member state
- Military identification with photograph and signature issued by the country where the test is being conducted
- Driver's license issued by the country where the test is being conducted, with photograph and signature

If you are taking the test in your country of citizenship, the National identification with photograph and signature is also accepted.



Other cases

Residents of the country where the test is being conducted with refugee status may present a government-issued resident card (not a paper document or letter, even if stamped and signed), with photograph and signature, where the status is clearly stated.

Test sessions within the European Union or the Schengen Area	Test sessions within the Gulf Cooperation Council (GCC) and Mercosur countries
• If you are a citizen of an EU or Schengen Area member state, and you are taking your test in a member state of these areas, you may present your **valid national identity card**. • If you are a citizen of a country outside the EU and Schengen Area but are taking your test in a member state of these areas, you can present your **valid residence permit** issued by an EU or Schengen Area member state. If none of these points apply to your situation, **present your passport**.	If you take the test in a member country of the Gulf Cooperation Council (GCC) or Mercosur countries, you can present your **valid national ID card** issued by a member country of these areas.

- If your primary ID document is not written in Latin alphabet letters, you must also present a secondary ID document in Latin alphabet letters from the list of additional ID documents (see next paragraph), with a recent and recognizable photo.
- The card must include your name, a recent and recognizable photo, your date of birth, and your signature.

If your ID card or European residence permit does not contain all of these elements, you will need to present a secondary form of ID (see the following section).

Acceptable secondary identification documents

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

- 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
- Resident card (see exception in part 2.)
- 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

C. The identification

You must undergo the following identity checks to avoid any score cancellation.

1. On-site:

1.1 At the reception desk, before you are allowed to enter the testing room.

1.2 In the testing room:

- For a computer-based test: When validating your profile on the testing platform, before you are allowed to start the test.
- For a paper-based test: When answer sheets are being collected, before you are allowed to leave the testing room.

2. With remote proctoring: on the proctoring platform, before the test begins.

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. 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. Make sure to:

- Provide your entire first (given name) and entire surname (family name), **do not register under a nickname**
- 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 Network office.

A single misspelling of your name can be corrected at check-in, such as a reversed or omitted letter — 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 administrator questions the ID you present, you will be required to present a secondary ID.

If confirmation of your identity cannot be made, you may be refused admission to the test and forfeit your test fee. Admittance to the test 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.

If you cannot meet the specified ID requirements or if you have questions about the ID, please contact your organisation/academic institution or ETS Global before the test day.

D. Dismissal from test session

If you take the exam from home, the rules are just as strict as those at a test center. Failure to comply with these rules will invalidate your results.

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

- Attempting to take the test, or taking the test, for someone else or having someone else take the test for you
- Failing to provide acceptable identification as described herein, including refusal to allow a photograph
- 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 having prior knowledge of test information into the test centre in any form including, but not limited to, identification documents, prohibited devices, and any other method listed as an aid in connection to the test)
- Having a cell phone, smartphone (e.g., Android or iPhone), tablet, PDA, or any other electronic, listening, recording, scanning, or photographic device in the test centre (exception made for the device needed for the test). Refer to the section **"2. Steps for taking the TOEIC Tests with remote proctoring"**.
- Any type of watch (classic, digital, connected, calculator, with alarm, etc.) is forbidden.
- Calculators, slide rules, rulers, compasses and protractors are prohibited.
- Creating a disturbance (Disruptive behaviour in any form will not be tolerated. The test administrator/supervisor has sole discretion in determining what constitutes disruptive behaviour.)
- Note-taking is strictly forbidden.
- Attempting to give or receive assistance (Communication in any form is not permitted during the test administration. Discussion or sharing of test content or answers during the test administration, during breaks, and after the test is prohibited.)
- Removing or attempting to remove test content from the test centre (Under no circumstances may test content or any part of the test content be removed, reproduced, and/or disclosed by any means [e.g., hard copy, verbally, electronically] to any person or entity.)
- Bringing a weapon or firearm into the test centre
- Bringing food, beverages, or tobacco into the testing room, unless you have received prior approval due to a disability or health-related need

- Leaving the test centre building during the test session or during breaks
- Leaving the testing room without permission
- Taking excessive or extended unscheduled breaks during the test session (Test centre administrators are required to strictly monitor unscheduled breaks and report test takers who take excessive or extended breaks.)
- Referring to, looking through, or working on any test or test section when not authorised to do so, or working after time has been called
- Failing to follow any of the test administration regulations in this examinee handbook, given by the test administrator/supervisor, or specified in any test materials

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

Score holds and cancellations

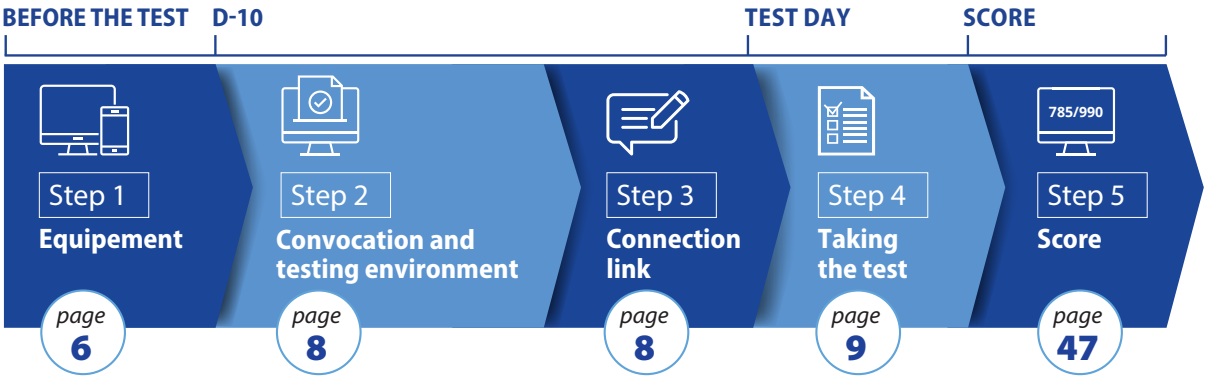
ETS and the local ETS Preferred Network office reserve the right to take any and all actions — including, but not limited to, barring you from taking any future ETS tests and/or withholding or cancelling your scores — for failure to comply with test administration regulations or the test administrator's directions or where the validity of the scores is questionable. If your scores are cancelled, they will not be reported, and your registration and test fees will not be refunded. ETS and the local ETS Preferred Network office 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 equal 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 local ETS Preferred Network office reserve the right to withhold scores 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, a test taker attempts to use the work or ideas of others as his or her own in the essay section of the test, or the score is invalid for another reason. ETS and the local ETS Preferred Network office will also exercise their right to cancel any test score if they are unable to authenticate the results of any part of a test taker'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 aforementioned reasons, ETS or the local ETS Preferred Network office cancels a test score that has already been reported, score recipients are notified that the score has been cancelled, but the reason for cancellation is not disclosed except when authorised by the test taker or in certain group cases.

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 Global may decline to score the test(s), or may cancel the scores. When in their judgement it is appropriate to do so, ETS Global may give affected test takers the opportunity to take the test again as soon as possible without charge.

2. Steps for taking the TOEIC Tests with remote proctoring

Note: this chapter only applies to candidates taking the TOEIC tests with remote proctoring.



Important: before starting the test, please ensure that your testing environment meets the following requirements. See the section ***"Step 1: Equipment and technical requirements for taking the TOEIC tests with remote proctoring" on page 6*** for more information.

Step 1: Equipment and technical requirements for taking the TOEIC tests with remote proctoring

To take the TOEIC tests with remote proctoring you must be equipped with a computer (the test cannot be taken on a tablet). Earphones are not allowed.

Here is all the information needed to check that you have the correct computer configuration.

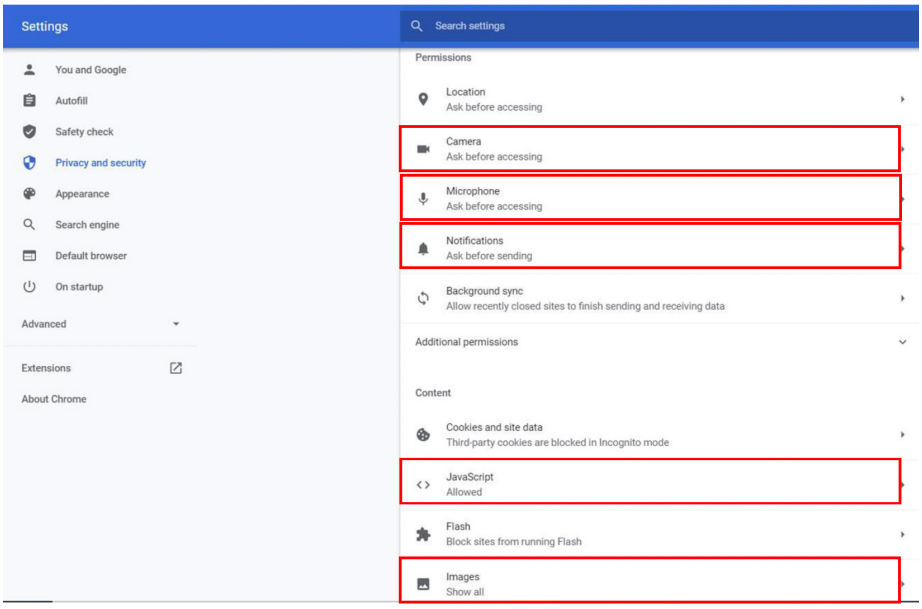
Computer

- Desktop or laptop computer. Tablets and Chrome Book are not supported.
- Windows 8 and higher, Mac OS X and higher, the latest version of Google Chrome and most Linux distributions (64-bit Ubuntu 14.04+, Debian 8+, openSUSE 13.3+, or Fedora Linux 24).
- Secondary monitors are not allowed and should be removed from the room.

Browser

- In Google Chrome, in Settings / Privacy and security / Site settings, allow the following settings:

Settings to allow	Usage
Camera	Monitoring
Microphone	Monitoring
Notifications	Communication with supervisor/support agent
Javascript	Site operation
Images	QR code and other images display
Pop-up and redirects	Site operation



- We recommend that you temporarily disable your antivirus software, such as Norton, McAfee, or Avast.
- Please make sure to zoom out to 100% and maximize your testing window to be able to see the entire screen and the platform buttons.
- During the test and apart from Google Chrome, there should be no other app running in the background. Please close them all completely before the beginning of the test. For Mac users, make sure to close the app by clicking on “Quit” on the menu bar. When clicking on the red close button at the top right of your app, you will close the window, but the app remains open. This is crucial for the security of the test and failure to do so will cause a score invalidation.
- It is strictly forbidden to have subtitles on the screen. To disable them in Google Chrome, go to your "Settings" and to the "Accessibility" section. Use the slider to deactivate the “Live caption” option, which will then become greyed out.

Devices

- **Speakers:** external (wired but not bluetooth) or built into the computer. Headsets or earphones are not allowed. The use of headsets or earphones will cause an invalidation of your score.
- **Microphone:** external or built into the computer or the camera. It will be used by the proctor to control noise in the test room.
- **Camera:** external wired or built into the computer. Virtual or network cameras are not allowed.

Network

- **Computer:** the test platform requires a connection as stable as possible. Therefore, we strongly recommend using an ethernet cable. Connection issues may interrupt the test monitoring and may result to score cancellation due to the technical failure.
  - Download Speed = Minimum 2 Mbps
  - Upload Speed = Minimum 2 Mbps
  - Ping less than 25 ms
- Be sure to disconnect all devices not required for the test from your network so as not to affect the test execution.

Step 2: System check

ETS Global will send you a detailed email describing the steps to follow, on the computer that will be used on the day of the test. It will not be possible to take the test on another computer.

- For the TOEIC 4-Skills and TOEIC Speaking tests: you will receive this email 2 days before the test date.
- For the TOEIC Listening and Reading and TOEIC Listening and Reading Adaptive tests: you will receive this email 3 days before the test date.

If you have not received the convocation email, please check your spam folder.

1. Check the quality of your internet connection.
2. Download the ProctorExam Chrome plugin on the Apple or Google Store.
3. Complete the ProctorExam System Check as soon as you receive this email.

Step 3: Receiving the connection link

Once you have successfully completed this last configuration, you will receive another email *"Your connection link to take the test."*

Step 4: Taking the test

Testing environment requirements

Testing environment

- Make sure you are alone in a quiet room where you will not be disturbed.
- Make sure the room is well-lit and your testing environment is clearly visible.
- Disable all video effects, including virtual backgrounds, blurring, filters etc.
- The test browser must be maximized for the entire duration of the test. You are not allowed to have any other application, folder, or webpage active on your computer unless you need to solve a technical issue and were authorised to do so.
- Your computer and keyboard should be on a desk or other tabletop surface.
- The tabletop and surrounding area should be clear of all items.
- No electronic devices other than your computer required for the test are allowed.
- Your computer should be plugged in to prevent battery depletion during testing.

Behaviour

- You should be sitting in a standard chair; you may not sit or lie on a bed, couch, or armchair.
- You must remain seated and on camera for the duration of the test.
- Breaks are not allowed.
- Food and drink are not allowed.
- Cigarettes or e-cigarettes are not allowed.
- Note taking in any form is not allowed and you are not allowed to have any kind of pen, pencil or paper.
- You are not permitted to make known or copy any part of the test. ETS and ETS Global reserve the right to take legal action and/or ban you from taking any test administered by ETS.

Clothing and accessories

- You will be monitored via camera by the proctor, therefore:
- Make sure your ears remain visible during the test, not covered by hair, a hat, or other items.
- Make sure your face is visible and not obscured by sunglasses or other accessories.
- Avoid wearing items such as jewellery, tie clips, cuff links, ornate clips, combs, barrettes, headbands, and other hair accessories.
- You must not wear/use electronic devices such as any type of watch (digital, smart, classic) and smart wearables.

Session timing:

30 min.
to verify your identity, to check the testing environment and to check your computer is correctly configured on the ProctorExam platform.

15 min.
to familiarise yourself with the **test instructions** and fill out the **administrative questionnaire**.

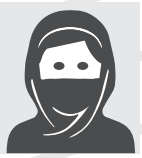
3. Taking the test in a centre or an institution

A. Test taker photo requirements

The TOEIC Public Program Tests deliver an "Official Score Report" that includes the test taker's picture.

Test takers can upload their pictures when they register to the test. All photos are verified and in case of non-compliance, pictures are retaken by the Test Centre Administrator/Proctor on the day of the test.

The photos should meet the same requirements as passport or driver's license photographs:

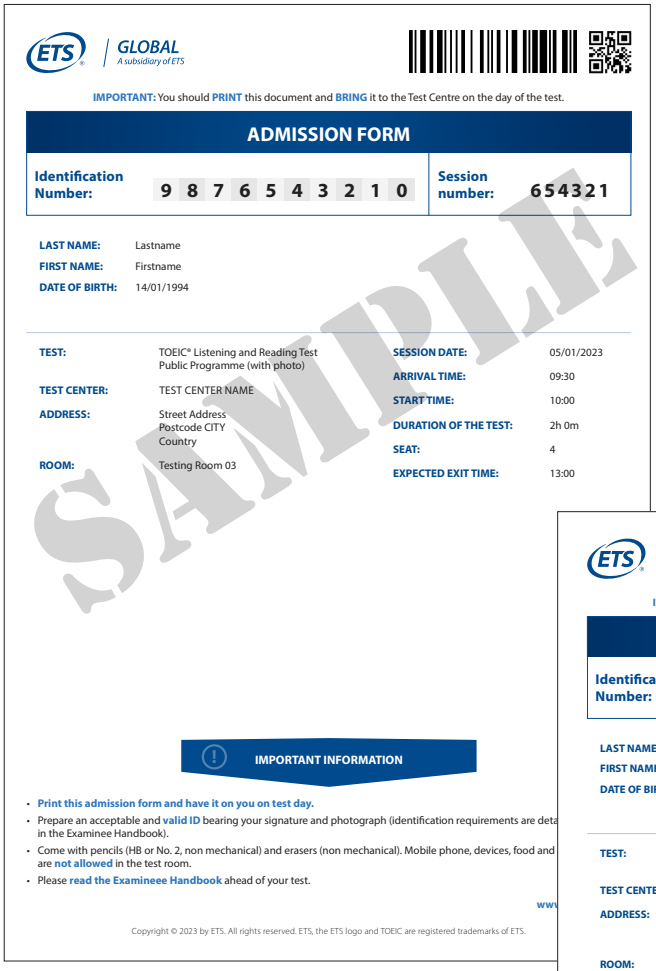
REQUIREMENTS	ACCEPTABLE	NOT ACCEPTABLE		
1. Background must be plain and off-white such as light grey or cream (no patterns, texture, objects, windows…)	Plain background	Background not plain		
2. Face and shoulders should be centred and nearly fill the image area	Acceptable distance and centred	Too far	Too close	Not centred
3. Neutral facial expression	Neutral expression	Smiling	Mouth open	
4. Eyes must be open and clearly visible (no sunglasses or tinted lenses, nothing obscuring the eyes)	Eyes open and visible	Dark glasses	Glare on glasses	
5. Full head must be visible, no headphones or earphones, no headwear, unless worn for religious, cultural, or medical reasons.	Face uncovered and clear	 Face is covered	Hats	

B. Admission form

For TOEIC Public Program sessions, on the day of the test, test takers will have to complete the admission form which will be provided either beforehand by email during the test registration process. If necessary, it can be printed on site by the test center's administration staff.

For TOEIC test sessions organized at your institution, candidates will be asked to sign an admission form, which will be provided on the day of the test.

This admission form is required to take the test and will be collected at the end of the test session by the test centre staff. Please note that it is not permitted to remove admission forms from the test center.



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IMPORTANT: You should **PRINT** this document and **BRING** it to the Test Centre on the day of the test.

ADMISSION FORM

Identification Number:	9 8 7 6 5 4 3 2 1 0	**Session number:**	654321

LAST NAME:	Lastname
FIRST NAME:	Firstname
DATE OF BIRTH:	14/01/1994

TEST:	TOEIC® Listening and Reading Test Public Programme (with photo)	**SESSION DATE:**	05/01/2023
TEST CENTER:	TEST CENTER NAME	**ARRIVAL TIME:**	09:30
ADDRESS:	Street Address Postcode CITY Country	**START TIME:**	10:00
		DURATION OF THE TEST:	2h 0m
ROOM:	Testing Room 03	**SEAT:**	4
		EXPECTED EXIT TIME:	13:00

SAMPLE

IMPORTANT INFORMATION

- **Print this admission form and have it on you on test day.**
- Prepare an acceptable and **valid ID** bearing your signature and photograph (identification requirements are deta in the Examinee Handbook).
- Come with pencils (HB or No. 2, non mechanical) and erasers (non mechanical). Mobile phone, devices, food and are **not allowed** in the test room.
- Please **read the Examineee Handbook** ahead of your test.

www

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IMPORTANT: You should **PRINT** this document and **BRING** it to the Test Centre on the day of the test.

ADMISSION FORM

Identification Number:	9 8 7 6 5 4 3 2 1 0	**Session number:**	654321

LAST NAME:	Lastname
FIRST NAME:	Firstname
DATE OF BIRTH:	14/01/1994

TEST:	TOEIC® Listening and Reading Test Public Programme (with photo)	**SESSION DATE:**	05/01/2023
TEST CENTER:	TEST CENTER NAME	**ARRIVAL TIME:**	09:30
ADDRESS:	Street Address Postcode CITY Country	**START TIME:**	10:00
		DURATION OF THE TEST:	2h 0m
ROOM:	Testing Room 03	**SEAT:**	4
		EXPECTED EXIT TIME:	13:00

Important: do not complete this section now. Staff at the test centre will instruct you when to do so. When instructed, please copy the statement below (do not print) and sign your name as you would do on an official document.
"I hereby agree to the conditions set forth online at www.ets.org/toeic and/or Examinee Handbook and certify that I am the person whose name appears on this admission form."

SIGNATURE: ..... DATE: .....

SAMPLE

IMPORTANT INFORMATION

- **Print this admission form and have it on you on test day.**
- Prepare an acceptable and **valid ID** bearing your signature and photograph (identification requirements are detailed in the Examinee Handbook).
- Pencils, erasers, mobile phones and other digital devices, food and beverages are **not allowed** in the test room.
- Please **read the Examineee Handbook** ahead of your test.
- When you are seated in the test room, **DO NOT click 'Submit'** before a proctor has verified your authorisation code and instructed you to do so.

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C. Test session procedures and regulations

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

- Friends or relatives who accompany you to the test centre will not be permitted to wait in the test centre or be in contact with you while you are taking the test. Except for ETS-authorized observers, visitors are not allowed in the testing room while testing is in progress.
- ID verification at the test centre may include 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. This is in addition to the requirement that you must present acceptable and valid ID.
- Other than ID, personal items are not allowed in the testing room. Before the test, you will receive instructions from test centre staff regarding where to deposit items such as mobile phones, all types of watches (connected, digital, classic), 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 centres assume no responsibility for test taker's 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 centre may require a delayed start or the rescheduling of your test. In the event that a technical problem at the test centre makes it necessary to cancel your test session or if it is later determined that your scores could not be reported, you will be offered the opportunity to retest free of charge or receive a full refund of the original test fee.
- No test taker will be admitted after test materials have been distributed.
- Using any aid in connection with the test is prohibited.
- There is no scheduled break during the TOEIC Listening and Reading 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 may not leave the immediate testing area of the testing room or the test centre building during the test or during any unscheduled break. Any lost time cannot be made up.

Report suspicious behaviour

For candidates taking the test within an institution, although tests are administered under strict supervision and security measures, testing irregularities may sometimes occur. Contact your local ETS Preferred Network office as soon as possible to report any observed behaviour that may lead to an invalid score. Examples include, but are not limited to:

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

All information will remain strictly confidential.

Contact Information:

Web: **forms.ets.org/ets/security/**
Email: **tests-security@etsglobal.org**
Tel: +33 1 40 75 9118*

Phone charge for France applies*

4. Preparing to take the TOEIC tests

A. General advice and tips during the test

The TOEIC tests are 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 tests do not test business knowledge, and you are not required to know specialised business and technical vocabulary beyond what is used in everyday work activities.

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

- **Become familiar with the test format.** You can then focus your attention on the test questions themselves.
- **Carefully review the information** for testing online, the test directions and the sample questions on the following pages.
- **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 interacted 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.
- Since the Multistage Adaptive version test question types and skills assessed are the same as the full-length test, the same preparation materials can be used to prepare for the Multistage Adaptive version test.
- **Web resources on etsglobal.org**:
  - Take the TOEIC Test Level Projector for free, available at www.etsglobal.org. Try out the sample test questions.
  - Practice and learn using the TOEIC Official Learning and Preparation Course which proposes over 1,000 TOEIC practice test questions, or the various official manuals for the TOEIC test published by Hachette.
  - Read about scoring information.
  - Read the frequently asked questions (FAQs).

Tips

During the test:

- Work quickly and carefully.
- Do not spend too much time on any one question.
- Select only one answer for each question.
- You will receive credit only for answers marked in the circles on your screen or answer sheet. 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.
- You may not use note paper.
- Pay close attention to the timer during the Reading section of the test. In the Reading section you have to pace yourself, so work quickly and if you do not know the answer to a question, come back to it later.

B. Test format

The TOEIC tests measure a wide range of English language skills. The following sample questions illustrate the different formats you'll encounter and some points to watch out for when taking the TOEIC Listening, Speaking, Reading and Writing tests.

The TOEIC Listening, Speaking, Reading and Writing tests are divided into several parts, one for each skill tested. Each part is independent: performance in one part has no impact on the other parts.

We advise you to answer all the questions, as there is no penalty for wrong answers.

Note: depending on the equipment available at the test center, candidates registered for a test administered on a computer or tablet will be required to use an AZERTY or QWERTY keyboard.

Section	Duration	Number of questions
Listening Linear version	**45** minutes	**100**
Listening Multistage Adaptive version	**25** minutes	Unit 1 : **25** | Unit 2 : **20**
Speaking	**20** minutes	**11**
Reading Linear version	**75** minutes	**100**
Reading Multistage Adaptive version	**37** minutes	Unit 1 : **25** | Unit 2 : **20**
Writing	**60** minutes	**8**
Total	**~2h20**	**109**

The Listening and Reading sections are available in linear and Multistage Adaptive versions. With the Multistage Adaptive versions, performance on Unit 1 determines which questions are received in Unit 2.

Note: the TOEIC Listening, Speaking, Reading and Writing tests - with all four skills in one sitting - is only offered with the Multistage Adaptive versions of the Listening and Reading sections.

5. Contents and format of the tests

Listening Section

Structure

The Listening section tests how well you understand spoken English. You will be asked to answer questions based on a variety of statements, questions, conversations, and talks recorded in English.

LISTENING SECTION - LINEAR VERSION		
Question Type	**N° of Questions**	**Instructions**
Photographs	6 questions	The instructions are not written, but are spoken. The candidate will hear three or four statements (a, b, c, or a, b, c, d) and will have to select the only correct answer among the statements. They will not appear on the screen and will be spoken only one time.
Question - Response	25 questions	
Conversations	39 questions. 13 conversations with 3 questions each	The questions are both spoken and written. The candidate will be asked to answer questions about the conversation heard and will select the only correct answer among the different options (a, b, c, d).
Short Talks	30 questions. 10 talks with 3 questions each	
Total	**100 questions - 45 minutes**	

LISTENING SECTION - ADAPTIVE VERSION			
Unit	**Question Type**	**N° of Questions**	**Instructions**
One	***Photographs***	3 questions	The instructions are not written, but are spoken. The candidate will hear three or four statements (a, b, c, or a, b, c, d) and will have to select the only correct answer among the statements. They will not appear on the screen and will be spoken only one time.
	Question - Response	4 questions	
	Conversations	9 questions. 3 conversations with 3 questions each	The questions are both spoken and written. The candidate will be asked to answer questions about the conversation heard and will select the only correct answer among the different options (a, b, c, d).
	Short Talks	9 questions. 3 conversations with 3 questions each	
	Total	**25 questions**	
Two	***Question - Response***	5 questions	The instructions are not written, but are spoken. The candidate will hear three or four statements (a, b, c, or a, b, c, d) and will have to select the only correct answer among the statements. They will not appear on the screen and will be spoken only one time.
	Conversations	9 questions. 3 conversations with 3 questions each	The questions are both spoken and written. The candidate will be asked to answer questions about the conversation heard and will select the only correct answer among the different options (a, b, c, d).
	Short Talks	6 questions. 2 talks with 3 questions each	
	Total	**20 questions**	
Total Unit 1 and Unit 2		**45 questions in 25 minutes**	

Test on computer or tablet

The system requires you to answer the questions in the correct order and by the deadline, by clicking on the answer you have selected. If you decide to change an answer, click on the new answer.

Example

Instructions for the Listening test

Photographs

Directions: For each question in this part, you will hear four statements about a picture on the screen.

When you hear the statements, you must select the one statement that best describes what you see in the picture. Then, click on the answer that you have selected. The statements will not appear on the screen and will be spoken only one time.

Sample Questions

You will see:

You will hear:

Now listen to the four statements.

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

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

Question 1

You will see:

1.

You will hear:

1. Look at the picture marked number 1 in your test book.

(A) He's shovelling some soil.
(B) He's moving a wheelbarrow.
(C) He's cutting some grass.
(D) He's planting a tree.

Question 2

You will see:

2.

You will hear:

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

Question-Response

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

Example

You will hear:

Where is the meeting room?

You will also hear:

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

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

Sample Questions

Question 4

You will hear:

7. Where's the new fax machine?

You will also hear:

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

Question 5

You will hear:

8. How well does Thomas play the violin?

You will also hear:

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

Question 6

You will hear:

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

You will also hear:

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

Question 7

You will hear:

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

You will also hear:

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

Conversations

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

Sample questions

You will hear: Questions 31 through 33 refer to the following conversation:

(*Woman*) Hello. I'm calling about a coffee machine I purchased from your Web site. It stopped working even though I haven't had it for very long. I expected it to last much longer than this.

(*Man*) Oh, I'm sorry to hear that. Our warranty covers products for up to a year. Do you know when you bought it?

(*Woman*) I've had it for a little over a year, so the warranty has probably just expired. This is so disappointing.

(*Man*) Well, I'll tell you what we can do. Although we can't replace it, since you're a valued customer I can offer you a coupon for forty percent off your next purchase.

You will then hear:

31. Why is the woman calling?

You will read:

31. Why is the woman calling?
(A) To cancel an order
(B) To complain about a product
(C) To redeem a gift card
(D) To renew a warranty

You will hear:

32. What does the man ask the woman about?

You will read:

32. What does the man ask the woman about?
(A) A model name
(B) A brand of coffee
(C) A catalogue number
(D) A date of purchase

You will hear:

33. What does the man offer to do?

You will read:

33. What does the man offer to do?
(A) Provide a discount
(B) Send a free sample
(C) Extend a warranty
(D) Issue a refund

You will hear: Questions 37 through 39 refer to the following conversation and list.

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

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

(*Woman*) Really?

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

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

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

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

You will then hear:

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

You will read:

37. What does the woman ask the man to do?
    (A) Order some equipment
    (B) Find a new vendor
    (C) Repair a laptop
    (D) Contact a job candidate

You will hear:

38. What problem does the man mention?

You will read:

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

You will hear:

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

You will read:

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

Talks

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

Sample questions

You will hear: Questions 40 through 42 refer to the following telephone message.

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

You will then hear:
40. What does the speaker say about the repair?

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

You will then hear:
41. When can the listener pick up his car?

You will read:
41. When can the listener pick up his car?
(A) Today
(B) Tomorrow
(C) Next week
(D) In two weeks

You will then hear:
42. What does the speaker offer to do?

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

Answers to the above examples

Photographs	Question-Response	Conversations	Talks
1. A	4. A	31. B	40. B
2. D	5. B	32. D	41. B
	6. A	33. A	42. D
	7. C	37. A	
		38. B	
		39. C	

Scoring

There is no scoring rubric for the Listening section because questions are multiple choice and scoring is automated.

Speaking Section

Structure

Instructions for the Speaking test

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	• Pronunciation • Intonation and stress
3–4	Describe a picture	All of the above, plus • Grammar, • Vocabulary, and • Cohesion
5–7	Respond to questions	All of the above, plus • Relevance of content and • Completeness of content
8–10	Respond to questions using information provided	All of the above
11	Express an opinion	All of the above

Test on computer or tablet

The system requires you to answer the questions in the right order and within the time limit. A timer will be visible on the screen. If you don't see it, feel free to scroll to the bottom of the page.

Example

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 the read a text aloud task (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 the read a text aloud task:

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.

Questions 3–4

Describe a picture

There are two Describe-a-Picture questions 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 45 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 45 seconds to prepare your response. Then you will have 30 seconds to speak about the picture.

Your responses to questions 3 and 4 will be scored using the scoring guide below.

Scoring guide for the describe a picture task (Questions 3-4):

Score	Response Description
3	The response describes the main features of the picture. • The delivery may require some listener effort, but it is generally intelligible. • The choice of vocabulary and use of structures allows coherent expression of ideas.
2	The response is connected to the picture, but meaning may be obscured in places. • The delivery requires some listener effort. • The choice of vocabulary and use of structures may be limited and may interfere with overall comprehensibility.
1	The response may be connected to the picture, but the speaker's ability to produce intelligible language is severely limited. • The delivery may require significant listener effort. • The choice of vocabulary and use of structures is severely limited OR significantly interferes with comprehensibility.
0	No response OR no English in the response OR the response is completely unrelated to the test.

Questions 5–7

Respond to questions

Questions 5–7 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 5 will appear on your screen and you will hear them read by the narrator. After the narrator reads question 5, there will be a 3 second pause and then you will hear a beep. Then 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 3 second pause and the beep, you will have 15 seconds to answer. Your response will be recorded. Then question 7 will appear on your screen and be read by the narrator. After the 3 second pause and the beep, you will have 30 seconds to answer. Your response will be recorded. Examples of questions 5, 6, and 7 are below.

Directions: In this part of the test, you will answer three questions. You will have 3 seconds to prepare after you hear each question. You will have 15 seconds to respond to Questions 5 and 6, and 30 seconds to respond to Question 7.

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 5: *How often do you watch television?*

Question 6: *What kinds of programmes do you usually watch?*

Question 7: *Describe your favourite television programme.*

Questions 8-10

Respond to questions using information provided

Questions 8–10 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 45 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, there will be a 3 second pause and then 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 3 second pause and 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 3 second pause and 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 8, 9, and 10 are below.

Directions: In this part of the test, you will answer three questions based on the information provided. You will have 45 seconds to read the information before the questions begin. You will have 3 seconds to prepare and 15 seconds to respond to Questions 8 and 9. You will hear Question 10 two times. You will have 3 seconds to prepare and 30 seconds to respond to Question 10.

After 45 seconds you will hear:

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

BRISTOL BUSINESS CONSULTANTS

STARTING AND MANAGING YOUR OWN BUSINESS

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 246—*Helen 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.

Question 8: *Could you tell me what time the conference starts and how long it will last?*

Question 9: *How much does the conference attendance cost?*

Question 10: *I may not be available for the full day. Could you give me information about the activities in the morning, before lunchtime?*

Scoring guide for questions 5 through 10, respond to questions (Market survey) and respond to questions using information provided (Agenda) tasks:

Score	Response Description
3	The response is a full, relevant, socially appropriate reply to the question. In the case of the Agenda questions, information from the prompt is accurate. • The delivery requires little listener effort. • The choice of vocabulary is appropriate. • The use of structures fulfills the demands of the task.
2	The response is a partially effective reply to the question, but is not complete, fully appropriate, or in the case of the Agenda questions, fully accurate. • The delivery may require some listener effort but is mostly intelligible. • The choice of vocabulary may be limited or somewhat inexact, although overall meaning is clear. • The use of structures may require some listener effort for interpretation. • In the case of the Agenda questions, 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.
1	The response does not answer the question effectively. Relevant information is not conveyed successfully. • The delivery may impede or prevent listener comprehension. • The choice of vocabulary may be inaccurate or rely on repetition of the prompt. • The use of structures may interfere with comprehensibility.
0	No response OR no English in the response OR the response is completely unrelated to the test.

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 follows.

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.*

Scoring guide for the express an opinion task (Question 11):

Score	Response Description
5	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 characterised by ALL of the following: • The speaker's choice or opinion is supported with reason(s), details, arguments, or exemplifications; relationships between ideas are clear. • 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. • Good control of basic and complex structures, as appropriate, is exhibited. Some minor errors may be noticeable but they do not obscure meaning. • The use of vocabulary is effective, with allowance for occasional minor inaccuracy.
4	The response clearly indicates the speaker's choice or opinion and adequately supports or develops the choice or opinion. • 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. • Minor difficulties with pronunciation, intonation, or pacing are noticeable and may require listener effort at times, although overall intelligibility is not significantly affected. • The response demonstrates fairly automatic and effective use of grammar but may be somewhat limited in the range of structures used. • The use of vocabulary is fairly effective. Some vocabulary may be inaccurate or imprecise.
3	The response expresses a choice, preference, or opinion, but development and support of the choice or opinion is limited. • 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. • 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. • The response demonstrates limited control of grammar; for the most part, only basic sentence structures are used successfully. • The use of vocabulary is limited.
2	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. • 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. • Control of grammar severely limits expression of ideas and clarity of connections among ideas. • The use of vocabulary is severely limited or highly repetitive.
1	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.
0	No response OR no English in the response OR the response is completely unrelated to the test.

Reading Section

Structure

The Reading section tests how well you understand written English. You will read a variety of materials and respond at your own pace.

Mulstistage Adaptive:

If you choose to move on to Unit 2, you will no longer be able to access the questions in Unit 1. If time runs out while you are still answering Unit 1 questions, you will automatically be transferred to Unit 2.

READING SECTION - LINEAR VERSION
Question Type
Incomplete Sentences: 30 questions
Text Completion: 16 questions
Reading Comprehension: 54 questions
Total: 100 questions in 75 minutes.

Single Passages: 29 questions; 10 reading texts with 2–4 questions each

Multiple Passages: 25 questions; 5 sets of double or triple passages with 5 questions per set

READING SECTION - ADAPTIVE VERSION	
Unit	**Question Type**
One (25 questions; approx. 23 minutes)	***Incomplete Sentences:*** 5 questions
	Text Completion: 4 questions
	Reading Comprehension: 16 questions
Two (20 questions; approx. 14 minutes)	***Incomplete Sentences:*** 7 questions
	Text Completion: 4 questions
	Reading Comprehension: 9 questions
Total : 45 questions in 37 minutes.	

Test on computer or tablet

Reading section tools

Timer

The timer appears in the upper right hand corner of the screen and shows:

- the time remaining overall on the section in the case of a linear test,
- the time remaining on the current unit in the case of a Multistage Adaptive test.

Clicking on the timer will hide the time. Clicking on the clock image will open the timer display again.

Mark item for review

The "**Mark item for review**" box is in the bottom left corner of the screen. If you want to return to a question later, click the box and a green check mark will appear. Click the check mark to remove it.

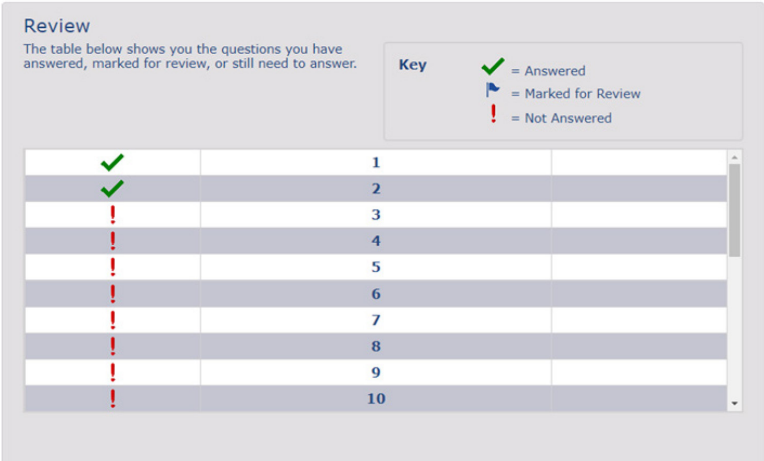
Navigation controls

The navigation controls are located in the bottom right corner of the screen. The "**Back**" and "**Next**" buttons can be clicked to move back and forth between questions in the current Reading unit you are taking. The "**Review**" button will open the "**Review Panel.**"

Review panel

The "**Review Panel**" displays the status of the questions in the current Reading unit. You can access the review panel at any time by clicking the "**Review**" button. The "**Review Panel"** will also be displayed after you reach the last question in the unit and click the "**Next**" button to move to the next screen if there is still time remaining in the unit.

The centre column in the table is the question number. A green check mark in the left column indicates that you answered the question (it does not indicate if your answer was correct or incorrect). A red exclamation point in the left column indicates that the question was not answered. A blue flag in the right column indicates items that you have marked for review.



You can navigate to a question directly by clicking the question number in the table.

The "**Review Panel**" screen has three navigation options at the bottom left of the screen. Clicking "**Review All**" will take you to the first question in the unit. Clicking "**Review Marked**" will take you to the first question that you marked for review (if you did not mark any questions for review, this navigation option will not appear). Clicking on "**Review Not Answered**" will take you to the first unanswered question in the unit.

Example

Instructions for the Reading test

In the Reading section, you will read a variety of texts and answer several different types of reading comprehension questions. For each question, you should select the best answer from the answer choices given. Then, click on the answer that you have selected.

Incomplete sentences

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

Sample questions

1. Customer reviews indicate that many modern mobile devices are often unnecessarily _____.
(A) complication
(B) complicates
(C) complicate
(D) complicated

2. Jamal Nawzad has received top performance reviews _____ he joined the sales department two years ago.
(A) despite
(B) except
(C) since
(D) during

3. Gyeon Corporation's continuing education policy states that _____ learning new skills enhances creativity and focus.
(A) regular
(B) regularity
(C) regulate
(D) regularly

4. Among _____ recognised at the company awards ceremony were senior business analyst Natalie Obi and sales associate Peter Comeau.
(A) who
(B) whose
(C) they
(D) those

5. All clothing sold in Develyn's Boutique is made from natural materials and contains no _____ dyes.
(A) immediate
(B) synthetic
(C) reasonable
(D) assumed

Text completion

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

Sample questions

Questions 6–9 refer to the following e-mail.

To: Project Leads

From: James Pak

Subject: Training Courses

To all Pak Designs project leaders:

In the coming weeks, we will be organising several training sessions for _____ employees. At Pak
6.
Designs, we believe that with the proper help and support from our senior project leaders, less experienced staff can quickly _____ a deep
7.
understanding of the design process. _____ , they
8.
can improve their ability to communicate effectively across divisions. When employees at all experience levels interact, every employee's competency level rises and the business overall benefits. For that reason, we are urging experienced project leaders to attend each one of the interactive seminars that will be held throughout the coming month. _____
9.

Thank you for your support.

James Pak

Pak Designs

6. (A) interest
(B) interests
(C) interested
(D) interesting

7. (A) develop
(B) raise
(C) open
(D) complete

8. (A) After all
(B) For
(C) Even so
(D) At the same time

9. (A) Let me explain our plans for on-site staff training.
(B) We hope that you will strongly consider joining us.
(C) Today's training session will be postponed until Monday.
(D) This is the first in a series of such lectures.

Reading comprehension

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

Sample questions

Questions 10–11 refer to the following advertisement.

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

10. What is suggested about the car?
(A) It was recently repaired.
(B) It has had more than one owner.
(C) It is very fuel efficient.
(D) It has been on sale for six months.

11. According to the advertisement, why is Ms. Ghorbani selling her car?
(A) She cannot repair the car's temperature control.
(B) She finds it difficult to maintain.
(C) She would like to have a newer model.
(D) She is leaving for another country.

Questions 37-38 refer to the following text message chain.

37. What is suggested about Mr. Bach?

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

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

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

Questions 41–45 refer to the following advertisement, online shopping cart, and e-mail.

Sparky Paints, Inc.

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

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

http://www.sparkypaints.com/shoppingcart

Sparky Paints, Inc.

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

Proceed to Checkout

From: ArunPhan<arun.phan@tnet.com>
To: CustomerSupport<support@sparkypaints.com>
Date: March12
Subject: Order#3397

Hello,

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

Thank you,

Arun Phan

41. In the advertisement, the word "top" in paragraph 1, line 2, is closest in meaning to
(A) maximum
(B) favourite
(C) important
(D) upper

42. What are Sparky Paints customers advised to do?
(A) Apply an adhesive to colour samples
(B) Visit a store to compare paint colours
(C) Adjust the colour on their computer monitor
(D) Order samples of several similar colours

43. What is most likely true about order #3397 ?
(A) It arrived within two business days.
(B) It included an extra sample.
(C) It was shipped in February.
(D) It contained four gallons of paint.

44. Which colour does Mr. Phan indicate that he likes?
(A) Caspian Blue
(B) Deep Sea Blue
(C) Stormy Blue
(D) Misty Gray

45. What problem does Mr. Phan mention in his e-mail?
(A) He received the wrong item.
(B) He was charged the wrong price.
(C) The delivery time was too long.
(D) The instructions were too confusing.

Answers to the above examples

Incomplete Sentences	Text Completion	Reading Comprehension
1. D	6. C	10. A
2. C	7. A	11. D
3. D	8. D	37. C
4. D	9. B	38. C
5. B		41. B
		42. D
		43. A
		44. C
		45. A

Scoring

There is no scoring rubric for the Reading section because questions are multiple choice and scoring is automated.

Writing section

Writing test directions

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

Question	Task	Evaluation Criteria
1–5	Write a sentence based on a picture	• Grammar • Relevance of the sentences to the pictures
6–7	Respond to a written request	• Quality and variety of your sentences • Vocabulary • Organisation
8	Write an opinion essay	• Whether the opinion is supported with reasons and/or examples • Grammar • Vocabulary • Organisation

Test on computer or tablet

Writing section tools

Timer

The timer appears in the upper right hand corner of the screen and displays the time remaining in the unit.

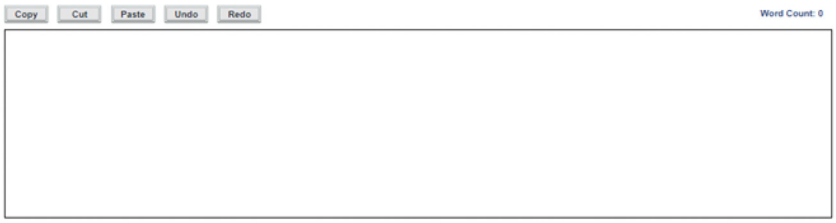
Clicking on the timer will hide the time. Clicking on the clock image will open the timer display again.

Text editing tools

Each Writing item has a box where you will type your response. Keyboard shortcut keys have been disabled but you can use the editing options on top of the text box. Use your mouse to select text and then click "**Copy**" to copy the text or "**Cut**" to delete the selected text. Click "**Paste**" to paste the text that you just copied or cut.

Click "**Undo**" to undo your last action or "**Redo**" to repeat your last action. The word count is displayed in the upper right of the text box.

Editing tools can only be used for the Writing item that is currently displayed on your screen. You cannot share text or actions between different items.



Navigation buttons (Writing items 1 - 5)

Test takers can manually move to the next question if they complete a response for a TOEIC Writing test question before the response time expires.

Test takers have 8 minutes to enter their responses for TOEIC Writing test questions 1 - 5. Since these questions share a response time, test takers can move back and forth between their responses to questions 1 - 5 using the "**Back**" and "**Next**" buttons within the 8 minutes.

Writing question 5 has a "**Back"** button and a "**Complete and Go to Next**" button. If a test taker is satisfied with their responses for questions 1 - 5, they can click the "**Complete and Go to Next**" button to move to question 6. Once a test taker moves to question 6, they cannot return to their previous responses.

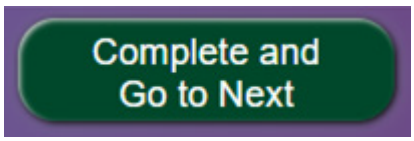
Note: For questions 1 - 4, test takers must use the Next button to move to the next response within the 8 minute response time. The "**Complete and Go to Next**" button is only available on the screen for question 5. Test takers will be moved to question 6 once the 8 minutes expire.

TOEIC Writing test questions 6, 7, and 8 are each timed individually. For questions 6 and 7, test takers can click the "**Complete and Go to Next**" button to move to the next question once they are satisfied with their response. Question 8 is the last TOEIC Writing test question. For question 8, test takers can click the "**Complete and End Writing Test**" button to complete the test once they are satisfied with their response. Once a test taker moves to the next question or ends the test, they cannot return to their previous response.

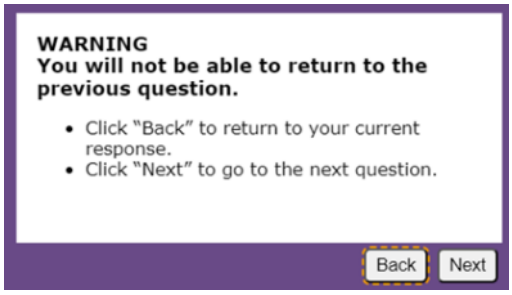
After the "**Complete and Go to Next**" or the "**Complete and End Writing Test**" button is clicked, a pop-up warning will appear to inform the test taker they cannot return to their previous response once they move to the next question or end the test. Test takers can click the "**Back**" button to return to their previous response. Test takers can click the **Next**" button to move to the next response.

The test will automatically move to the next question once the response time expires. Moving forward in the test before the response time expires is optional and has no impact on how the response is scored.

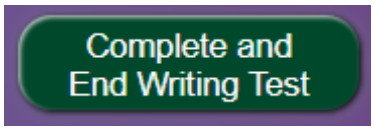
Complete and Go to Next Button



Warning Message - Questions 5, 6, and 7

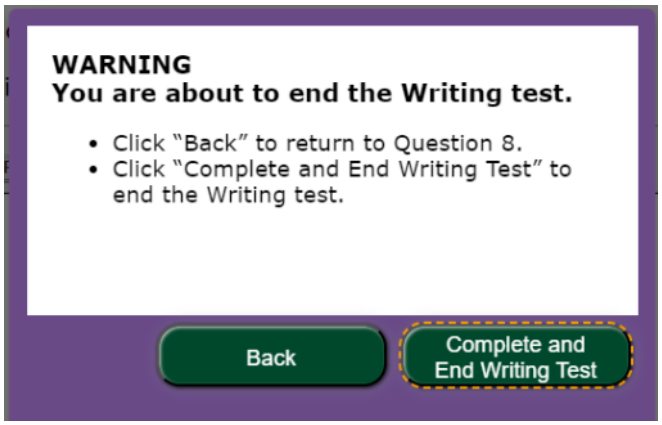


Complete and End Writing Test Button



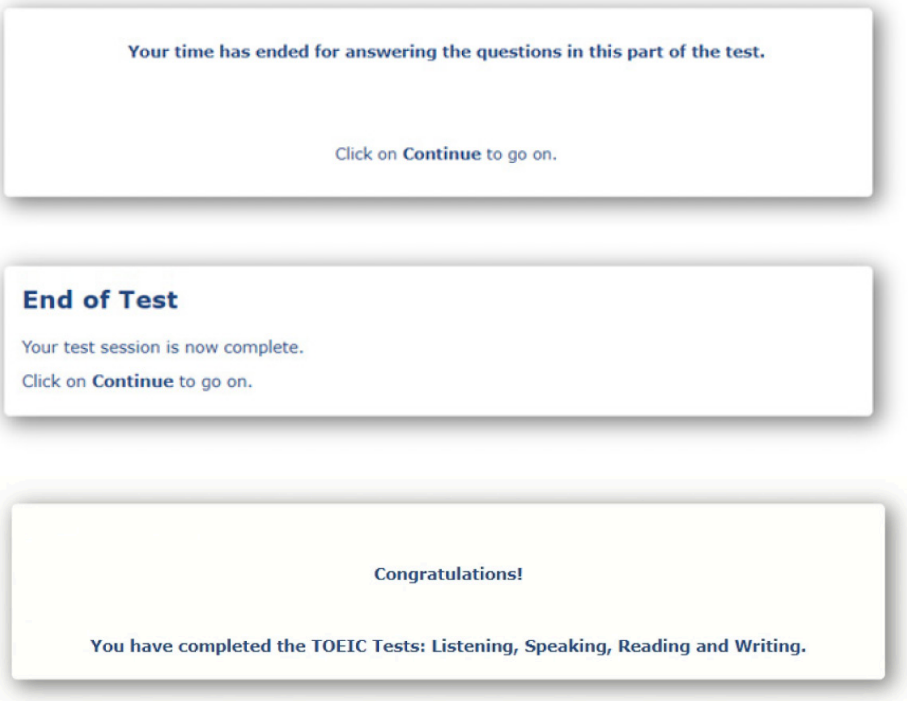
Warning Message - Question 8

The warning message for Writing question 8 informs the test taker that they are about to end the Writing test since it is the last question in the TOEIC Writing test.



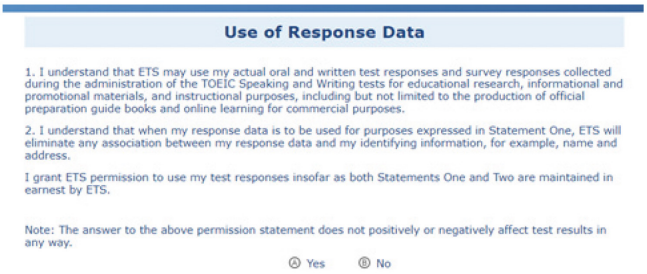
Completing the test

Once time has expired for Writing item 8, you will see the following three screens. The first screen indicates that you have completed answering all of the items in the Writing test. The second screen indicates that you have completed your test session. The third screen is a congratulations screen. You must click "**Continue**" to advance past all three of these screens to the "**Use of Response Data**" screen.



Use of response data

Click "**Yes**" or "**No**" depending on if you give permission for ETS to use your Writing responses for educational research, informational and promotional materials, and instructional purposes. Any identifying information will be removed before the responses are used for any of these purposes. Answering "**Yes**" or "**No**" will not impact your test results in any way.



Use of Response Data

1. I understand that ETS may use my actual oral and written test responses and survey responses collected during the administration of the TOEIC Speaking and Writing tests for educational research, informational and promotional materials, and instructional purposes, including but not limited to the production of official preparation guide books and online learning for commercial purposes.

2. I understand that when my response data is to be used for purposes expressed in Statement One, ETS will eliminate any association between my response data and my identifying information, for example, name and address.

I grant ETS permission to use my test responses insofar as both Statements One and Two are maintained in earnest by ETS.

Note: The answer to the above permission statement does not positively or negatively affect test results in any way.

Ⓐ Yes Ⓑ No

Example

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

Scoring guide for write a sentence based on a picture task (Questions 1–5):

Score	Response Description
3	The response consists of ONE sentence that: • has no grammatical errors, • contains forms of both key words used appropriately, AND • is consistent with the picture.
2	The response consists of one or more sentences that: • have one or more grammatical errors that do not obscure the meaning, • 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 • are consistent with the picture.
1	The response: • has errors that interfere with meaning, • omits one or both key words, OR • is not consistent with the picture.
0	The response is blank, written in a foreign language, or consists of keystroke characters.

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 email message will appear on your screen. The directions will say "Read the email." Below the email will be further directions that will tell you what must be included in your response. You will have 10 minutes to read the email 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 email.

Your response will be scored on

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

You will have 10 minutes to read and answer each email.

Directions: Read the email.

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 email. Respond as if you have recently moved to a new city. In your email to the committee, make at least TWO requests for information.

Scoring guide for respond to a written request task (Questions 6–7):

Score	Response Description
4	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. • The writer uses organisational logic or appropriate connecting words or both to create coherence among sentences. • The tone and register of the response is appropriate for the intended audience. • A few isolated errors in grammar or usage may be present, but they do not obscure the writer's meaning.
3	The response is mostly successful but falls short in addressing one of the tasks required by the prompt. • The writer omits, responds unsuccessfully, or responds incompletely to ONE of the required tasks. • The writer uses organisational logic or appropriate connecting words in at least part of the response. • The writer shows some awareness of audience. • Noticeable errors in grammar and usage may be present; ONE sentence may contain errors that obscure meaning.
2	The response is marked by several weaknesses. • The writer addresses only ONE of the required tasks or unsuccessfully or incompletely addresses TWO OR THREE of the required tasks. • Connections between ideas may be missing or obscure. • The writer may show little awareness of audience. • Errors in grammar and usage may obscure meaning in MORE THAN ONE sentence.
1	The response is seriously flawed and conveys little or no information, instructions, questions, etc., required by the prompt. • The writer addresses NONE of the required tasks, although the response may include some content relevant to stimulus. • Connections between ideas are missing or obscure. • The tone or register may be inappropriate for the audience. • Frequent errors in grammar and usage obscure the writer's meaning most of the time.
0	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.

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
- organisation.

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.

Scoring guide for write an opinion essay task (Question 8):

Score	Response Description
5	A response at this level largely accomplishes all of the following: • It effectively addresses the topic and task. • It is well organised and well developed, using clearly appropriate explanations, exemplifications, and/or details. • It displays unity, progression, and coherence. • 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.
4	A response at this level largely accomplishes all of the following: • It addresses the topic and task well, though some points may not be fully elaborated. • It is generally well organised and well developed, using appropriate and sufficient explanations, exemplifications, and/or details. • Displays unity, progression, and coherence, though it may contain occasional redundancy, digression, or unclear connections. • 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.
3	A response at this level is marked by one or more of the following: • It addresses the topic and task using somewhat developed explanations, exemplifications, and/or details. • It displays unity, progression, and coherence, though connection of ideas may be occasionally obscured. • It may demonstrate inconsistent facility in sentence formation and word choice that may result in lack of clarity and occasionally obscure meaning. • It may display accurate but limited range of syntactic structures and vocabulary.
2	A response at this level may reveal one or more of the following weaknesses: • Limited development in response to the topic and task. • Inadequate organisation or connection of ideas. • Inappropriate or insufficient exemplifications, explanations, or details to support or illustrate generalizations in response to the task. • A noticeably inappropriate choice of words or word forms. • An accumulation of errors in sentence structure and/or usage.
1	A response at this level is seriously flawed by one or more of the following weaknesses: • Serious disorganization or underdevelopment. • Little or no detail, irrelevant specifics, or questionable responsiveness to the task. • Serious and frequent errors in sentence structure or usage.
0	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.

6. Scores

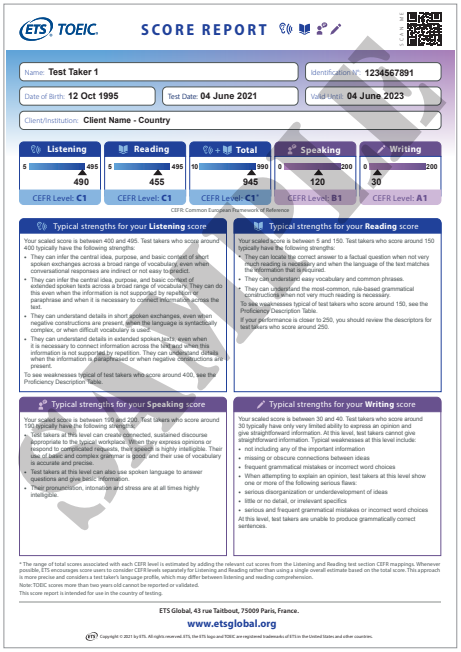
A. Reading the score

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.etsglobal.org/global/en/content/understanding-toeic-tests-scores***

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

A digital score report will be delivered. A paper score report can be delivered on demand.

Institutional Program


ETS TOEIC SCORE REPORT

Name: Test Taker 1
Identification N°: 1234567891
Date of Birth: 12 Oct 1995
Test Date: 04 June 2021
Valid Until: 04 June 2023
Client/Institution: Client Name - Country

Listening	Reading	Total	Speaking	Writing
490	455	945	120	30
CEFR Level: C1	CEFR Level: C1	CEFR Level: C1*	CEFR Level: B1	CEFR Level: A1

CEFR: Common European Framework of Reference

Typical strengths for your Listening score

Your scaled score is between 400 and 495. Test takers who score around 400 typically have the following strengths:

- They can infer the central idea, purpose, and basic context of short spoken exchanges across a broad range of vocabulary, even when conversational responses are indirect or not easy to predict.
- They can infer the central idea, purpose, and basic context of extended spoken texts across a broad range of vocabulary. They can do this even when the information is not supported by repetition or paraphrase and when it is necessary to connect information across the text.
- They can understand details in short spoken exchanges, even when negative constructions are present, when the language is syntactically complex, or when difficult vocabulary is used.
- They can understand details in extended spoken texts, even when it is necessary to connect information across the text and when this information is not supported by repetition. They can understand details when the information is paraphrased or when negative constructions are present.

To see weaknesses typical of test takers who score around 400, see the Proficiency Description Table.

Typical strengths for your Reading score

Your scaled score is between 5 and 150. Test takers who score around 150 typically have the following strengths:

- They can locate the correct answer to a factual question when not very much reading is necessary and when the language of the text matches the information that is required.
- They can understand easy vocabulary and common phrases.
- They can understand the most-common, rule-based grammatical constructions when not very much reading is necessary.

To see weaknesses typical of test takers who score around 150, see the Proficiency Description Table.

If your performance is closer to 250, you should review the descriptors for test takers who score around 250.

Typical strengths for your Speaking score

Your scaled score is between 110 and 220. Test takers who score around 130 typically have the following strengths:

- Test takers at this level 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 this level can also use spoken language to answer questions and give basic information.
- Their pronunciation, intonation and stress are at all times highly intelligible.

Typical strengths for your Writing score

Your scaled score is between 30 and 40. Test takers who score around 30 typically have only very limited ability to express an opinion and give straightforward information. At this level, 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
- When attempting to explain an opinion, test takers at this level show one or more 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 this level, test takers are unable to produce grammatically correct sentences.

* The range of total scores associated with each CEFR level is estimated by adding the relevant cut scores from the Listening and Reading test section CEFR mappings. Whenever possible, ETS encourages score users to consider CEFR levels separately for Listening and Reading rather than using a single overall estimate based on the total score. This approach is more precise and considers a test taker's language profile, which may differ between listening and reading comprehension.
Note: TOEIC scores more than two years old cannot be reported or validated.
This score report is intended for use in the country of testing.

ETS Global, 43 rue Taitbout, 75009 Paris, France.
www.etsglobal.org

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Public Program

ETS TOEIC SCORE REPORT

Name: Test Taker 1
Date of Birth: 12 Oct 1995
Identification N°: 1234567891
Test Date: 04 June 2021
Valid Until: 04 June 2021
Client/Institution: Client Name - Country

Listening	Reading	Total	Speaking	Writing
490	455	945	165	160
CEFR Level: C1	CEFR Level: C1	CEFR Level: C1*	CEFR Level: B2	CEFR Level: B2

CEFR: Common European Framework of Reference

Typical strengths for your Listening score

Your scaled score is between 400 and 495. Test takers who score around 400 typically have the following strengths:

- They can infer the central idea, purpose, and basic context of short spoken exchanges across a broad range of vocabulary, even when conversational responses are indirect or not easy to predict.
- They can infer the central idea, purpose, and basic context of extended spoken texts across a broad range of vocabulary. They can do this even when the information is not supported by repetition or paraphrase and when it is necessary to connect information across the text.
- They can understand details in short spoken exchanges, even when negative constructions are present, when the language is syntactically complex, or when difficult vocabulary is used.
- They can understand details in extended spoken texts, even when it is necessary to connect information across the text and when this information is not supported by repetition. They can understand details when the information is paraphrased or when negative constructions are present.

To see weaknesses typical of test takers who score around 400, see the Proficiency Description Table.

Typical strengths for your Reading score

Your scaled score is close to 450. Test takers who score around 450 typically have the following strengths:

- They can infer the central idea and purpose of a written text, and they can make inferences about details.
- They can read for meaning. They can understand factual information, even when it is paraphrased.
- They can connect information across an entire text, and they can make connections between two related texts.
- They can understand a broad range of vocabulary, unusual meanings of common words, and idiomatic usage. They can also make distinctions between the meanings of closely related words.
- They can understand rule-based grammatical structures. They can also understand difficult, complex, and uncommon grammatical constructions.

To see weaknesses typical of test takers who score around 450, see the Proficiency Description Table.

Typical strengths for your Speaking score

Your scaled score is between 110 and 220. Test takers who score around 120 typically have limited success at expressing an opinion or responding to a complicated request. Typical weaknesses at this level include:

- language that is incorrect, imprecise 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 this level can answer questions and give basic information. However, sometimes their responses are difficult to understand or irrelevant.

When reading aloud, test takers at this level are generally intelligible. However, when speaking language, their pronunciation, intonation and word stress may be inconsistent.

Typical strengths for your Writing score

Your scaled score is between 30 and 40. Test takers who score around 30 typically have only very limited ability to express an opinion and give straightforward information. At this level, 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

When attempting to explain an opinion, test takers at this level show one or more 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 this level, test takers are unable to produce grammatically correct sentences.

* The range of total scores associated with each CEFR level is estimated by adding the relevant cut scores from the Listening and Reading test section CEFR mappings. Whenever possible, ETS encourages score users to consider CEFR levels separately for Listening and Reading rather than using a single overall estimate based on the total score. This approach is more precise and considers a test taker's language profile, which may differ between listening and reading comprehension.
Note: TOEIC scores more than two years old cannot be reported or validated.

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Please note that the design is subject to change.

Score report features:

- Your name;
- Your scores for the different sections passed:
  - Listening
  - Speaking
  - Reading
  - Writing;
- A score Listening + Reading;
- Your birth date;
- Your identification number;
- Your test date;
- The date the scores are valid until;
- Score descriptors;
- Abilities measured;
- A QR code to access your digital score report.

Interpreting Scores - Listening and Reading sections

The TOEIC Listening and Reading 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 test scores obtained on different administration dates mean the same thing in terms of the level of English proficiency indicated.

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

In addition to the section scaled scores, the TOEIC Listening and Reading Official Score Reports provide extra score information.

Scaled scores

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

Score proficiency descriptors

The score report provides a description of the English-language abilities typical of test takers scoring at around a particular scaled score level. On the score report, information on the strengths of the test taker is also provided. 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, **https://www.ets.org/pdfs/toeic/toeic-listening-reading-score-descriptors.pdf**. 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 ETS Global.

Interpreting scores – Speaking and Writing sections

Scaled scores

The score report provides scores for the Speaking and Writing sections.

Score proficiency descriptors

The score report provides a description of the English-language abilities typical of test takers scoring at around a particular scaled score level. On the score report, information on the strengths of the test taker is also provided. A complete table of these descriptions is available on the ETS website, **https://www.ets.org/pdfs/toeic/toeic-speaking-writing-score-descriptors.pdf**. 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 ETS Global.

Test score data retention

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

B. Score reliability and fairness

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 analyse all scoring results before scores are released.

Test fairness and score use

The ETS TOEIC Program and ETS Global 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.

Remote Testing and Testing Integrity

In order to uphold the integrity of our testing process and ensure a fair and equitable testing environment for all candidates, ETS maintains a zero-tolerance policy for cheating and academic dishonesty in all forms. As such, even in the absence of direct evidence, when a preponderance of suspicious circumstances leads to a reasonable suspicion of cheating ETS reserves the right to take some or all of the following actions:

- Cancel scores.
- Ban candidates from testing.
- Require a second test at a test center within 3 months of the initial attempt to confirm the initial score.

Suspicious circumstances include but are not limited to:

- Inconsistent Performance:
  - Significant discrepancies with academic records or with performance on other tests.
- Behavioral Indicators:
  - Observed behaviors such as frequently glancing away from the screen during the test that suggest potential interactions with devices, materials, or physical persons.
- Technical Irregularities:
  - Unexplained technical anomalies, such as sudden loss of video or audio feeds, multiple logins, or other disruptions.
- Content Analysis:
  - Similarities between the candidate's responses and other candidate's responses or with external resources that indicate potential collusion or use of unauthorized materials.

The candidate has the right to appeal the decision and, in this case, will have to provide a written explanation within two and a half months of notification. ETS will then reevaluate all available information, including the candidate's explanation.

Release of test results

Local ETS Preferred Network offices are required to publish score reporting timelines so that test takers can determine, prior to registering for a public TOEIC test, when they may expect to receive their score certificate. Score certificates may be delayed if any type of security review is required. Test takers must be notified if their scores will be delayed or withheld. Depending on local policies, test takers may expect to receive their score certificate approximately 14 business days after the test administration.

Reliability

Reliability is defined as the proportion of observed score variance that is due to true score variance. It is an indicator of the extent to which test scores will be consistent across different conditions of administration and/or administration of alternate forms of a test. The type of reliability used in the TOEIC Listening and Reading test is reported as an internal consistency measure using the KR-20 reliability index. The KR-20 reliability index assesses the extent to which all items measure the same construct. The more homogeneous the test items, the more consistently the test takers will perform. The reliability of the TOEIC Listening and Reading section scores has been within the range from 0.86-0.89.

Validity

Primary evidence that the TOEIC tests test measure 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 test 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 test scores have shown moderately strong correlations (.40s and .50s) with self-reports of their own ability to accomplish certain English-language tasks, based on aggregated values across a range of Listening, Reading and Writing tasks, illustrative examples of which are listed below:

Listening	Speaking
Understanding directions on how to get to a nearby location	Contact a company by phone to order an item
Taking a telephone message for a co-worker	Describe a friend's physical appearance
Understanding an extended debate on a complex topic	Respond against an expressed opinion

Reading	Writing
Reading office memoranda	Writing a list of items to take on a weekend trip
Reading English to translate text into one's own language	Writing a 5-page formal report on a project one worked on
Reading and understanding instructions	Writing a letter introducing oneself and describing qualifications

Standard Error of Measurement (SEM)

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

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

Score review requests

If you feel that your scores are not an accurate reflection of your ability in English, you should contact your local ETS Preferred Network office within three months of the test date. The ETS Preferred Network office will rescore your answers and will give you a second score certificate. If a discrepancy is found between the first score certificate and the second one, the ETS Preferred Network office will pay for rescoring your answers.

However, if a discrepancy is not found, you may be charged a small fee for rescoring costs.

Plagiarism

ETS Global 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.

C. Policy and guidelines for the use of TOEIC test scores

Introduction

These guidelines are designed to provide information about the appropriate use of TOEIC tests 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 Program has a particular obligation to inform users of the appropriate uses of TOEIC test scores and to identify and try to rectify instances of misuse.

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

Policies

In recognition of their obligation to ensure the appropriate use of TOEIC scores, the TOEIC Program and its local ETS Preferred Network members developed policies designed to make Proof of Completion 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 test scores whether for an individual or aggregated for an institution, are confidential and can be released only by authorisation of the individual or institution or by compulsion of legal process.

We recognise test takers' rights to privacy with regard to information that is stored in data or research files held by ETS or ETS Global and our responsibility to protect test takers from unauthorised disclosure of the information. For more information please visit www.ets.org/legal/privacy.

Encouragement of appropriate use and investigation of reported misuse. All organisational users of TOEIC scores have an obligation to use the scores in accordance with the guidelines that follow. Organisations have a responsibility to ensure that all individuals using TOEIC scores are aware of these guidelines and to monitor the use of the scores, correcting instances of misuse when they are identified. The TOEIC Program and local ETS Preferred Network members are available to assist institutions in resolving score-misuse issues.

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 Global 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 test scores can be a powerful tool in making employment- or school-related decisions.

Accept Only Official TOEIC Test Score Reports

The only official reports of TOEIC test scores are those issued by ETS or ETS Global. If an organisation 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 an official score certificate, the question should be referred to ETS Global, who will then verify the accuracy of the scores and whether an official score certificate was issued.

Maintain Confidentiality of TOEIC test scores

All individuals who have access to TOEIC 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.

Normally appropriate use and misuses of TOEIC test scores

The suitability of the TOEIC tests for a particular use should be explicitly examined before using test scores for that purpose. The list of appropriate uses of test scores that follows is based on the policies and guidelines outlined on pages 54–55. The list is meant to be illustrative, not exhaustive, in nature. There may be other appropriate uses of TOEIC test scores, but any uses other than those listed on this page should be discussed in advance with ETS Global to determine their appropriateness.

If a use other than those appropriate uses listed on this page is contemplated, it will be important for the user to validate the use of scores for that purpose. The TOEIC Program staff will provide advice on the design of such validity studies.

Appropriate use

Used along with other sources of information, and provided all applicable guidelines are followed, TOEIC test scores are suitable for the uses described below.

- Validate a student's English proficiency at the end of the academic course;
- Hiring of applicants for an open position within a corporation or organisation where workplace and everyday-life English is a required job skill
- Placement of applicants or candidates within a corporation or organisation where workplace and everyday-life English is a required job skill
- Promotion of candidates within a corporation or organisation where workplace and everyday-life English is a required job skill
- Measurement of workplace and everyday-life English proficiency levels of students in schools
- Measurement of individuals' progress in workplace and everyday life English proficiency levels over time

Misuse

Uses of the test other than those listed in the "Appropriate Use" section should be avoided unless authorised by ETS, ETS Global or the ETS Preferred Network Members.

French regulation - skills passport

ETS Global is required by French law to collect personal information from all holders of an active French social security number.

Information such as the name of birth, postal code and city of birth (if born in France), along with each candidate's CEFR level, will be transmitted to the 'Caisse des Dépôts et Consignations' for the establishment of a personal Skills Passport, as required by article L. 6113- 8 of the French labour code (from 2018).

The candidate must certify that the information provided at registration and as part of the testing procedure is accurate. Any inaccuracy will have to be rectified by ETS Global. Therefore, the candidate agrees to submit to any information verification request from ETS Global within seven (7) working days. ETS Global reserves the right to withhold test scores should the candidate fail to comply.

7. Frequently asked questions

Why take the TOEIC tests?

The TOEIC test is the choice of over 14,000 corporations, organisations and academic institutions in over 160 countries. As a fair and objective measure of English proficiency, the TOEIC test will enable you to:

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

When and where can I take the TOEIC tests?

Sessions can be organized by companies, academic institutions, language schools or other organizations that require employees, jobseekers, students or learners to take the TOEIC test. The institution/organization defines the day/time of the session, registers its candidates and is responsible for administering the session. If the test has not been organized by your institution, you can log on to www.etsglobal.org to find out when and where you can take the test at one of our public program test centers.

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

Special accommodations are available for the TOEIC Listening and Reading test (paper-based and computer-based test), TOEIC Bridge test and TOEFL ITP tests. If you require special accommodation, please contact your company/academic institution or contact us at **mh@etsglobal.org** at least 4 weeks before the desired test date.

How much do the TOEIC tests cost?

Prices vary according to the test and options selected. For institutional programs, please contact your institution or log on to **www.etsglobal.org** for public program tests.

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

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

- **Corporate Development:** research, product development;
- **Dining Out:** business and informal lunches, banquets, receptions, restaurant reservations;
- **Entertainment:** cinema, theatre, music, art, exhibitions, museums, media;
- **Finance and Budgeting:** banking, investments, taxes, accounting, billing;
- **General Business:** contracts, negotiations, mergers, marketing, sales, warranties, business planning, conferences, labour relations;
- **Health:** medical insurance, visiting doctors, dentists, clinics, hospitals;

- **Housing/Corporate Property:** construction, specifications, buying and renting, electric and gas services;
- **Manufacturing:** assembly lines, plant management, quality control;
- **Offices:** board meetings, committees, letters, memoranda, telephone, fax and e-mail messages, office equipment and furniture, office procedures;
- **Personnel:** recruiting, hiring, retiring, salaries, promotions, job applications, job advertisements, pensions, awards;
- **Purchasing:** shopping, ordering supplies, shipping, invoices;
- **Technical Areas:** electronics, technology, computers, laboratories and related equipment, technical specifications;
- **Travel:** trains, airplanes, taxis, buses, ships, ferries, tickets, schedules, station and airport announcements, car rentals, hotels, reservations, delays, and cancellations.

How often can I take the TOEIC tests?

TOEIC Institutional Program test sessions are scheduled by your institution at the dates and frequency of their choice (subject to ETS or ETS Global agreement). Please contact your institution for more information.

If you don't take the test with an institution, you can take it as many times as you like.

Repeat test takers

If you take another version of the TOEIC test, you will probably obtain slightly different scores from those you received the first time. A question like this usually arises, "How big of a difference do I need to get between two Listening scores or between two Reading scores before I can say that there is a real difference in my level of proficiency?" This question involves two independent tests given at two different times.

The error of measurement associated with the score obtained from one administration is called the Standard Error of Measurement (SEM). The errors of measurement associated with two administrations are called the Standard Error of Difference (SEdiff). The SEdiff for each of the TOEIC Listening and Reading sections is about 35 scaled score points. If a person began training with a Listening score of 300 and, following training, received a score of 340 on a different test form, has that test taker really improved in Listening or was this increase just a statistical fluke? To determine whether this was a true increase in the TOEIC score, the test taker would construct a band of ± 1 SEdiff, or ± 35 points, around the obtained scores. In this case, the test taker has truly improved because the post- training score fell outside of the SEdiff (i.e., 265–335). Using this band, we can say with 68% confidence that the test taker has truly increased his or her proficiency level between the two tests.

What score do I need to "pass" the TOEIC tests?

The TOEIC tests are not the kind of tests 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 and academic institutions use the TOEIC tests to set their own score standards based on the levels of English necessary to carry out particular responsibilities. Your company or academic institutions may require employees/students to have a minimum TOEIC score due to the corresponding level of English that is needed on the job/academic curriculum.

Who uses the scores from the TOEIC tests?

Many leading companies, academic institutions, and language programs in France 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.
- future graduates and new entrants to the workforce.

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

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.

8. Comments

If you have questions or comments regarding the TOEIC test, please contact your organisation or email the TOEIC Program at **contact-emea@etsglobal.org**

For more information about the TOEIC Program, contact:

ETS Global, 24 rue Chauchat, 75009 Paris, France

Tel: +33 (0) 1 40 75 95 20

Email: **contact-emea@etsglobal.org** Web: **www.etsglobal.org**

Appendix 1: Answer sheet (paper based version)

ETS TOEIC

- Use only pencil
- Darken the circles completely
- Erase cleanly

MARKING DIRECTIONS

CORRECT MARK

INCORRECT MARKS

1 NAME

At the arrow, using one box for each letter, print your last (family/surname) name(s) in the first area. If you have more than one last (family/surname) name, leave a space between names. In the second area, print your first (given) name(s). Below each box, fill in the circle containing the same letter. If your name includes any accent marks, fill these in using the circles above the boxes.

2 SEX

M

F

3 COUNTRY CODE

4 LANGUAGE CODE

5 IDENTIFICATION NUMBER

6 DATE OF BIRTH

MM DD YYYY

7

JOB

ORGANIZATION

CITY

8

TESTING LOCATION

CITY

9

TEST BOOK SERIAL NUMBER

● ● ●● ● ●● ●

LISTENING SECTION

1	A	B	C	D	26	A	B	C	D	51	A	B	C	D	76	A	B	C	D
2	A	B	C	D	27	A	B	C	D	52	A	B	C	D	77	A	B	C	D
3	A	B	C	D	28	A	B	C	D	53	A	B	C	D	78	A	B	C	D
4	A	B	C	D	29	A	B	C	D	54	A	B	C	D	79	A	B	C	D
5	A	B	C	D	30	A	B	C	D	55	A	B	C	D	80	A	B	C	D
6	A	B	C	D	31	A	B	C	D	56	A	B	C	D	81	A	B	C	D
7	A	B	C	D	32	A	B	C	D	57	A	B	C	D	82	A	B	C	D
8	A	B	C	D	33	A	B	C	D	58	A	B	C	D	83	A	B	C	D
9	A	B	C	D	34	A	B	C	D	59	A	B	C	D	84	A	B	C	D
10	A	B	C	D	35	A	B	C	D	60	A	B	C	D	85	A	B	C	D
11	A	B	C	D	36	A	B	C	D	61	A	B	C	D	86	A	B	C	D
12	A	B	C	D	37	A	B	C	D	62	A	B	C	D	87	A	B	C	D
13	A	B	C	D	38	A	B	C	D	63	A	B	C	D	88	A	B	C	D
14	A	B	C	D	39	A	B	C	D	64	A	B	C	D	89	A	B	C	D
15	A	B	C	D	40	A	B	C	D	65	A	B	C	D	90	A	B	C	D
16	A	B	C	D	41	A	B	C	D	66	A	B	C	D	91	A	B	C	D
17	A	B	C	D	42	A	B	C	D	67	A	B	C	D	92	A	B	C	D
18	A	B	C	D	43	A	B	C	D	68	A	B	C	D	93	A	B	C	D
19	A	B	C	D	44	A	B	C	D	69	A	B	C	D	94	A	B	C	D
20	A	B	C	D	45	A	B	C	D	70	A	B	C	D	95	A	B	C	D
21	A	B	C	D	46	A	B	C	D	71	A	B	C	D	96	A	B	C	D
22	A	B	C	D	47	A	B	C	D	72	A	B	C	D	97	A	B	C	D
23	A	B	C	D	48	A	B	C	D	73	A	B	C	D	98	A	B	C	D
24	A	B	C	D	49	A	B	C	D	74	A	B	C	D	99	A	B	C	D
25	A	B	C	D	50	A	B	C	D	75	A	B	C	D	100	A	B	C	D

READING SECTION

101	A	B	C	D	126	A	B	C	D	151	A	B	C	D	176	A	B	C	D
102	A	B	C	D	127	A	B	C	D	152	A	B	C	D	177	A	B	C	D
103	A	B	C	D	128	A	B	C	D	153	A	B	C	D	178	A	B	C	D
104	A	B	C	D	129	A	B	C	D	154	A	B	C	D	179	A	B	C	D
105	A	B	C	D	130	A	B	C	D	155	A	B	C	D	180	A	B	C	D
106	A	B	C	D	131	A	B	C	D	156	A	B	C	D	181	A	B	C	D
107	A	B	C	D	132	A	B	C	D	157	A	B	C	D	182	A	B	C	D
108	A	B	C	D	133	A	B	C	D	158	A	B	C	D	183	A	B	C	D
109	A	B	C	D	134	A	B	C	D	159	A	B	C	D	184	A	B	C	D
110	A	B	C	D	135	A	B	C	D	160	A	B	C	D	185	A	B	C	D
111	A	B	C	D	136	A	B	C	D	161	A	B	C	D	186	A	B	C	D
112	A	B	C	D	137	A	B	C	D	162	A	B	C	D	187	A	B	C	D
113	A	B	C	D	138	A	B	C	D	163	A	B	C	D	188	A	B	C	D
114	A	B	C	D	139	A	B	C	D	164	A	B	C	D	189	A	B	C	D
115	A	B	C	D	140	A	B	C	D	165	A	B	C	D	190	A	B	C	D
116	A	B	C	D	141	A	B	C	D	166	A	B	C	D	191	A	B	C	D
117	A	B	C	D	142	A	B	C	D	167	A	B	C	D	192	A	B	C	D
118	A	B	C	D	143	A	B	C	D	168	A	B	C	D	193	A	B	C	D
119	A	B	C	D	144	A	B	C	D	169	A	B	C	D	194	A	B	C	D
120	A	B	C	D	145	A	B	C	D	170	A	B	C	D	195	A	B	C	D
121	A	B	C	D	146	A	B	C	D	171	A	B	C	D	196	A	B	C	D
122	A	B	C	D	147	A	B	C	D	172	A	B	C	D	197	A	B	C	D
123	A	B	C	D	148	A	B	C	D	173	A	B	C	D	198	A	B	C	D
124	A	B	C	D	149	A	B	C	D	174	A	B	C	D	199	A	B	C	D
125	A	B	C	D	150	A	B	C	D	175	A	B	C	D	200	A	B	C	D

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GROUP CODE (if assigned)

0	0	0	0	0
1	1	1	1	1
2	2	2	2	2
3	3	3	3	3
4	4	4	4	4
5	5	5	5	5
6	6	6	6	6
7	7	7	7	7
8	8	8	8	8
9	9	9	9	9

11

QUESTIONNAIRE RESPONSES

1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18
A	A	A	0	A	A	A	A	A	A	A	A	A	A	A	A	A	A
B	B	B	1	B	B	B	B	B	B	B	B	B	B	B	B	B	B
C	C	C	2	C	C	C	C	C	C	C	C	C	C	C	C	C	C
D	D	D	3	D	D	D	D	D	D	D	D	D	D	D	D	D	D
E	E		4	E		E	E	E	E	E	E		E	E	E	E	E
F	F		5	F		F		F						F	F	F	F
G	G		6	G		G		G						G	G	G	G
H	H		7	H										H	H	H	H
I			8	I										I	I	I	I
			9											J	J	J	J

12

CUSTOM 1			CUSTOM 2			CUSTOM 3		
0	0	0	0	0	0	0	0	0
1	1	1	1	1	1	1	1	1
2	2	2	2	2	2	2	2	2
3	3	3	3	3	3	3	3	3
4	4	4	4	4	4	4	4	4
5	5	5	5	5	5	5	5	5
6	6	6	6	6	6	6	6	6
7	7	7	7	7	7	7	7	7
8	8	8	8	8	8	8	8	8
9	9	9	9	9	9	9	9	9

13 **SIGNATURE AND DATE**: Please copy the statement below (do not print) and sign your name as you would an official document.

I hereby agree to the conditions set forth online at www.ets.org/toeic and/or *Examinee Handbook* and certify that I am the person whose name appears on this answer sheet.

Signature: _____ **Date:** _____

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Appendix 2: Reminder of the list of prohibited items in public test centres or at your institution

Failure to comply with these rules may result in the cancellation of results without refund of entry fees.

The use of the following objects in the test room is strictly forbidden:

	List of Prohibited Items*
•	Cellular or other telephones
•	Smartphones (e.g. BlackBerry®, iPhone®)
•	Any type of watch (digital, smart, classic)
•	Calculator watches and watch alarms (especially those with flashing lights and alarm sounds)
•	Listening devices, personal stereos, radios with headphones, recorders
•	Non-medical electronic devices (laptop computers, digital assistants)
•	Copying and photographic devices
•	Pagers (beepers)
•	Transmission or receiving devices
•	Calculators
•	Any other electronic, listening, recording or photographic devices
•	Food or beverages
•	Any form of tobacco or tobacco products, alcoholic beverages, illicit drugs
•	Backpacks, purses, wallets, bags, briefcases
•	Outerwear (coats, jackets, etc.)
•	Hats and headwear (unless by religious or medical requirement)
•	Any writing utensil (except as provided by the test centre)
•	Books, pamphlets and dictionaries
•	Papers of any kind
•	Test taker-provided keyboards
•	Slide rules, rulers, compasses, protractors
•	Stencils, coloured overlays
•	Weapons and firearms

**Non-exhaustive list*

Appendix 3: Consent form - test takers under 18 years old

Consent Form
For examinees under 18 years old

This test is being conducted by ETS Global or its representative, and ETS, located in Princeton, NJ ("ETS").

You agree that all information provided, including demographic and background information, answers to test questions, and scores, may be used for research, development, and marketing purposes relating to the test. Information such as first and last names, student number, date of birth, country code, course level, number of years studying English, grade level, school name, demographic and background questions, and responses to questions ("Personal Information") will be collected during the test. Names and other identifying information (first and last name, student number, date of birth) will be kept confidential and will not appear in any presentations or other publicly available materials, except that some Personal Information will appear on score reports.

ETS processes Personal Information for the following purposes and on the following legal bases:

- For the purposes related to the performance of contracts affiliated to the test, including for the completion of the obligations under these contracts, i.e. for the purposes necessary for the performance of these contracts (legal basis – Article 6(1)(b) of the GDPR);
- In order to ensure compliance with legislative obligations provided for in the legal regulations, e.g. tax regulations (legal basis – Article 6(1)(c) of the GDPR).
- For administration purposes, financial planning, efficiency assessment, security, verification of compliance with internal procedures and laws, and to monitor the performance of the duties specified in the contract, as well as for direct marketing of services of ETS and companies from its group, i.e. for the purposes of legitimate interest of the Company (legal basis – Article 6(1)(f) of the GDPR).

In case ETS processes Personal Information on the basis of voluntary consent and for the purposes indicated in such consent, the consent may be withdrawn at any time. However, the withdrawal of the consent will not affect the lawfulness of data processing done on the basis of the consent before its withdrawal. If the processing is done on the basis of consent, information will be provided about the consequences of the lack of or withdrawal of the consent.

In case of processing of Personal Information on the basis of Article 6(1)(f) of GDPR, ETS is pursuing the following legitimate interests: administration, financial planning, efficiency assessment, security, verification of compliance with internal procedures and laws, monitoring of the performance of the duties specified in the contract, as well as direct marketing of goods and services of ETS and companies from its group.

You may request to review personal identifying information or the deletion of your personal identifying information by contacting by contacting the ETS Global or the data privacy function at the following address: ETS Global B.V. Academic & Business Assessments, Strawinskylaan 929, 1077 XX Amsterdam - The Netherlands, or by email: **privacy@etsglobal.org.**

Test taker Name (please print) .....

Please write down the statement below:

I have read the above statement and understand and agree to these terms. I hereby expressly consent to permit ETS Global or its representative and ETS to transfer Personal Information, including personal identifying information, belonging to the above-named test taker into and out of the United States and other countries worldwide and to use such Personal Information for the purposes stated herein.

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.....

Name of parent/guardian (please print) .....

Signature..... **Date** .....

Test Centre Name and Location .....

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