

Scores and score reporting

Score report

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

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

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

Institutional Programme

ETS TOEIC SCORE REPORT

Name: Test Taker 1 | Identification No: 1234567891
 Date of Birth: 12 Oct 1995 | Test Date: 04 June 2021 | Reporting Date: 04 June 2021
 Identification: ETS Global

Listening	400	Reading	400	Total	800
CEFR Level: C1		CEFR Level: C1		CEFR Level: C1	

Typical strengths for your Listening score
 Your score is between 400 and 450. Test takers who score about 400 usually have the following strengths:
 • They can often understand the purpose and basic content of short audio recordings, such as announcements, notices, and short news reports.
 • They can often understand the main idea, purpose, and basic content of audio recordings that are longer than 3 minutes.
 • They can understand the main idea, purpose, and basic content of audio recordings that are longer than 3 minutes, but they may have difficulty understanding the details.
 • They can understand the main idea, purpose, and basic content of audio recordings that are longer than 3 minutes, but they may have difficulty understanding the details.
 • They can understand the main idea, purpose, and basic content of audio recordings that are longer than 3 minutes, but they may have difficulty understanding the details.

Only for France and Dom-Tom

Public Programme

ETS TOEIC LISTENING AND READING OFFICIAL SCORE CERTIFICATE

Name: Jonathan Christopher DOE | Identification No: 1234567891
 Date of Birth: 12 Oct 1995 | Test Date: 04 June 2021 | Reporting Date: 04 June 2021
 Identification: ETS Global

Listening	400	Reading	785	Total Score	1185
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Typical strengths for your Reading score
 Your score is between 700 and 800. Test takers who score about 700 usually have the following strengths:
 • They can understand the main idea, purpose, and basic content of short audio recordings, such as announcements, notices, and short news reports.
 • They can understand the main idea, purpose, and basic content of audio recordings that are longer than 3 minutes.
 • They can understand the main idea, purpose, and basic content of audio recordings that are longer than 3 minutes, but they may have difficulty understanding the details.
 • They can understand the main idea, purpose, and basic content of audio recordings that are longer than 3 minutes, but they may have difficulty understanding the details.

Available in digital format depending on the country.

Institutional Programme

ETS TOEIC INSTITUTIONAL SCORE REPORT

Name: Fanny Marie PIRET | Identification No: 1234567891
 Date of Birth: DD Mon YYYY | Test Date: DD Mon YYYY | Reporting Date: DD Mon YYYY
 Identification: ETS Global

Listening	400	Reading	115	Total Score	515
CEFR Level: B2		CEFR Level: A2		CEFR Level: A2	

Typical strengths for your Reading score
 Your score is between 100 and 150. Test takers who score about 100 usually have the following strengths:
 • They can understand the main idea, purpose, and basic content of short audio recordings, such as announcements, notices, and short news reports.
 • They can understand the main idea, purpose, and basic content of audio recordings that are longer than 3 minutes.
 • They can understand the main idea, purpose, and basic content of audio recordings that are longer than 3 minutes, but they may have difficulty understanding the details.
 • They can understand the main idea, purpose, and basic content of audio recordings that are longer than 3 minutes, but they may have difficulty understanding the details.

Outside France

Score Report features:

- Your name;
- Your Listening score, Reading score, and total Listening and Reading test score (10–990);
- Your birth date;
- Your identification number;
- Your test date;
- The date the scores are valid until;
- Score descriptors;
- Abilities measured;
- *Digital score report only:* A QR code to access your digital score report.

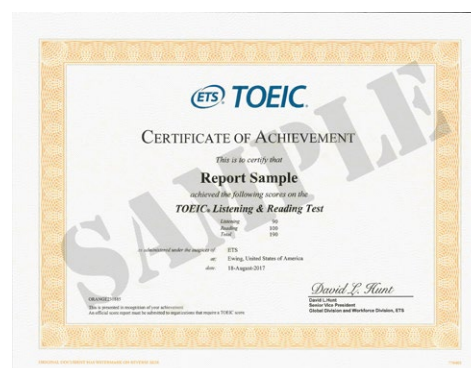
Certificate of achievement

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

Institutional Programme



Public Programme



Test fairness and score use

The ETS *TOEIC*® Programme and its authorised local ETS Preferred Network offices 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.

How is the test scored?

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

Interpreting scores

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

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

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 descriptions

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

Ability measured

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

Percentile rank

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

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

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

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

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

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

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

Score holds and cancellations

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

ETS, ETS Global and the ETS Preferred Network offices make every effort to report scores that accurately reflect the performance of every test taker. Accordingly, ETS standards and procedures for administering tests have two primary goals: to give all test takers equivalent opportunities to demonstrate their abilities, and to prevent any test taker from gaining an unfair advantage over others. To promote these objectives, ETS, ETS Global and the ETS Preferred Network offices reserve the right to withhold scores from reporting or cancel any test score when, in their judgment, a testing irregularity occurs, there is an apparent discrepancy in a test taker's identification, a test taker engages in misconduct, or the score is invalid for another reason. Reviews of scores by ETS, ETS Global are confidential. When, for any of the aforementioned reasons, ETS, ETS Global or the ETS Preferred 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.

Release of test results

Scoring timelines are available on www.etsglobal.org prior registering to a Public Programme Session. For Institutional Programme, the organisation is contractually informed of the scoring timelines.

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 report anywhere from 7 to 21 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 across all forms from our norming samples has been approximately 0.90 and up.

Standard Error of Measurement (SEM)

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

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

Score review requests

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

Testing irregularities

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

Repeat test takers

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

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

TOEIC® test validity

Evidence that the TOEIC® test measures English-language proficiency comes first of all from the careful way in which language-testing experts design and assemble the test so as to include a variety of important English-language tasks. An additional kind of evidence that has proven useful in establishing the meaning, or validity, of TOEIC 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 and Reading tasks, illustrative examples of which are listed below:

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

Test score data retention

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

Policy and guidelines for the use of *TOEIC*[®] test scores

Introduction

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

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

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

The *TOEIC* Programme and its local ETS Preferred Network offices have 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* test scores, the *TOEIC* Programme and its local ETS Preferred Network offices developed policies designed to make score reports available only to approved recipients, to protect the confidentiality of test takers' scores, and to follow up on cases of possible misuse of scores. The policies are discussed below.

Confidentiality. *TOEIC* 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 Educational Testing Service and local ETS Preferred Network offices and our responsibility to protect test takers from unauthorised disclosure of the information. For more information please visit <https://www.ets.org/legal/privacy>.

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

Other score-related information

Score verification

If the score user believes that a score does not accurately reflect the test taker's ability in English, the score user may contact the local EPN office to verify score results. Public Programme scores can be verified up to two years after the date of the test administration. As Institutional Programme scores are intended for the use of the Institution who delivered the test, Institutional Programme scores will not be verified.

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 internal hiring, evaluation, promotion, or school-related decisions.

Accept only official *TOEIC* score reports

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

Normally appropriate use and misuses of *TOEIC*® Listening and Reading test scores

The suitability of a *TOEIC* test for a particular use should be explicitly examined before using test scores for that purpose. The list of appropriate uses of *TOEIC* test scores that follows is based on the policies and guidelines outlined on pages 38–39. 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 below should be discussed in advance with *TOEIC* Programme staff and its local ETS Preferred Network offices to determine their appropriateness.

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

Appropriate uses

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

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

Misuse

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

Comments

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

For more information about the TOEIC Programme, contact:

ETS Global 43 rue Taitbout 75009 Paris, France

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

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

Appendix: 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) _____

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.

Name of parent/guardian (please print) _____

Signature _____ **Date** _____

Test centre Name and Location _____

For more than 40 years as an industry leader, the *TOEIC*[®] programme has set the global standard for assessing English-language communication skills needed in the workplace and everyday life. The TOEIC assessments are the most widely used around the world with 14,000+ organisations across more than 160 countries trusting TOEIC Test Scores to inform the decisions that matter.

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

To learn more about the *TOEIC*[®] Programme:

visit: www.etsglobal.org

email: contact-emea@etsglobal.org



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