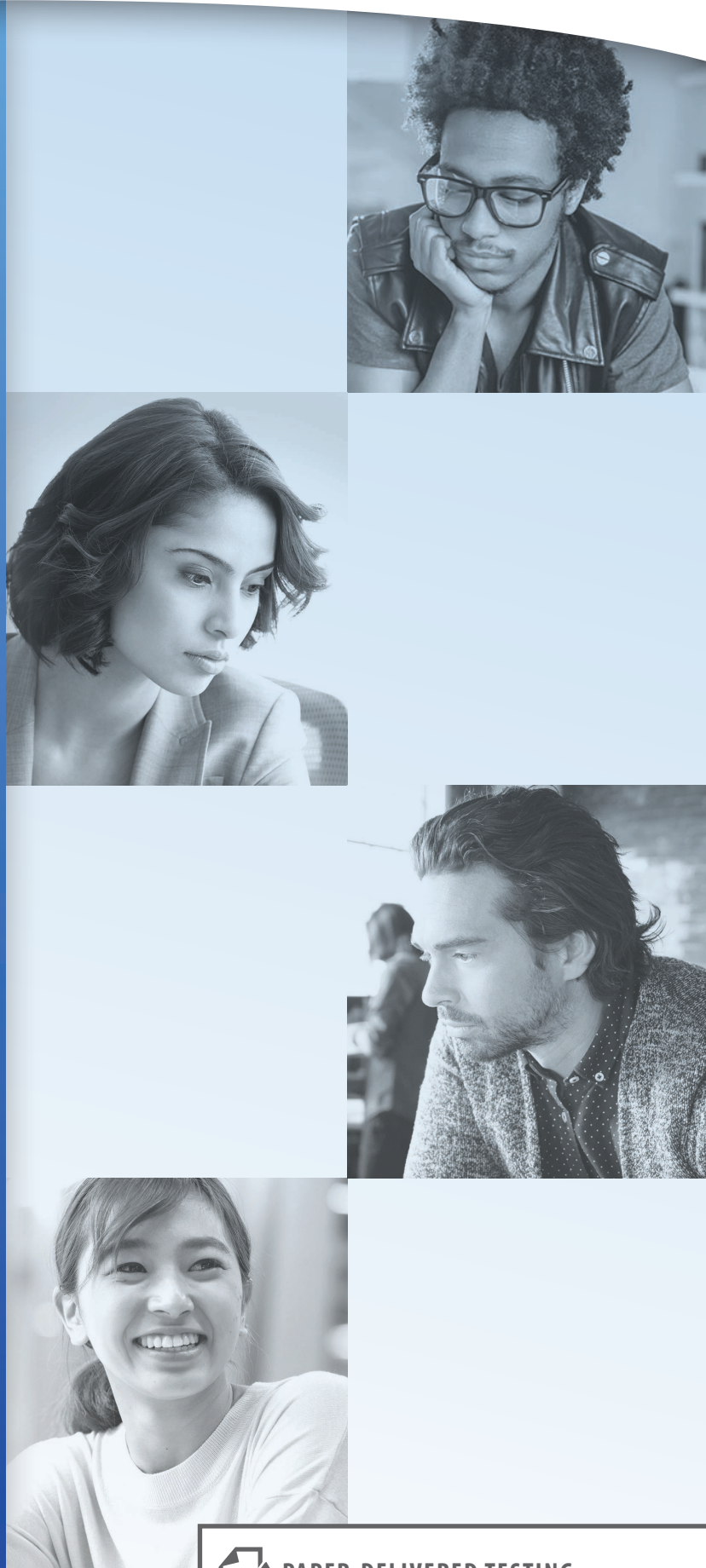


EXAMINEE HANDBOOK

TOEIC[®] LISTENING & READING TEST



PAPER-DELIVERED TESTING

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

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About the *TOEIC*® Listening and Reading Test

The *TOEIC*® Listening and Reading test is an English-language proficiency test for people whose native language is not English. It was developed to assess the English-language listening and reading skills needed in the workplace and everyday life. *TOEIC* Listening and Reading test scores indicate how well a person can communicate in English with others in a business setting. The test does not require specialized knowledge or vocabulary beyond that of a person who uses English in everyday workplace activities.

The *TOEIC* Listening and Reading Test Format

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

- **Listening Section:** The Listening section tests how well you understand spoken English. It consists of four parts and contains 100 questions administered by CD. You will be asked to answer questions based on a variety of statements, questions, conversations, and talks recorded in English.

Total time: approximately 45 minutes.

- **Reading Section:** The Reading section includes three parts, testing how well you understand written English. You will read a variety of materials and respond at your own pace to 100 questions based on the content of the materials provided to you.

Total time: 75 minutes.

<i>TOEIC</i> ® LISTENING SECTION	
PART	Listening Comprehension: 100 items
1	Photographs: 6 questions
2	Question-Response: 25 questions
3	Conversations: 39 questions; 13 conversations with 3 questions each
4	Talks: 30 questions; 10 talks with 3 questions each

<i>TOEIC</i> ® READING SECTION	
PART	Reading Comprehension: 100 items
5	Incomplete Sentences: 30 questions
6	Text Completion: 16 questions
7	Single Passages: 29 questions; 10 reading texts with 2–4 questions each
7	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
- Government agencies looking to make informed decisions
- Academic institutions preparing for student admissions, placement and exiting, as well as measuring the effectiveness of their English-language training programs
- Individuals who are preparing to enter the workplace
- Candidates for training to be conducted in English
- Individuals in English-language training programs

Why take the *TOEIC* Listening and Reading test?

The *TOEIC*[®] program is the global standard for assessing English-language communication skills needed in the workplace. The *TOEIC* tests are the most widely used around the world with more than 14,000 organizations across more than 160 countries trusting *TOEIC* scores to inform the decisions that matter. As a fair and objective measure of English proficiency, the *TOEIC*[®] Listening and Reading 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 or academic institution in advancing your English ability

Who uses the *TOEIC* Listening and Reading test?

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

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

When and where can I take the *TOEIC* Listening and Reading test?

The *TOEIC* Listening and Reading test is available throughout the world. Testing can be arranged through corporations or other organizations that ask employees, job applicants, or students to take the *TOEIC* Listening and Reading test. In addition, many language-training programs and schools offer *TOEIC* testing. If testing has not been arranged through your organization, you can contact your local ETS Preferred Network (EPN) office to find out when and where you can take the test.

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

TOEIC® Listening and Reading public testing is scheduled by the local EPN office. Contact your local EPN office for more information on test dates, locations, and how to register.

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

How much does the TOEIC Listening and Reading test cost?

TOEIC Listening and Reading prices vary worldwide. To inquire about pricing in your area, contact your local EPN office.

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

The TOEIC Listening and Reading 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 Listening and Reading 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 Listening and Reading 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.

Also, academic institutions may use certain cut scores to place students in the appropriate English-language course in their training program or for exit exam purposes.

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 Listening and Reading test questions:

- Corporate Development: research, product development
- Dining Out: business and informal lunches, banquets, receptions, restaurant reservations
- Entertainment: cinema, theater, music, art, exhibitions, museums, media
- Finance and Budgeting: banking, investments, taxes, accounting, billing
- General Business: contracts, negotiations, mergers, marketing, sales, warranties, business planning, conferences, labor relations
- Health: medical insurance, visiting doctors, dentists, clinics, hospitals
- Housing/Corporate Property: construction, specifications, buying and renting, electric and gas services
- Manufacturing: assembly lines, plant management, quality control
- Offices: board meetings, committees, letters, memoranda, telephone, fax and e-mail messages, office equipment and furniture, office procedures
- Personnel: recruiting, hiring, retiring, salaries, promotions, job applications, job advertisements, pensions, awards
- Purchasing: shopping, ordering supplies, shipping, invoices

- Technical Areas: electronics, technology, computers, laboratories and related equipment, technical specifications
- Travel: trains, airplanes, taxis, buses, ships, ferries, tickets, schedules, station and airport announcements, car rentals, hotels, reservations, delays, and cancellations

If I have a disability, can I still take the *TOEIC*® Listening and Reading test?

If you require special testing arrangements because of a disability, please contact your local EPN member to discuss your needs at least six weeks in advance of the test date. Your local EPN member will make every effort to accommodate you. There is no additional cost for special accommodations.

Among the accommodations that can be provided are extended testing time, breaks, audio testing, large print, braille and non-audio (without oral stimulus) versions of the test, or other aids customarily used by the test taker.

All requests for accommodations must be approved in accordance with *TOEIC*® program policies and procedures. These procedures are located on the website at <http://www.ets.org/toEIC/test-takers/listening-reading/disability-accommodations/>

Why does the *TOEIC*® program require *TOEIC* Listening and Reading paper-delivered test takers to use only pencils and no other writing instruments?

It has always been the industry standard, set by makers of the optical scanners used to read answer sheets, that only No. 2 pencils be used to mark responses on the answer sheets. This ensures proper reading of the response ovals during the scoring process. Like other testing programs, ETS requires

TOEIC test takers to use only No. 2 pencils to fill in the answer sheets. Other writing instruments, such as pens, are not permitted, as they can make the answers bleed over or stain the answer sheets in a way that causes errors in scanning. ETS makes the No. 2 pencil requirement clear to all test takers, and if the use of other instruments creates errors in the scanning process, the result is the test taker's sole responsibility.

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

How is the *TOEIC* Listening and Reading test scored?

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

Why are the *TOEIC* Listening and Reading test raw scores (i.e., number-correct scores) not reported to test takers?

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

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

Why are the *TOEIC*® Listening and Reading test raw-score-to-scaled-score conversion tables not disclosed to the public?

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

As each test form will be reused multiple times in different areas of the world, the *TOEIC* program has a policy not to release test forms, for security

reasons. Since test forms are not released to the public, the conversion table that is unique to each test form is not released either. A conversion table, used for reporting scaled scores, is of no practical use to the public when the test form to which it applies is not disclosed. In fact, the conversion table may fall subject to misuse if it is applied to the wrong test form and results in incorrect scaled scores being calculated.

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

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

Preparing to Take the *TOEIC*[®] Listening and Reading Test

How to Get Ready to Take the *TOEIC*[®] Listening and Reading Test

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

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

- Become familiar with the test format and know how to mark your answers on the answer sheet. You can then focus your

attention on the test questions themselves.

- Carefully review the test directions and the sample questions on pages 12–18, and the sample Background Questionnaire and sample answer sheet on pages 20–23.
- 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.

The official *TOEIC* website has many resources you may find helpful to familiarize yourself with the test:

- test preparation material
- scoring information
- frequently asked questions (FAQs)

Test Day Procedures

During the Test

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

Identification Requirements

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

Part 1: Information for All Test Takers

- You must have acceptable and valid ID with a signature and photograph to be admitted to a test center. Expired documents are not acceptable.

- The photograph on your ID document must be recent and recognizable. Original documents must be 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 government issued ID with both a photograph and a signature, you may present two primary government-issued photo IDs without signatures.
- If you arrive at the test center without the required identification, the test administrator will not admit you, you cannot take the test, and you forfeit your test fee.

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

- If positive confirmation cannot be made, you may be refused admission to the test center and you will forfeit your test fee. Admittance to the test center does not imply that your form of identification is valid or that your scores will be reported. All reported cases of questionable ID are subject to review and approval by the ETS Office of Testing Integrity and/or the local EPN office.
- Test center personnel will check your identification before assigning you a seat at the test center. The administrator will check your signature and photograph to verify that you are the person in your photo identification.
- The photograph on your ID document must be recent and recognizable. For example, a ten-year-old photograph taken during childhood is not acceptable.

Acceptable Primary Identification Documents

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

Acceptable Secondary Identification Documents

If your primary identification is missing either a photograph or signature, you must present one of the following secondary IDs that can be used to

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

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

Unacceptable Identification Documents

- Any expired ID
- Draft classification card
- Credit or debit card of any kind
- Social Security card
- Learner's permit or any temporary identification document
- International driver's license
- International student ID
- Notary-prepared letter or document
- Employee identification card
- Birth certificate
- Photocopy of ID
- Any document that is presented on a phone or electronic device
- Any document that is not recognized by a government agency

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

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

Only one form of primary ID is needed if your primary ID document contains a photograph and signature.

Please see the list of acceptable primary ID documents on the previous page. However, if the test administrator has any concerns about the primary ID document, you will be required to present a secondary ID from the list above.

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

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

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

If your passport is not written in English-language letters, you must also present an additional ID from the list of secondary identification documents (see “Acceptable Secondary Identification Documents” on the prior page) that contains a recent, recognizable photograph and is in English.

If your passport **does not contain your signature**, you must either sign your passport or present an additional ID from the list of secondary identification documents (see “Acceptable Secondary Identification Documents” on page 8).

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

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

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

Test Center Procedures and Regulations

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

- Dress so that you can adapt to any room temperature.
- Friends or relatives who accompany you to the test center will not be permitted to wait in the test center or be in contact with you while you are taking the test. Except for ETS-authorized observers, visitors are not allowed in the testing room while testing is in progress.
- ID verification at the test center may include thumb printing, photographing, video recording, signature comparison, or other forms of electronic ID or biometric confirmation. If you refuse to participate, you will not be permitted to test and you will forfeit the test fee. This is in addition to the requirement that you must present acceptable and valid ID.
- Other than ID, personal items are not allowed in the testing room. Before the test, you will receive instructions from test center staff regarding where to deposit items such as mobile phones, pagers, handbags, and study materials. Storage space is limited, so plan accordingly. You will not have access to your personal items during the test or any unscheduled break.

- Test centers assume no responsibility for 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 center may require a delayed start or the rescheduling of your test. In the event that a technical problem at the test center makes it necessary to cancel your test session or if it is later determined that your scores could not be reported, you will be offered the opportunity to retest free of charge or receive a full refund of the original test fee.
- No test taker will be admitted after test materials have been distributed.
- Using any aid in connection with the test, including pens; mechanical pencils; scan pens or other scanning devices; calculators; calculator or computing watches; analog, digital or smart watches; wearable technology; books; pamphlets; notes; unauthorized scratch paper; rulers; highlighter pens; stereos or radios with headphones; mobile phones; smart phones; watch alarms; stop watches; dictionaries; test preparation materials; translators; and any electronic, listening, recording, scanning or photographic devices is not permitted. Paper of any kind is not permitted in the testing room.
- You may not mark or underline words in the test book or make notes in the test book or on the answer sheet.
- You must have the supervisor’s permission to leave the testing room. You may not leave the immediate testing area of the testing room or the test center building during the test or during any unscheduled break. Any lost time cannot be made up.
- 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), test book and answer sheet 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. You must remain in your seat until all materials are collected.

Report Suspicious Behavior

Although *TOEIC* Listening and Reading tests are administered under strict supervision and security measures, testing irregularities may sometimes occur. Contact your local EPN office as soon as possible to report any observed behavior that may lead to an invalid score. Examples include, but are not limited to:

- Copying from another test taker
- Taking the test for another person
- Having access to test questions before the test
- Providing test questions or answers to the test, including proctors and administrators
- Taking test questions or answers out of a testing room
- Using or accessing a mobile phone or any electronic device or wearable technology
- Using a fake ID
- Accessing or using notes

Report Cheating:

Web: www.ets.org/security

Email: ReportCheating@toeic.org

Phone: 609-406-5430

Fax: 609-406-9709

All information will remain strictly confidential.

Dismissal from Test Session

A test administrator or supervisor is authorized to dismiss you from a test session and/or your scores may be withheld and ultimately canceled, and your test fees forfeited for any actions that violate the policies and procedures set forth herein and/or communicated at the test center including, but not limited to, the following:

- Attempting to take the test, or taking the test, for someone else or having someone else take the test for you
- Failing to provide acceptable identification as described herein, including refusal to allow a photograph and/or fingerprint to be taken
- Obtaining improper access to the test, a part of the test, or information about the test (This includes having test questions or answers in advance of the test administration and bringing pre-knowledge of test information into the test center in any form including, but not limited to, identification documents, prohibited devices, and any other method listed as an aid in connection to the test.)
- Having a mobile phone, smartphone (e.g., Android, or iPhone), tablet, or any other electronic, listening, recording, scanning, photographic device, or wearable technology in the test center. If you are found to be in possession of any of these devices before, during, or after the test administration, your device may be inspected and/or confiscated, and you will be dismissed from the test. Your test fees will be forfeited and your scores will be canceled, even if dismissal is not enforced on the day of the test. You may also be banned from taking any future ETS test.
- Creating a disturbance (Disruptive behavior in any form will not be tolerated. The test administrator or supervisor has sole discretion in determining what constitutes disruptive behavior.)
- Attempting to give or receive assistance (Communication in any form is not permitted during the test administration. Discussion or sharing of test content or answers during the test administration, during breaks, and after the test is prohibited.)
- Removing or attempting to remove test content from the test center (Under no circumstances may test content or any part of the test content be removed, reproduced, and/or disclosed by any means [e.g., hard copy, verbally, electronically] to any person or entity.)
- Bringing a weapon or firearm into the test center
- Bringing food, beverages, or tobacco into the testing room, unless you have received prior approval due to a disability or health-related need
- Leaving the test center building during the test session or during breaks
- Leaving the testing room without permission
- Taking excessive or extended unscheduled breaks during the test session (Test center administrators are required to strictly monitor unscheduled breaks and report test takers who take excessive or extended breaks.)
- Referring to, looking through, or working on any test or test section when not authorized to do so, or working after time has been called
- Failing to follow any of the test administration regulations in this Examinee Handbook, given by the test administrator/supervisor, or specified in any test materials

ETS and the local EPN office reserve the right to take any and all actions for failure to comply with test administration regulations or the test administrator's directions, or where the validity of the scores is questionable. This includes, but is not limited to, barring you from taking any future ETS test and/or withholding or canceling your scores. If your scores are canceled, they will not be reported, and your registration and test fees will not be refunded.

Sample Questions for the *TOEIC*[®] Listening and Reading Test

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

General Directions

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

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

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

Section I: Listening

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

Part I: Photographs

Directions: For each question in this part, you will hear four statements about a picture in your test book.

When you hear the statements, you must select the one statement that best describes what you see in the picture. Then find the number of the question on your answer sheet and mark your answer. The statements will not be printed in your test book and will be spoken only one time.

Look at the example item below.

Example

You will see:



You will hear: Now listen to the four statements.

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

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

Sample Questions

Question 1

You will see:

1.



You will hear: 1. Look at the picture marked number 1 in your test book.

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

Question 2

You will see:

2.



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

- (A) A woman is putting on a pair of shoes.
- (B) A woman is dusting a television screen.
- (C) A woman is watching television.
- (D) A woman is plugging a power cord into an outlet.

Part 2: Question-Response

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

Example

You will hear: Where is the meeting room?

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

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

SAMPLE QUESTIONS

Question 7

You will hear: 7. Where's the new fax machine?

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

Question 8

You will hear: 8. How well does Thomas play the violin?

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

Question 9

You will hear: 9. Martin, are you driving to the client meeting?

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

Question 10

You will hear: 10. Mariko announced that she's retiring in April.

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

Part 3: Conversations

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

SAMPLE QUESTIONS

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

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

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

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

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

You will then hear: 32. Why is the woman calling?

You will read: 32. Why is the woman calling?

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

You will hear: 33. What does the man ask the woman about?

You will read: 33. What does the man ask the woman about?

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

You will hear: 34. What does the man offer to do?

You will read: 34. What does the man offer to do?

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

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

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

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

(Woman) Really?

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

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

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

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

You will then hear: 41. What does the woman ask the man to do?

You will read: 41. What does the woman ask the man to do?

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

- You will hear: 42. What problem does the man mention?
- You will read: **42.** What problem does the man mention?
- (A) A designer has left the company.
 - (B) A supplier has increased its prices.
 - (C) A computer model has been discontinued.
 - (D) A departmental budget has been reduced.
- You will hear: 43. Look at the graphic. What size screen will the man order?
- You will read: **43.** Look at the graphic. What size screen will the man order?
- (A) 11 inches
 - (B) 13 inches
 - (C) 15 inches
 - (D) 17 inches

Part 4: Talks

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

SAMPLE QUESTIONS

- You will hear: Questions 71 through 73 refer to the following telephone message.
- (Man) Hello Mr. Lee, this is Thomas from BKS Auto Shop calling with some information about your car repair. I know we told you that it would take until next week to get the part we ordered, but we got the part early, and I was able to finish the repair. We're going to be closing for the day in a few minutes, but you're welcome to come get your car anytime tomorrow. If you need a ride to the shop tomorrow, let me know, and I can arrange one for you.

- You will then hear: 71. What does the speaker say about the repair?
- You will read: **71.** What does the speaker say about the repair?
- (A) It is not required.
 - (B) It has been finished early.
 - (C) It will be inexpensive.
 - (D) It is covered by a warranty.
- You will hear: 72. When can the listener pick up his car?
- You will read: **72.** When can the listener pick up his car?
- (A) Today
 - (B) Tomorrow
 - (C) Next week
 - (D) In two weeks
- You will hear: 73. What does the speaker offer to do?
- You will read: **73.** What does the speaker offer to do?
- (A) Look for a used part
 - (B) Refund the cost of a charge
 - (C) Send an invoice
 - (D) Arrange a ride

Section II: Reading

In the Reading test, you will read a variety of texts and answer several different types of reading comprehension questions. The entire Reading test will last 75 minutes. There are three parts, and directions are given for each part. You are encouraged to answer as many questions as possible within the time allowed.

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

Part 5: Incomplete Sentences

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

SAMPLE QUESTIONS

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

Part 6: Text Completion

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

SAMPLE QUESTIONS

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

To: Project Leads
From: James Pak
Subject: Training Courses

To all Pak Designs project leaders:

In the coming weeks, we will be organizing several training sessions for _____ employees. At Pak _____ 131.

Designs, we believe that with the proper help and support from our senior project leaders, less experienced staff can quickly _____ a deep _____ 132.

_____ understanding of the design process. _____, they _____ 133.

_____ can improve their ability to communicate effectively across divisions. When employees at all experience levels interact, every employee's competency level rises and the business overall benefits. For that reason, we are urging experienced project leaders to attend each one of the interactive seminars that will be held throughout the coming month. _____ 134.

Thank you for your support.

James Pak
Pak Designs

131. (A) interest
(B) interests
(C) interested
(D) interesting
132. (A) develop
(B) raise
(C) open
(D) complete
133. (A) After all
(B) For
(C) Even so
(D) At the same time


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

Part 7: Reading Comprehension

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

SAMPLE QUESTIONS

Questions 147–148 refer to the following advertisement.

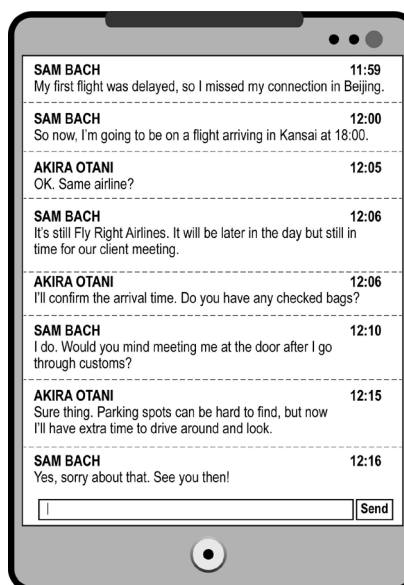


Used Car For Sale. Six-year-old Carlisle Custom. Only one owner. Low mileage. Car used to commute short distances to town. Brakes and tires replaced six months ago. Struts replaced two weeks ago. Air conditioning works well, but heater takes a while to warm up. Brand new spare tire included. Priced to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

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

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

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



152. What is suggested about Mr. Bach?
- (A) He has been to Kansai more than once.
 (B) He currently works in Beijing.
 (C) He is on a business trip.
 (D) He works for Fly Right Airlines.
153. At 12:15, what does Mr. Otani mean when he writes, "Sure thing"?
- (A) He has confirmed the arrival time of a flight.
 (B) He is certain he will be able to find a parking place.
 (C) He agrees to wait at the door near the customs area.
 (D) He knows Mr. Bach must pass through customs.

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

Sparky Paints, Inc. 

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: March 12
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

196. In the advertisement, the word “top” in paragraph 1, line 2, is closest in meaning to
- (A) maximum
 - (B) favorite
 - (C) important
 - (D) upper

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

Answer Key

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

TOEIC® Background Questionnaire and Answer Sheet

In order to provide enhanced feedback to TOEIC® clients and test takers, the TOEIC® program will ask you to complete the *TOEIC® Background Questionnaire* at the testing session before you take the TOEIC® Listening and Reading test.

Background Questionnaire

The *TOEIC Background Questionnaire* asks about your educational, work-related, English-language, and TOEIC test-taking experience. Your responses to the questionnaire enable your organization to learn more about the backgrounds of people who take the test and some of the factors that affect TOEIC scores and improvement in English. Your responses to the questionnaire are kept confidential and do not in any way affect your TOEIC scores. We encourage you to answer all of the questions. A sample of the questionnaire is included on pages 20 and 21.

Answer Sheet

A sample of the answer sheet appears on pages 22 and 23 of this book.

Accent Marks

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

Group Code

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

Custom Codes

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

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



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

Section I.

Your educational and/or work-related background

1. Choose either the level of education in which you are currently enrolled or the highest level that you have completed.
 - A. Elementary school (primary school)
 - B. General secondary school (junior high school)
 - C. Secondary school for university entrance qualification or equivalent (high school)
 - D. Vocational/technical high school
 - E. Vocational/technical school after high school
 - F. Community/junior college (for associate degree)
 - G. Undergraduate college or university (for bachelor's degree)
 - H. Graduate or professional school (for master's or doctoral degree)
 - I. Language institution
2. Choose the major that you are currently enrolled in or the major of your highest degree. (The majors shown in parentheses are examples only.)
 - A. Liberal arts (education, fine arts, languages, literature, music, psychology)
 - B. Social studies/law (international studies, law studies, political science, sociology)
 - C. Accounting/business/economics
 - D. Finance/marketing/trading
 - E. Sciences (agriculture, computer science, mathematics, physics, statistics)
 - F. Health (medicine, nursing, pharmacy, public health)
 - G. Engineering/architecture
 - H. Other/none
3. Which of the following best describes your current status?
 - A. I am employed full-time (including self-employed).
 - B. I am employed part-time and/or study part-time.
 - C. I am not employed. (Skip to Question #6.)
 - D. I am a full-time student. (Skip to Question #6.)
4. If you are currently employed, which industry best describes that of your current employer?
 01. Agriculture/fishing/forestry/mining
 02. Construction/building design
 03. Manufacturing—food
 04. Manufacturing—pharmaceuticals
 05. Manufacturing—chemicals
 06. Manufacturing—fabric/paper
 07. Manufacturing—oil/petroleum/rubber
 08. Manufacturing—steel/other metals
 09. Manufacturing—Machinery/fine machinery
 10. Manufacturing—electronic
 11. Manufacturing—vehicles (includes manufacturing of all modes of transportation)
 12. Manufacturing—cement/glass
 13. Manufacturing—clothing
 14. Manufacturing—other
 15. Service—education (high school equivalent or below)
 16. Service—education (college equivalent or above, assessment, research)
 17. Service—court/legislative/municipal/prefecture
 18. Service—foreign affairs
 19. Service—armed forces
 20. Service—health/hospital/medical research
 21. Service—hotel/recreation/restaurant/travel
 22. Service—other
 23. Public utilities production/management (electricity/water supply)
 24. Broadcasting/mass media
 25. Telecommunication
 26. Retail/wholesale
 27. Trading
 28. Accounting/banking/finance/security
 29. Insurance
 30. Real estate
 31. Transportation
 32. Other
5. If you are currently employed, which of the following best describes the type of job you do? (The jobs shown in parentheses are examples only.)
 - A. Management (executive, manager, director)
 - B. Scientific/technical professionals (engineer, mathematician, programmer, researcher, scientist)
 - C. Teaching/training
 - D. Professional specialist (accountant, broker, financial specialist, lawyer)





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

Section II.

Your English-language experience

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

Section III.

Your experience in taking the TOEIC test

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

LISTENING SECTION

Table with 25 rows and 4 columns of bubbles for listening section answers, numbered 1 to 100.

READING SECTION

Table with 25 rows and 4 columns of bubbles for reading section answers, numbered 101 to 200.

Table for group code entry, labeled '10 GROUP CODE (if assigned)', with 9 rows of bubbles for digits 0-9.

Table for questionnaire responses, labeled '11 QUESTIONNAIRE RESPONSES', with 18 columns and 18 rows of bubbles for letters A-I and digits 0-9.

Table for custom answer entry, labeled '12', with three columns for CUSTOM 1, CUSTOM 2, and CUSTOM 3, each with 9 rows of bubbles for digits 0-9.

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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Score Reporting

TOEIC® 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 EPN office for availability.

The TOEIC Certificate of Achievement features:

- Your name
- Your Listening score, Reading score, and Total test score (10–990)
- Your test date and location
- The administering organization
- A watermark on back
- A format that is suitable for framing



TOEIC® Listening and Reading Official Score Certificate

The TOEIC® Listening and Reading Official Score Certificate is an acknowledgement of your English proficiency. The TOEIC Listening and Reading Official Score Certificate is available for Public tests only. Official Score Certificates will have your photograph printed on it. Official Score Certificates are valid worldwide. Contact your local EPN office for more information.

Official Score Certificate features:

- Your name
- Your Listening score, Reading score, and Total test score (10–990)
- Your birth date
- Your identification number
- Your test date
- The date the scores are valid until
- A watermark on back
- Score descriptors
- Abilities measured

ABILITIES MEASURED	PERCENT CORRECT OF ABILITIES MEASURED	ABILITIES MEASURED	PERCENT CORRECT OF ABILITIES MEASURED
Can identify and select correct answer on information that is explicitly stated in a text.	95%	Can understand and select specific information in a text.	95%
Can identify and select correct answer on information that is explicitly stated in a text.	95%	Can understand and select specific information in a text.	95%
Can understand details in a text.	100%	Can understand and select specific information in a text.	95%
Can understand details in a text.	100%	Can understand and select specific information in a text.	95%
Can understand a speaker's attitude or implied meaning in a text.	100%	Can understand and select specific information in a text.	95%

TOEIC® Listening and Reading Official Score Report

The TOEIC® Listening and Reading Score Report is an acknowledgment of your English proficiency. The TOEIC Score Report is available for Institutional tests. The scores from an institutional test are only valid within the issuing institution. Contact your local EPN office for more information.

Score Report features:

- Your name
- Your Listening score, Reading score, and Total test score (10–990)
- Your birth date
- Your identification number
- Your test date
- The date the scores are valid until
- A watermark on back
- Score descriptors
- Abilities measured

ETS TOEIC LISTENING AND READING OFFICIAL INSTITUTIONAL SCORE REPORT

Test Taker
Name: [Redacted]

78456 Identification Number
1900/1/02 Date of Birth (YYYYMMDD)

2014/08/01 Test Date (YYYYMMDD)
2016/08/01 Valid Until (YYYYMMDD)

Client/Institution Name: ETS

110 Year score
80 Year score
190 TOTAL SCORE

LISTENING
Your scaled score is below 200. Test takers who score below 200 may have some of the same strengths as test takers who score around 200, but their performance tends to be less consistent. Test takers who score around 200:
 • They can understand short length listening descriptions of the visual object in a photograph.
 • They can understand short length listening descriptions of the visual object in a photograph when the information is supported by a list of options and easy vocabulary.
 • They can understand details in short spoken texts, notes, and short recorded conversations when the vocabulary is simple and the topic is familiar.
 • They can understand details in short spoken texts when the information comes at the beginning or end of the text and when the words in the topic are familiar.
 To see weaknesses typical of test takers who score around 200, see the "Proficiency Description Table."

READING
Your scaled score is below 100. Test takers who score below 100 may have some of the same strengths as test takers who score around 100, but their performance tends to be less consistent. Test takers who score around 100:
 • They can locate the correct answer in a short passage when they can understand the main idea and the organization of the text.
 • They can understand very simple and common phrases.
 • They can understand the main content, although a general understanding when not very much reading.
 • They can understand the main content, although a general understanding when not very much reading.
 To see weaknesses typical of test takers who score around 100, see the "Proficiency Description Table."

ABILITIES MEASURED	PERCENT CORRECT OF ABILITIES MEASURED	PERCENT CORRECT OF ABILITIES MEASURED
Can take self-direction and basic instructions and understand the main idea of a short spoken text.	4% 52	10% 19
Can take self-direction and basic instructions and understand the main idea of a short spoken text.	9% 17	4% 10
Can understand details in short spoken texts.	0% 28	0% 33
Can understand details in short spoken texts.	0% 25	0% 23
Can understand details in short spoken texts.	0% 25	0% 23

HOW TO READ YOUR SCORE REPORT:
 Percent Correct of Abilities Measured: Percentage of items you answered correctly for this test form for each one of the Abilities Measured. Your performance on questions testing these abilities cannot be compared to the performance of test takers who score around 100 or 200, but your performance can be compared to other test takers.
 Note: TOEIC scores more than three years old cannot be reported or validated.

Score Holds and Cancellations

ETS and the local EPN 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 canceling your scores — for failure to comply with test administration regulations or the test administrator’s directions or where the validity of the scores is questionable. If your scores are canceled, they will not be reported, and your registration and test fees will not be refunded.

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

TOEIC® Listening and Reading Test Scores

Test Fairness and Score Use

The ETS TOEIC® program and its authorized local EPN office have taken steps to ensure, to the extent possible, that tests and test scores are fair for all test takers, regardless of gender, age, nationality, and test taker industry background.

Interpreting Scores

The TOEIC® 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 center around an average value known as your “true” score. Two-thirds of the time, your Listening score would be within 25 points of your true score on the Listening section, and your Reading score would be within 25 points of your true score on the Reading section.

Release of Test Results

Local EPN offices are required to publish score reporting timelines so that test takers can determine, prior to registering for a public TOEIC Listening and Reading 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 anywhere from 7 to 21 days after the test administration.

Official Score Certificates and Score Reports

The official score certificates and score reports will provide you with your score on each section of the test. A description of the English-language ability typical of test takers around your level can be found on our website, <https://www.ets.org/toEIC/test-takers/listening-reading/resources/>

If you take the test through your employer or sponsoring organization this is an institutional test and your scores are provided to that organization. It is the responsibility of your employer or organization to provide you with a score report, which is only valid internally for that organization. Some organizations will choose to only use a score roster and not provide a score report. If you take the test independently during a public test administration, you will receive your official score certificate directly from the local EPN office. This official score certificate and your scores can be used worldwide.

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

Scaled Scores

The official score certificates and score reports provide Listening, Reading, and Total scaled scores. The Total scaled score is derived from adding the two section scaled scores together.

Score Proficiency Descriptions

The official score certificates and score reports provide 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 certificates and reports. 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/toeic/test-takers/listening-reading/resources/>. 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 EPN office.

Abilities Measured

The test taker's official score certificate or 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*® Listening and Reading 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

A percentile rank score refers to the percentage of the *TOEIC* Secure Program population in the most recent three years who score below a particular scaled score. The percentile rank table is calculated based on a pool of 3-year test takers and is updated and made available on the ETS website, <https://www.ets.org/toeic/test-takers/listening-reading/resources/>, every May. For example, the percentile rank table of May 2017 is calculated based on test takers from January 2014 to December 2016. The percentile rank table of May 2018 is calculated based on test takers from January 2015 to December 2017.

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 local EPN office within three months of the test date. The local EPN office will rescore your answer sheet and will give you a second official score certificate. If a discrepancy is found between the first official score certificate and the second one, the local EPN 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" refer to problems with the administration of a test. When testing irregularities occur, they may affect an individual or group of test takers. Such problems include, without limitation, administrative errors, such as improper timing, improper seating, defective materials, or defective equipment; improper access to test content; and other disruptions of test administrations such as natural disasters and other emergencies. When testing irregularities occur, ETS or your local EPN office may decline to score the test(s), or may cancel the scores. When in their judgement it is appropriate to do so, ETS or your local EPN office may 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* Listening and Reading 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 *TOEIC* 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 or chance? To determine whether this was a true increase in the *TOEIC*® Listening 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.

Validity

Primary evidence that the *TOEIC*® Listening and Reading 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* Listening and Reading 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* Listening and Reading 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 on this page.

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

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

Test Score Data Retention

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

Policy and Guidelines for the Use of TOEIC® Listening and Reading Test Scores

Introduction

These guidelines are designed to provide information about the appropriate use of TOEIC® Listening and Reading 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® program and its local EPN office have a particular obligation to inform users of the appropriate uses of TOEIC scores and to identify and try to rectify instances of misuse.

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

Policies

In recognition of their obligation to ensure the appropriate use of TOEIC Listening and Reading test scores, the TOEIC program and its local EPN office developed policies designed to make official score certificates and 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 Listening and Reading test scores and the documents you complete that are retained by ETS (for example, your photograph) may be released to third parties such as government agencies or parties to a lawsuit if requested pursuant to a subpoena or required by applicable law.

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

Encouragement of appropriate use and investigation of reported misuse: All

organizational users of TOEIC Listening and Reading 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 scores, etc.). Organizations have a responsibility to ensure that all individuals using TOEIC Listening and Reading 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® program and local EPN office 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 or its authorized representative will also verify your score information at the request of any institution or agency that has a copy of your score report.

Guidelines

- **Use Multiple Criteria:** Regardless of the decision to be made, multiple sources of information should be used to ensure fairness and to balance the limitations of any single measure of knowledge, skills, or abilities. These sources may include graduate or undergraduate grade point average, years of experience in the target position, and recommendations from past supervisors and colleagues. When used in conjunction with other criteria, *TOEIC*[®] Listening and Reading test scores can be a powerful tool in making employment- or school-related decisions.
- **Accept Only Official *TOEIC*[®] Listening and Reading Official Score Certificates and Score Reports.** The only official certificates and reports of *TOEIC* Listening and Reading test scores are those issued by ETS or by the local EPN office. If an organization administers a *TOEIC* Listening and Reading 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 the local EPN office, who will then verify the accuracy of the scores and whether an official score certificate was issued.
- **Maintain Confidentiality of *TOEIC* Listening and Reading Test Scores.** All individuals who have access to *TOEIC* Listening and Reading 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 Uses and Misuses of *TOEIC*[®] Listening and Reading Test Scores

The suitability of a *TOEIC* Listening and Reading test for a particular use should be explicitly examined before using test scores for that purpose. The list of appropriate uses of *TOEIC* Listening and Reading test scores that follows is based on the policies and guidelines outlined on pages 30–31. The list is meant to be illustrative, not exhaustive, in nature. There may be other appropriate uses of *TOEIC* Listening and Reading test scores, but any uses other than those listed on the following page should be discussed in advance with *TOEIC*[®] program staff and its local EPN office to determine their appropriateness.

If a use other than those appropriate uses listed on the next page is contemplated, it will be important for the user to validate the use of scores for that purpose. The *TOEIC* program staff and its local EPN office will provide advice on the design of such validity studies.

Appropriate Uses

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

- Hiring of applicants for an open position within a corporation or organization where workplace and everyday-life English is a required job skill
- Placement of applicants or candidates within a corporation or organization where workplace and everyday-life English is a required job skill
- Promotion of candidates within a corporation or organization 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 Uses" section should be avoided unless authorized by ETS or the local EPN office.

Comments

Test takers can provide comments during the test administration by asking the test supervisor for the *Candidate Comment Form*.

If you have additional questions or comments regarding the TOEIC Listening and Reading test, please contact your local EPN office at www.ets.org/epn_directory or TOEIC program:

Educational Testing Service (ETS)
Rosedale Road
Princeton, NJ 08541
toeic@ets.org

For 40 years as an industry leader, the *TOEIC*[®] program has set the global standard for assessing English-language communication skills needed in the workplace. With about seven million tests administered every year, the TOEIC tests are the most widely used around the world, with 14,000+ organizations across more than 160 countries trusting TOEIC scores to inform the decisions that matter.

At nonprofit 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.

139192-123902 • UNLWEB519

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