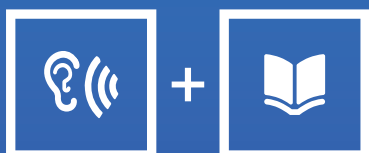


EXAMINEE HANDBOOK

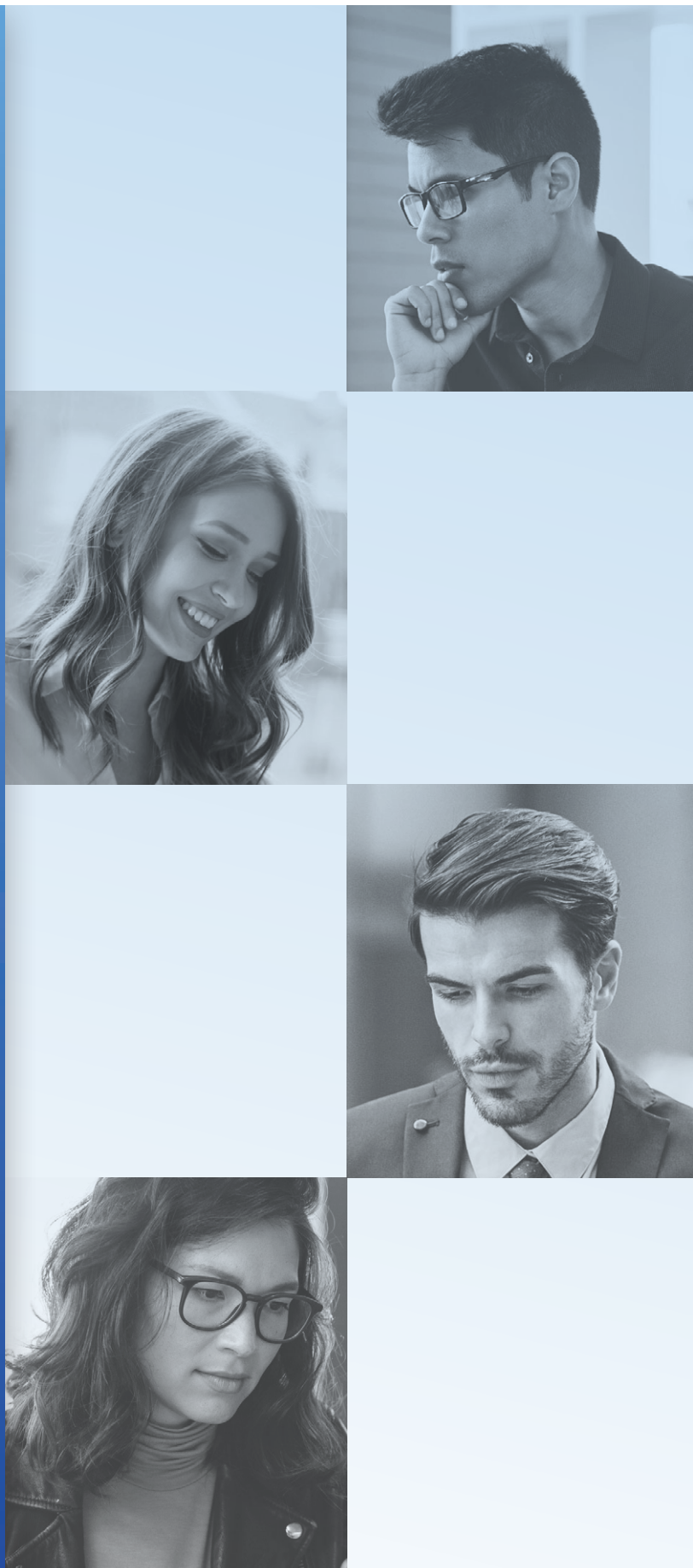
TOEIC® LISTENING & READING TEST



Public Programme
& Institutional Programme

Linear version
(2 hours)

Latest update: 28/03/2022



PAPER & ONLINE TESTING

Table of contents

About the <i>TOEIC</i>® test	1
The <i>TOEIC</i>® Listening and Reading test format	1
Frequently asked questions	2
Who takes the <i>TOEIC</i> ® Listening and Reading test?	2
Why take the <i>TOEIC</i> ® Listening and Reading test?	2
When and where can I take the <i>TOEIC</i> ® Listening and Reading test?	2
How often can I take the <i>TOEIC</i> ® Listening and Reading test?	2
How much does the <i>TOEIC</i> ® Listening and Reading test cost?	2
What score do I need to “pass” the <i>TOEIC</i> ® Listening and Reading test?	3
From what kind of contexts are the <i>TOEIC</i> ® Listening and Reading test questions drawn?	3
If I have a disability, can I still take the <i>TOEIC</i> test?	3
Why does the <i>TOEIC</i> programme require test takers to use only pencils and no other writing instruments for the paper-based testing?	4
Who uses the <i>TOEIC</i> ® Listening and Reading test?	4
Why are <i>TOEIC</i> ® Listening and Reading test items and answer keys not disclosed to the public?	4
Preparing to take the <i>TOEIC</i>® Test	5
<i>TOEIC</i> public programme, test taker photo requirements and admission form	5
Test taker photo requirements	5
Admission form	6
Test day procedures	7
During the test	7
Reading section tools	7
Identification requirements	11
Part 1. Information for all test takers	11
Part 2. Acceptable primary identification documents	12
Part 3. Acceptable secondary identification documents	12
Part 4. Unacceptable identification documents	13
French regulation - skills passport	14
Consent form - test takers under 18 years old	14
Test session procedures and regulations	14
Report suspicious behaviour	15
Dismissal from test session	15
Sample questions	17
General directions	17
Section I: Listening	17
Section II: Reading	22
Answer Key	26
<i>TOEIC</i>® Candidate profile and answer sheet	27
Candidate profile	27
Answer sheet (paper-based testing)	27
Accent marks (paper-based testing)	27
Custom codes (paper-based testing)	27
Sample Candidate profile	28
Sample answer sheet (paper-based testing)	30

Scores and score reporting	32
Score report	32
Certificate of achievement	32
Test fairness and score use	33
How is the test scored?	33
Interpreting scores	33
Why are raw scores (i.e., number-correct scores) not reported to test takers?	34
Why are TOEIC raw-score-to-scaled-score conversion tables not disclosed to the public?	34
Score holds and cancellations	35
Release of test results	35
Reliability	35
Standard Error of Measurement (SEM)	35
Score review requests	36
Testing irregularities	36
Repeat test takers	36
TOEIC® test validity	37
Test score data retention	37
Policy and guidelines for the use of TOEIC® test scores	38
Introduction	38
Policies	38
Other score-related information	39
Guidelines	39
Normally appropriate use and misuses of TOEIC® Listening and Reading test scores	39
Appropriate uses	40
Misuse	40
Comments	40
Appendix: Consent form - test takers under 18 years old	41

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:

ETS Global - 43 rue Taitbout, 75009 Paris
Tel.: +33 (0)1 40 75 95 20
E-mail: contact-emea@etsglobal.org
www.etsglobal.org

About the *TOEIC*® test

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

The *TOEIC*® Listening and Reading test format

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

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

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

Frequently asked questions

Who takes the *TOEIC*® Listening and Reading test?

- Personnel who use English in real-life work settings, such as businesses, hotels, hospitals, restaurants, international meetings, conventions, and sporting events;
- Managerial, sales, and technical employees in international business, commerce, and industry who require English for their work;
- Individuals who are preparing to enter the workplace as part of the recruitment process or for existing employees for internal screening;
- Candidates for training to be conducted in English;
- Individuals in English-language training programs under the CPF framework in France.

Why take the *TOEIC*® Listening and Reading test?

The *TOEIC*® test is the choice of over 14000 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:

- 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*® Listening and Reading test?

Sessions can be organised by corporations, academic institutions, language schools or other organisations that ask employees or job applicants, students, learners to take the *TOEIC* test.

The institution/ organisation defines the day/ time of the session, registers its candidates and is in charge of administering the session.

If testing has not been arranged through your organisation, you can connect to www.etsglobal.org to find out when and where you can take the test in one of our Public Programme Test Centre.

How often can I take the *TOEIC*® Listening and Reading test?

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

How much does the *TOEIC*® Listening and Reading test cost?

For Institutional Programme testing, to inquire about pricing please contact your local institution. For Public Programme testing, connect to www.etsglobal.org to get information about the session price.

What score do I need to “pass” the *TOEIC*® Listening and Reading test?

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

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

From what kind of contexts are the *TOEIC*® Listening and Reading test questions drawn?

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

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

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

A. Paper-based Testing

The TOEIC programme and its local ETS Preferred Network offices, in response to requests from individuals with disabilities, will make special arrangements with test centre supervisors to administer the TOEIC test with accommodations. Among the accommodations that can be provided are extended testing time,

breaks, audio testing, large print, braille and non-audio (without oral stimulus) paper based versions of the test, or other aids customarily used by the test taker. **Attention:** for TOEIC Online - no special accommodation can be provided.

All requests for accommodations must be approved in accordance with TOEIC programme policies and procedures. These procedures are located on the website at www.ets.org/toeic.

B. Online Testing

Currently special accommodations for test takers with disabilities are only available for the TOEIC paper and pencil test organised within an institution.

Why does the TOEIC programme require test takers to use only pencils and no other writing instruments for the paper-based testing?

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

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

Who uses the *TOEIC*® Listening and Reading test?

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.
- new entrants to the workforce.

Why are *TOEIC*® Listening and Reading test 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.

Preparing to take the *TOEIC*® Test

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

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

- **Become familiar with the test format.** You can then focus your attention on the test questions themselves. Carefully review the test directions and the sample questions on pages 17-26.
- **Immerse yourself in the language** as frequently as possible and in as many ways as possible if it has been some time since you have had contact with English. Reading, watching TV and videos, listening to recordings, taking an English course, and speaking with friends and colleagues are some of the ways to practice English.
- **Web 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 1000 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).
















TOEIC public programme, test taker photo requirements and admission form

Test taker photo requirements

The TOEIC Listening & Reading Public Programme Tests deliver an “Official Score Report” that includes the test taker’s picture. Depending on the organisation defined by your ETS Local representative, there are two options to have the pictures collected:

1. Test takers can upload their pictures when they register to the test. All photos are verified and in case of noncompliance, pictures are retaken by the Test Centre Administrator/Proctor on the day of the test,
2. Test Centre Administrator/Proctor takes the photos of all test takers during the check-in 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, without any covering, unless worn for religious, cultural, or medical reasons.	 Face uncovered and clear	  Face is covered Hats

Admission form

For *TOEIC*® Public programme 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 or on the spot by the test centre staff.

This admission form is required to take the test and will be collected by the test centre staff at the end of the test session.

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

ADMISSION FORM

IDENTIFICATION number:

2 2 0 3 7 4 0 6 2 3


Session number:

220374

LAST NAME: Nava

FIRST NAME: Maurice

SEAT: 13

SIGNATURE: 

SESSION DATE: 10/19/2018

ARRIVAL TIME: 9:30 AM

START TIME: 10:00 AM

DURATION OF THE TEST: 2h 0m

EXPECTED EXIT TIME: 1:00 PM

You will be asked to sign this document on the day of the test. Please, DO NOT sign it before.

TEST:

TOEIC® Listening and Reading Test - Public Programme (with photo)

TEST CENTER:

ETS GLOBAL PARIS

ADDRESS:

42-45 rue Talbot
75009 PARIS (75)
Paris, Metropolitan

TEST ROOM:

Salles 45

IMPORTANT REMINDERS

- Bring this admission form.
- Have an acceptable and valid ID, with a signature and photograph to be admitted to the test centre (identification requirements are detailed in the examinee handbook).
- Come with pencils (HB or No. 2, non mechanical) and erasers (non mechanical). Mobile phone, devices, food and beverage are not allowed in the test room.
- You are also required to read the examinee handbook prior taking the test.

Copyright © 2017 by Educational Testing Service. All rights reserved. Respecting the Power of Learning® www.etsglobal.org

Test day procedures

During the test

- Work quickly and carefully.
- Do not spend too much time on any one question.
- Try to answer every question to the best of your ability.
- Pay close attention to the time during the Reading section of the test. In the Reading section (75 minutes) you have to pace yourself, so work quickly and if you do not know the answer to a question, come back to it later.
- You may not use note paper.

For paper-based testing:

- Mark your answers on your answer sheet and not in the test book.
- Mark only one answer for each question. If you mark more than one answer, that question will be counted wrong — even if one of the answers you marked is correct.
- You will receive credit only for answers marked in the circles on the answer sheet. You will not receive credit for answers entered in the test book. Your score will be based on the number of questions you answer correctly. There is no penalty for guessing.

For online testing:

- Select only one answer for each question.
- **Listening section:** you cannot navigate through the Listening section questions; you will need to follow the flow and timing of the Listening test questions. It is not possible to pause the Listening questions.

Reading 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.



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.

Review
The table below shows you the questions you have answered, marked for review, or still need to answer.

Key

- ✓ = Answered
- 🚩 = Marked for Review
- ! = Not Answered

✓	1	
✓	2	
!	3	
!	4	
!	5	
!	6	
!	7	
!	8	
!	9	
!	10	

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.



Ending the test

If you are finished answering questions, you can click the **"Finish Test"** button in the bottom right corner of the **"Review Panel"**.

The screenshot shows the TOEIC test interface. At the top, there is a blue header bar with the ETS TOEIC logo on the left, the text "Reading Questions 101-200 of 200" in the center, and a clock icon with the time "01:11:58" on the right. Below the header, there is a "Review" panel. On the left side of the panel, there is a green circular button with a white "X" and the text "Finish Test". The "Review" panel itself contains a table with the following data:

Question Number	Status
101	Not Answered
102	Not Answered
103	Not Answered
104	Not Answered
105	Not Answered
106	Not Answered
107	Not Answered
108	Not Answered
109	Not Answered
110	Not Answered

To the right of the table is a "Key" section with the following legend:

- ✓ = Answered
- 🚩 = Marked for Review
- ! = Not Answered

At the bottom of the screen, there is a blue navigation bar with three buttons: "Review All", "Review Not Answered", and "Finish Test".

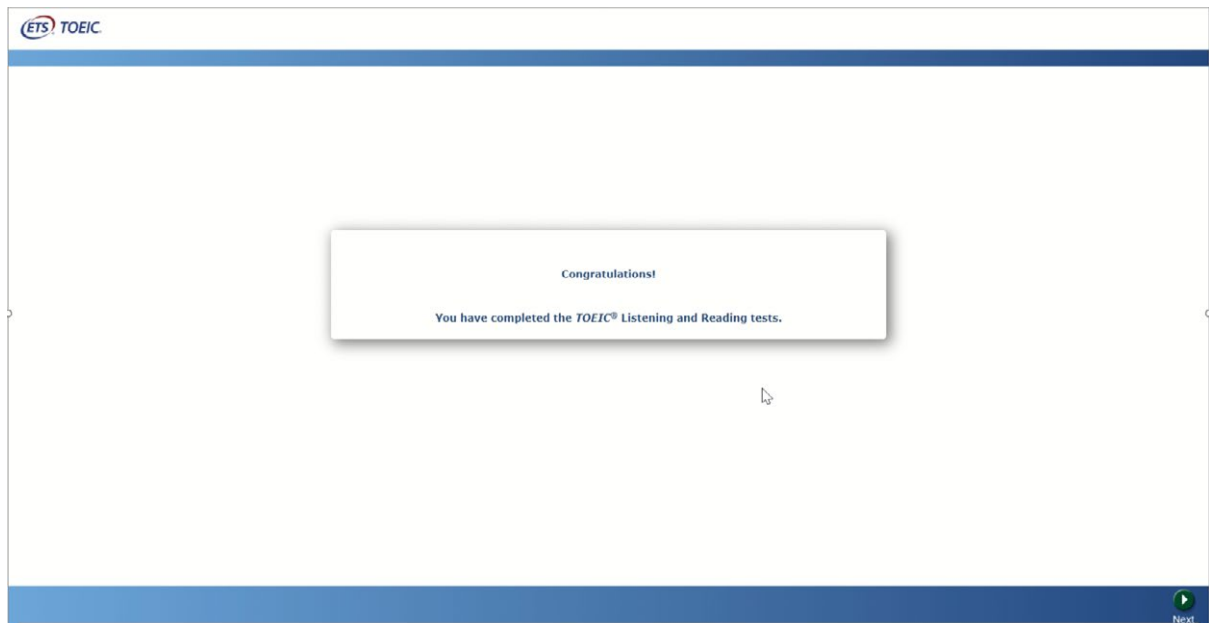
If there are any unanswered questions, the following message will appear:

The screenshot shows the TOEIC test interface with a warning message displayed over the "Review" panel. The message is as follows:

⚠ There are 98 unanswered questions.
After clicking the **Finish Test** button, you **cannot return to the previous section**.
Click on **Back** to go back to the review screen.
Click on **Finish Test** to finish the test.

At the bottom of the message box are two buttons: "Back" and "Finish Test". The background of the "Review" panel is dimmed, showing the same table of questions and the "Key" section as in the previous screenshot.

The following message will be displayed once you have completed the *TOEIC*® Listening and Reading test. Click **“Next”** in the bottom right corner to finish the test.



Identification requirements

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

Part 1. Information for all test takers

You must have acceptable and valid ID with a signature and photograph to be admitted to a test Centre. Expired documents are not acceptable. The photograph on your ID document must be recent and recognisable. Original documents must be presented; copies are not acceptable. Identification requirements are strictly enforced. It is your responsibility to read and understand the instructions and requirements.

If you don't have one primary ID with both a photograph and a signature, you must either sign the document or present an additional ID from the list of secondary identification documents. The secondary ID cannot be expired and must contain a recent, recognisable photograph and your signature. If you do not have an ID with a photograph and a signature, then you must present two primary ID documents with a photograph.

If you arrive at the test centre without the required identification, the test administrator will not admit you, you cannot take the test, and you forfeit your test fee.

When registering for the test, you must **use exactly the same name that appears on the primary identification document** you will present at the test Centre. Make sure to provide your entire first (given name) and entire surname (family name). **Do not register under a nickname.** If the name shown on your primary identification does not match the name used at registration, you will not be permitted to take the test. Check the name on your registration confirmation document. If the name does not match the name on your primary ID document, contact your local ETS Preferred Network office.

Only misspellings of your name can be corrected at check-in — name changes will not be made. If your name has changed for any reason, including marriage, you must still present primary identification in the name under which you registered, or you will not be permitted to take the test.

If the test centre administrator questions the ID you present, you will be required to present a secondary ID from the list in part 3.

If positive confirmation of your identity cannot be made, you may be refused admission to the test centre and forfeit your test fee. Admittance to the test centre does not imply that your form of identification is valid or that your scores will be reported. All reported cases of questionable ID are subject to review and approval by the ETS Office of Testing Integrity and/or the local EPA.

Test centre personnel will check your identification before assigning you a seat at the test Centre. The administrator will check your signature to verify that you are the person in your photo identification.

The photograph on your ID document must be recent and recognisable. For example, a ten-year-old photograph taken during childhood is not acceptable.

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

Part 2. Acceptable primary identification documents

If testing WITHIN your country of citizenship

- Passport with photograph and signature
- National identification with photograph and signature
- Driver's license issued by the country where the test is being conducted, with photograph and signature
- Military identification with photograph and signature
- State identification with photograph and signature

If testing OUTSIDE your country of citizenship

- Passport with photograph and signature
- Driver's license issued by the country where the test is being conducted, with photograph and signature

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

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.

Testing in European Union/Schengen zone/Gulf Cooperation Council (GCC) Arab countries or Mercosur countries

Citizens of these intergovernmental unions can use valid national identity cards to test in any country within the same intergovernmental union.

If your primary ID is not written in English-language letters, you must also present an additional ID from the list of secondary identification documents (see "Acceptable Secondary Identification Documents" in part 3) that contains a recent, recognisable photograph and is in English or the local language.

If your primary ID does not contain your signature, you must either sign it or present an additional ID from the list of secondary identification documents (see "Acceptable Secondary Identification Documents" in part 3).

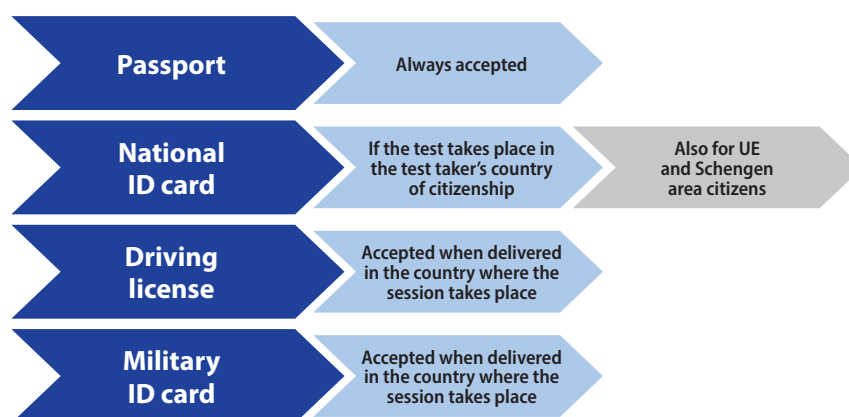
Part 3. Acceptable secondary identification documents

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

Part 4. 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



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 labor code (from 2018).

The candidate certifies 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.

Consent form - 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.

Test session procedures and regulations

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

- Dress so that you can adapt to any room temperature.
- Friends or relatives who accompany you to the test centre will not be permitted to wait in the test centre or be in contact with you while you are taking the test. Except for ETS-authorized observers, visitors are not allowed in the testing room while testing is in progress.
- ID verification at the test centre may include thumb printing, photographing, video recording, signature comparison, or other forms of electronic ID or biometric confirmation. If you refuse to participate, you will not be permitted to test and you will forfeit the test fee. This is in addition to the requirement that you must present acceptable and valid ID.
- Other than ID, personal items are not allowed in the testing room. Before the test, you will receive instructions from test centre staff regarding where to deposit items such as cell phones, digital or smartwatches, handbags, and study materials. Storage space is limited, so plan accordingly. You will not have access to your personal items during the test or any unscheduled break.
- Test centres assume no responsibility for candidates' personal belongings.
- The test administrator will assign you a seat.
- On occasion, weather conditions or other circumstances beyond the control of ETS or the test administrator may require a delayed start or the rescheduling of your test. In the event that a technical problem at the test centre makes it necessary to cancel your test session or if it is later determined that your scores could not be reported, you will be offered the opportunity to retest free of charge or receive a full refund of the original test fee.
- No test taker will be admitted after test materials have been distributed.
- No aid of any kind is allowed in the test room. The following personal items in particular are not allowed in the test room: books, dictionaries, scratch papers, notes, rulers, calculators, highlighters, digital or smartwatches, mobile phones, pens, pencil sharpeners, mechanical pencils, scan pens or

other scanning devices, stereos or radios, headphones, test preparation materials, translators, listening, recording, photographic devices and any electronic devices.

- You may not mark or underline words in the test book or make notes in the test book or on the answer sheet.
- You must have the supervisor's permission to leave the testing room. You may not leave the immediate testing area of the testing room or the test centre building during the test or during any unscheduled break. Any lost time cannot be made up.
- There is no scheduled break during the *TOEIC*® test. If you must leave the testing room, you are required to give the supervisor your identification document(s) before you leave the room. You will not be permitted to make up the time you lose.
- At the conclusion of the test, you will be required to return your test book and answer sheet to the test supervisor.

Report suspicious behaviour

Although tests are administered under strict supervision and security measures, testing irregularities may sometimes occur. Contact ETS Global 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*

Dismissal from test session

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

- Attempting to take the test, or taking the test, for someone else or having someone else take the test for you
- Failing to provide acceptable identification as described herein, including refusal to allow a photograph and/or fingerprint to be taken

- Obtaining improper access to the test, a part of the test, or information about the test (this includes having test questions or answers in advance of the test administration and bringing preknowledge of test information into the test centre in any form including, but not limited to, identification documents, prohibited devices, and any other method listed as an aid in connection to the test)
- Having a cell phone, smartphone (e.g., Android, BlackBerry, or iPhone), 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). If you are found to be in possession of any of these devices before, during, or after the test administration, your device may be inspected and/or confiscated and you will be dismissed from the test. Your test fees will be forfeited and your scores will be cancelled, even if dismissal is not enforced on the day of the test.
- Creating a disturbance (Disruptive behaviour in any form will not be tolerated. The test administrator/supervisor has sole discretion in determining what constitutes disruptive behaviour.)
- Attempting to give or receive assistance (Communication in any form is not permitted during the test administration. Discussion or sharing of test content or answers during the test administration, during breaks, and after the test is prohibited.)
- Removing or attempting to remove test content from the test centre (Under no circumstances may test content or any part of the test content be removed, reproduced, and/or disclosed by any means [e.g., 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, ETS Global and the EPA reserve the right to take any and all actions — including, but not limited to, barring you from future testing and/or withholding or cancelling your scores — for failure to comply with test administration regulations or the test administrator's directions or where the validity of the scores is questionable. If your scores are cancelled, they will not be reported, and your registration and test fees will not be refunded.