



Test Administration Procedures

TOEIC® Listening & Reading Test

TOEIC Bridge™ Test



Please Ensure That You and Your Staff Read This Entire Manual Before Administering any Paper-Delivered *TOEIC*® Assessment (i.e., the *TOEIC* Test, *TOEIC* Bridge, or *TFI*).

What This Manual Is About

This manual provides specific information about the general procedures and security responsibilities of the test administrator, including procedures that administrators must follow before, during and after a *TOEIC*® test administration. Critical procedures are outlined to help the administrator carry out these responsibilities smoothly and effectively. A companion manual focusing on specific procedures for the test being administered must accompany this publication. The *TOEIC*, *TOEIC Bridge*, and *TFI* Administration Supplements provide detailed instructions for the administration of each test.

You can help ensure that the test administration is efficient, fair and secure by taking care to follow these directions exactly. Test scores will be meaningful only if all administrators follow the same testing procedures and give the same instructions to all test takers.

The procedures outlined in this manual represent the highest standard for secure test administrations. It is extremely important that test takers understand the general test directions. If the local ETS *TOEIC*

representative feels it is appropriate, the general test directions may be translated into the local language, and the test administrator may read these at the time of administration. If necessary, adapt the instructions to accommodate the answer sheet used in your location.

As a test administrator, you must be primarily concerned with safeguarding all aspects of test security, conducting the test efficiently and quietly, protecting the test takers from disturbance, and returning test materials promptly. The test administrator is responsible for the security of all tests from the time they are received until they are returned to the local ETS *TOEIC* representative. This means that no one is to have the opportunity to examine any test book at any time except the test taker taking the test. Also, no one may be permitted to copy or retain copies of the examination questions. Please inform your assistants of the importance of security and see that they enforce all security rules without exception.

If you have any questions prior to or on the day of the test, contact your local ETS *TOEIC* representative or Educational Testing Service at 609-771-7170.

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Tips for Preventing Security Breaches On Test Day

Test Materials

- Never leave test materials unattended.
- Distribute and collect test books individually.
- Ensure that no test taker leaves the room with test materials.
- Ensure that no test taker copies, removes, records or photographs any portion of the test materials.

Impersonation

- Check test takers' identification and documents thoroughly at the time they enter the assigned testing rooms and as you collect the completed testing materials.
- Limit the number of test takers permitted to leave the testing room at any one time.

Copying

- Never allow test takers to select their own seats.
- Randomly assign test takers to specific seats in each testing room.
- Seat test takers a minimum of 1.5m apart.
- Seat all test takers facing the same direction in each room.
- Document in writing the test-taker seating plan showing test taker name, location and serial number of test book.
- Observe and check test takers' answer sheets throughout the testing session to ensure that they are properly gridding with a Number 2 (soft lead) pencil.

Collecting Answer Sheets

- Check the first four letters of the gridded name against the first four letters of the printed name when collecting each answer sheet.
- Check test takers' identification and documents thoroughly at the time you collect the completed testing materials.

Prohibited Materials

- Dictionaries
- Rulers
- Calculators
- Cell phones or smartphones (e.g., Android, BlackBerry or iPhone)
- Personal computing devices (tablets or laptops)
- Listening, recording, photographic, scanning devices
- Audio recording devices, scanning devices, watches, smartwatches, pens, mechanical pencils
- Pagers
- Paper/Notes, books

Before the Test

Receiving and Storing Test Materials

Educational Testing Service and your local ETS TOEIC representative assure all test takers that no one but the test takers themselves is permitted to open or examine test books. You are responsible for enforcing this rule from the moment you receive the tests until you return them, in accordance with the instructions in the materials sent to you.

To meet this responsibility you must:

- Have all test materials shipped directly to you or another designated representative. Test materials should not be sent to home addresses.
- Alert your receiving office that the shipment is expected and arrange to have it delivered to you upon receipt.
- Arrange for secure conditions for receiving test materials. Test materials must be securely locked in a container, compartment, or area to which only one or two authorized people have access. Verify that the locks on the secure storage area are not on a master key system which would allow a variety of staff, including janitorial, etc., to have access to the materials.

Checking Test Materials

Within 24 hours of receipt, open all cartons containing test materials and have two people inspect the contents to ensure that each carton contains all the materials listed on the packing slip for that carton. Use the “Test Materials Tracking Form” (Appendix C) to verify that the shipment is complete.

It is very important that you arrange for shipments of test materials to arrive far enough in advance of a test administration so that you will have time to inspect all materials, and if any items are damaged or missing, you will have time to request replacement materials.

Audio CDs should be played by authorized testing personnel as soon as possible to ensure that the CDs play properly.

After confirming that all test materials have been received, reseal the shipping cartons with tape and then sign your name across the tape and cartons as a security measure. Store the sealed cartons in a secure area with restricted access. Only authorized personnel should be able to access the secure storage area.

Count the test books:

- **Within 24 hours of receipt.**
- **When distributing materials to the room supervisor on the test date.**
- **After materials have been distributed to test takers.**
- **Before test takers are dismissed from the testing room.**
- When preparing materials for return to the local rep.

When test materials are outside of this secure storage area they should be under observation at all times. Test materials must never be left unattended in an unsecure area.

Selecting Assistants

Each test center must have at least one Test Center Administrator (TCA) on-site during every TOEIC test administration. Each testing room must have at least two staff members assigned; each room should be staffed with a TCA or room administrator plus the appropriate number of proctors (see Test Taker/Proctor Ratio chart). This allows verification by a second staff member in cases of test booklet discrepancies or suspected cheating. It also ensures that, should an emergency occur, at least one person will be able to monitor the room while the other person handles the emergency.

All test center administrators and proctors must be at least 18 years of age and be able to read, write, speak and understand English. In addition, all assistants must be:

- trained and certified by the local ETS Representative
- familiar with the contents of this manual and the Examinee Handbook
- reliable and capable of attending to details
- representative of the group being tested
- knowledgeable about testing procedures for individuals with disabilities
- fluent in the language spoken by most test takers during the test administration
- able to read and understand written English directions
- familiar with the TOEIC Background Questionnaire
- able to respond to questions regarding the TOEIC Background Questionnaire

During the administration, test administration staff must not read (for their own amusement), engage in conversation, correct papers, use a cell phone or text messaging, or perform any other task that is not related to their test administration duties. In addition, they

Before the Test *(continued)*

must not examine the contents of any test book unless they are inspecting it for a possible defect reported by a test taker. **Under no circumstances should test administration staff take the TOEIC test during the administration.**

Administrators and proctors should not be allowed to administer the examination to someone they know personally unless the test is administered under the User Administered/Representative Scored program.

Test Center Administrators (TCAs) are responsible for all aspects of the test administration including supervising staff, safeguarding all aspects of test security, testing room selection and handling emergencies, irregularities, and test taker misconduct. For large administrations where several testing rooms are used the TCA will assign a room administrator and the appropriate number of proctors to each testing room. TCAs must ensure there is sufficient staff at every administration so that test administrators or proctors do not supervise their own students during the test administration.

Room administrators are responsible for the test administration in the room(s) assigned to them. In their testing rooms, they perform the same function and bear the same responsibilities as the test administrator. They must read the Test Administration Manual before the day of the test, be thoroughly familiar with all procedures, be of unquestionable integrity, and be mature and able to handle groups of test takers in an effective and friendly manner. Room administrators should not be allowed to administer the examination to someone they know personally unless the test is administered under the User Administered/Representative Scored program.

Proctors help with test administration duties but do not administer the test. They may be professionals; industrial relations, human resources, or personnel staff; responsible administrative, secretarial, or clerical staff; or graduate students.

Although the actual duties of each proctor depend on the type of assistance required, proctors generally assist with or perform the following functions: post directional signs in the building where the test will be administered, or direct test takers to their assigned rooms; check test takers' identification; seat test takers according to the instructions; distribute test materials to each test taker; walk around the testing room frequently to ensure the quality of the audio recording, guard against misconduct, verify that every test taker is working on the appropriate section of the test, and make sure that test takers are gridding their answer sheets properly; and collect test materials at the end of the test administration.

The number of proctors you will need depends on the number of individuals you plan to test in each room. It is important to have at least two staff members in each room. This allows verification by a second staff member in cases of test booklet discrepancies or suspected cheating. It also assures that should an emergency occur, there is someone to monitor the room while the room administrator deals with the emergency. Please use the following table to determine the number of proctors you will need.

TEST TAKER/PROCTOR RATIOS	
Number of Test Takers Per Room	Number of Proctors
1–25	1
26–50	2
51–75	3
76–100	4

If more than 25 test takers are tested in one room, you will need one proctor for every 25 test takers and for any test takers in addition to 25. You may excuse proctors if you find that you are overstaffed due to test taker absenteeism.

Proctors must be assigned to rooms randomly. They should not be assigned to rooms in which they work or use on a regular basis.

Selecting Testing Rooms

The success of any test administration depends, to a great extent, on the suitability of the test site. It is more difficult for test takers to concentrate on the test if noise, poor lighting, inadequate writing surfaces, extreme temperatures, or humidity distracts them. Although certain adverse conditions may be beyond the control of the administrator on the day of the test, careful planning will minimize the possibility of such distractions. When selecting testing rooms, test administrators must personally inspect the rooms, choosing the best rooms based on overall suitability. The following suggestions may be helpful in deciding what rooms to use.

Size of Testing Rooms

Using large rooms, such as lecture halls and cafeterias, to test large numbers of test takers is often more efficient than using small rooms. Therefore, if large rooms are available and there are no administrative problems testing large groups, these rooms are appropriate to use.

Before the Test *(continued)*

On the other hand, you may prefer to use small rooms if you think they provide more comfortable conditions for the test takers, allow for better security, or if acoustics in the available large rooms are inadequate.

As the test administrator, the final choice of the testing room(s) is yours. However, whatever room size you choose, the number of test takers the rooms can accommodate will depend on the seating plan used (see page 10).

Room Arrangement and Seating Chart

The testing rooms must be arranged so that all test takers face the same direction. There must be 1.5 meters between test takers on all sides. In addition, you and your staff must have unimpeded access to every test taker.

Tables/Desks and Chairs

A good writing surface is important. When answering test questions, test takers should not have to pick up or move their test books or answer sheets for lack of space. Therefore, rooms equipped with desks or tables should be used if, in your opinion, they provide a suitable testing environment. If tablet-arm chairs are to be used, they must have a minimum writing surface of 30 cm x 40 cm. Desks or tables should be as flat and as smooth as possible; cracks and gouges in the surface can make it difficult for test takers to mark their answer sheets. Tablet-arm chairs designed specifically for right-handed test takers provide an awkward writing surface for left-handed test takers. If the room is not equipped with left-handed tablet-arm chairs, please refer to page 10 for special seating instructions for left-handed test takers. Lapboards do not provide an acceptable writing surface and should not be used. Provide chairs with back support. Stools or benches without backs are not acceptable.

Room Temperature and Ventilation

The temperature and ventilation in the testing room should be appropriate for the season. It should be heated or cooled so that it is comfortable. Arrange, in advance if possible, for heating or cooling units to be turned on early on the testing day. If a problem occurs,

showing your concern by giving a brief explanation may be helpful to the test takers.

Lighting

Lighting must be adequate for reading and for marking answer sheets. It should not produce shadows or strong glare on the writing surface. Be sure to check lighting conditions in all testing rooms early on the day of the test so that any problems can be corrected before the test takers are admitted.

Clock

Each testing room must have a clock, preferably at the front of the room, so test takers can see it easily without turning their heads. At regular intervals you or your assistant must post the amount of test time remaining, so test takers can pace themselves.

Restrooms

Restrooms should be located nearby and should be easy to find for those test takers who are not familiar with the testing area. If locating the restrooms is likely to be a problem for some test takers, post directional signs.

Before the examination, restrooms must be inspected for any materials test takers may have stored there such as books or papers. Test takers taking a restroom break must not be allowed to use cell phones or any electronic devices.

Noise

The testing rooms should be located in a section of the building least likely to be affected by noise from construction work, parties, sports events, motorcycles, buses, or other traffic.

Audio Playback Equipment and CDs

The “Listening” section of the TOEIC test requires the use of high quality audio playback equipment.

If using a CD player, the CD player should have the following industry standard logo somewhere on the player to ensure that the CD player meets industry standards:



CD players should be operated using an electrical power source. ***Battery power should not be used to operate a CD player during a test administration as CD players will not operate well on battery power if the battery power is even slightly low.***

The CD player as well as the CD should be inspected prior to the test administration to ensure they are both clean and free of dust and smudges. When possible, CDs should be played prior to each test administration to ensure they play properly. They should be tested using the equipment that will be used for the actual test administration. Only authorized testing staff should conduct this test of the CDs.

If using a laptop to play the CD, the laptop should be operated using an electrical power source. Battery power should not be used to operate the laptop during a test administration.

CDs should be handled with care to prevent the surface from becoming scratched or dirty. They should be stored inside their shipping sleeve for protection. CDs should be inspected before each use to ensure they are clean and there are no scratches on the shiny surface of the CD. If the CD is smudged or dirty it must be cleaned prior to use. Only cleaning solution that will not damage the CD should be used to clean the CD.

Two CDs should be available during the test administration so that if there is a problem with one CD a replacement is readily available.

In addition to the inspection of audio equipment and materials, you will need to check the tone, volume and clarity of the sound produced by the equipment that will be used to play the CD. You will need to complete this "sound check" in the room where the test will be conducted to ensure that sound can be heard clearly by all test takers regardless of where they are seated in the room.

Security of all TOEIC test audio CDs must be maintained at all times. At the conclusion of a test, all test CDs must be counted and verified by a second staff member before being placed into the secure storage area. Care should be taken to inspect CD players and computer disk drives to ensure no test CD is left in the machine after the testing session.

Individuals with Disabilities

Every effort must be made to accommodate test takers who require special testing conditions. If a test taker with a disability will be taking the TOEIC test at your testing site, please make arrangements in advance with the client organization and/or the test taker for special testing accommodations.

If a test taker needing testing accommodations has been assigned to your test center, you will be informed in advance, and the local ETS TOEIC representative will provide you with specific materials for that administration. If someone requests testing accommodations (e.g., extra time, assistance with completing the answer sheet, someone to read the test questions aloud) but the local ETS TOEIC representative has not contacted you about these accommodations, please refer the person to his or her local ETS TOEIC representative to make arrangements for a future test date.

Do not test anyone under nonstandard conditions unless the local ETS TOEIC representative has advised you in advance about arrangements that have been requested prior to the test date; standby testing is not permitted. However, if a request is a relatively minor one that you can accommodate easily (e.g., accommodations for a wheelchair, seating near a window for natural lighting, permission to leave the room at intervals in order to eat a snack), you may, at your discretion, accommodate the test taker provided that he or she understands that the test is to be administered under standard conditions and that he or she will be required to adhere to all administrative procedures, requirements and timing regulations.

Occasionally, test takers who use wheelchairs do not notify us in advance because they expect the centers to be wheelchair accessible. Please inform your local ETS TOEIC representative if your site is not wheelchair accessible.

On the Day of the Test

Humanizing the Test Administration

Up to the point when test takers enter the testing room, many may have dealt with the TOEIC Service in terms of written records, application forms, and correspondence with unknown persons. Test takers know that their test responses may be evaluated by an electronic device. This places upon you a special responsibility to conduct every examination in a sympathetic way.

Humanizing the examination process is important to the success of the TOEIC Program. Remember that TOEIC test takers are, for the most part, adults employed in professional and quasi-professional capacities. You may find the following suggestions helpful.

- Greet your test takers courteously to ease their anxiety. Your words and behavior show the test takers that they are welcome and that you are there to help them. Stress the importance of this attitude with your staff.
- Make testing staff visible. Have your testing staff wear badges, name tags, caps, ties, or other identification that will enable test takers who are lost, confused, or in need of assistance to find them easily.
- Post directional signs for the testing room(s) and restrooms before test takers arrive. In addition, if your testing site is large, post directional signs at strategic locations on the grounds to direct test takers to the proper building(s).
- Treat all test takers equally. Test takers may be nervous or sensitive during this important examination. You will want to make certain that none of your procedures makes one test taker feel different from any other.
- Tolerate some nervous noise before the test starts. Many people under stress relieve their anxiety through talk and movement.
- Be patient in responding to questions before the test begins. Most questions are sincere. As long as test takers confine their questions to the mechanics of testing, do your best to answer them. If an individual is wasting time with questions, inform that person that you will come back to him or her for individual help and continue with the test session.
- Be prompt and sympathetic in responding to a question or procedure during the test. A test taker who raises a hand and whispers a request for additional help in understanding test procedure and/or a Background Questionnaire question should

receive your courteous, unobtrusive attention if he or she clearly needs it.

- Be reasonable about requests to leave the room.
- Isolate anyone who is suspected of cheating or disturbing others. This should be done without disrupting the testing session or the other test takers. Treat him or her reasonably and firmly as prescribed later in this manual and carry on with the test in your usual way.
- Dismiss test takers in a friendly manner.

Illegal Recordings and Requests for Media Coverage

To allow test takers to make their best effort and to ensure test security, no unauthorized people, including reporters, journalists, photographers, or other members of the print or electronic media, should be permitted to observe or photograph a test administration or enter or be inside a testing room while testing is taking place.

You must also be alert for any attempt to record audio portions of the examination. People with recording equipment, whatever their purpose, must not be allowed to remain near the testing area. A proctor must periodically check the hallways around the testing room to be certain no unauthorized persons are lingering in the area.

Because of the risk of test takers recording the examination, require all test takers to leave coats, backpacks, briefcases, pagers, mobile phones, and other belongings in a designated area outside of the testing room. Be on the lookout for electronic devices of any kind.

Visitors

Except for observers authorized by ETS and/or your local representative, visitors may not be permitted to enter the room while testing is in progress. If a member of the facility staff or a maintenance worker requires access during testing, you must check any identification and have a proctor accompany the person the entire time he or she is in the testing room. Auditors approved by ETS and/or your local representative must provide both identification and an official letter.

Before Entering the Testing Room: Materials Checklist

Be sure to read this manual carefully before the day of the test to familiarize yourself with the proper procedures that follow.

Check to be sure that you have enough of the following testing materials:

- this manual
- the *TOEIC* Listening and Reading, *TOEIC* Bridge, or *TFI* Administration Supplement
- test books
- answer sheets
- CDs (verify that the test form designation on the CD is the same as that on the test books)
- background questionnaires (as in the assessment-specific manual)
- code lists (Native Country and Native Language Codes are in the assessment-specific manuals. Other codes may be provided by the *TOEIC* representative if necessary.)
- Test Booklet Tracking Form
- Irregularity Report Form
- Compliance Report Form
- Candidate Comment Forms
- pencils and erasers
- administration-specific test taker roster

Inside the Testing Room

Set up the CD player with speakers located in the appropriate places and test the equipment in the testing room. Run the CD to the beginning of the voice segment.

Equipment/Facilities Checklist

Check:

- lighting
- room temperature
- room ventilation
- location of outlets
- audio recording equipment
- distribution of tables/desks and chairs (See seating chart, page 10)
- location of the blackboard

- location of the clock
- restrooms for concealed materials

Make any necessary adjustments.

Problematic Conditions

If a last-minute change in testing rooms becomes necessary, a proctor (an extra one, if necessary) must be stationed at the original location to direct test takers to the new location.

Before testing begins, if you are aware of a potential noise problem (bands playing, heating systems banging, cheering at a sports event, scheduled maintenance or repair work, etc.), move the administration to another building or to another room if possible. In other situations, wherever practical, ask people outside the testing room to leave the area or to talk more quietly. Even if it is impossible to totally avoid the noise, a few words from you will let the test takers know that you are aware of the problem and have made an effort on their behalf.

REGULATIONS AT THE TEST CENTER

Test Center Procedures and Regulations

For detailed information on test center procedures and regulations, see the *TOEIC Examinee Handbook*.

Identifying and Admitting Test Takers to the Testing Room

As you admit each test taker to the testing site, check his or her identification against the test taker roster and have the test taker sign the roster. Compare the test taker to the photograph on his or her identification and compare his or her signature on the test taker roster to the signature on his or her identification.

Identification must be current (not expired), and must have both the test taker's signature and a recognizable, recent photograph. Proper identification includes:

- passport
- driver's license
- national ID
- military ID

On the Day of the Test *(continued)*

The following instructions are provided to all test takers in the *TOEIC Examinee Handbook*. These instructions are reprinted in this manual as a reference for you and your staff.

Identification Requirements

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

Part 1: Information for All Test Takers

- You must have acceptable and valid ID with a signature and photograph to be admitted to a test 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 primary ID with both a photograph and a signature, you may present two primary government-issued IDs without signatures.
- If you arrive at the test center without the required identification, the test administrator will not admit you, you cannot take the test, and you forfeit your test fee.

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

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

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

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

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

Acceptable Primary Identification Documents

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

Acceptable Secondary Identification Documents

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

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

Unacceptable Identification Documents

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

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

Part 2: If Testing WITHIN Your Country of Citizenship

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

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** and the test center administrator is unable to read or translate the information in the document, you must also present an additional ID from the list of secondary identification documents (see "Acceptable Secondary Identification Documents" on the previous 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.

Seating the Test Takers

When you assign seats to test takers as they enter the testing room, please observe the following important rules:

- You and your assistants must have unimpeded access to every test taker.
- To prevent copying, test takers must be seated so that they cannot look at their neighbors' responses or exchange information.
- To avoid test taker cheating, direct test takers to their seats. Do not allow them to select their own seats.
- Test takers must be randomly assigned to specific seats as they enter the testing room. This should separate friends who have arrived at the test center

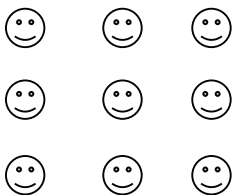
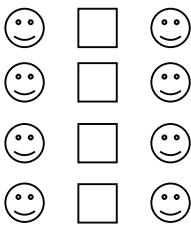
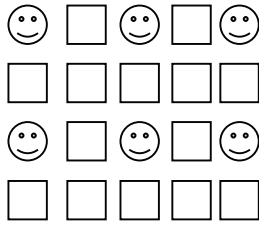

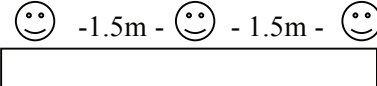
On the Day of the Test *(continued)*

- together and prevent them from communicating for any purpose during the administration.
- Seating the test takers in approximate alphabetical order is another method that may be used to separate friends or associates. However, if you use this method, make certain that test takers with the same family name are not seated next to each other.
- Regular seating patterns that could be anticipated and circumvented by the test takers (such as asking test takers to sit on alternate sides of the room as they are admitted) are not acceptable.
- Left-handed test takers should be seated in a separate row or in the last seat of each row of right-handed test takers. If you cannot avoid using chairs with right-hand tablet arms, seat left-handed test takers with a vacant chair to their left for use as a writing surface.

- Test takers must face the same direction in any level seating arrangement and must be separated on each side by a minimum of 1.5 meters. (See below.)
- In an inclined seating arrangement, such as in an auditorium, there must be a 1.5-meter separation in front of and behind each row of test takers as well. (See *Test Taker Seating Plan* below.)

Test Taker Seating Plan

A test taker seating plan must be completed and returned with the test materials. The plan must show a map of the seating arrangements indicating the name, location and test book serial number of each test taker. Please see *Appendix E: Test Taker Seating Chart*.

SEATING PLANS: ☺ = ONE TEST TAKER All examinees must face in the same direction.		
Plan IA: level seating	Plan IB: level seating	Plan II: inclined seating
 1.5m - 1.5m	 --1.5m --	 1.5m - 1.5m
Plan III: tables		
 2m or less	 More than 4m	

Sample Seating Plan

FRONT

Krista Abernathy Seat 1A 123456		Gayle Boston Seat 2A 123874		Karen Cox Seat 3A 123246
Susan David Seat 1B 123789		Rex Egland Seat 2B 123587		Heather Franks Seat 3B 123209
Sean Grant Seat 1C 123654		Melissa Hect Seat 2C 123741		Elizabeth Jones Seat 3C 123054
Barbara Kraft Seat 1D 123369		Gina Long Seat 2D 123159		Trina Michaels Seat 3D 123980
Maurice Nova Seat 1E 123945		Rhonda Orlando Seat 2E 123943		No Show

Close Room

At the designated time for the examination and after all test takers present have been seated, close the doors to the examination room and begin the testing instructions. Any test takers arriving late may be admitted at your discretion up until the examination itself begins. Be certain the late test taker has an opportunity to read and understand any directions and has time to properly grid the test taker information section of the answer sheet.

Distributing Test Materials

Hand a test book and answer sheet directly to each test taker. Give them to test takers one at a time, in seating order, as you go along a row. Distribute test booklets in serial number order. Distributing and collecting test books in the same order within each testing room will facilitate accounting for all test materials and enable you to document the seating arrangement(s). If more than one testing room is used, keep a record of the test books (number, test form, serial number, etc.) issued to each administrator.

Test takers must not be asked or allowed to pass test materials to other test takers when test administrators distribute or collect test materials. Test materials must not be distributed until all test takers have been seated and the doors to the testing room have been closed. Only the test taker may break the seal on a test booklet and only when told to do so by the administrator.

At this time, one of your proctors must determine the number of test takers being tested and the number of unused tests books (plus defective books, if any); together they must equal the number of books you received from the local ETS TOEIC representative.

If there is a discrepancy, inform the test takers that one of them was given an extra test book by accident and request that it be returned. If the book is not handed in, start the test, place the room in a proctor's charge, and then report the circumstances to the local ETS TOEIC representative by phone.

Preliminary Information

Allow sufficient time for all test takers to enter the preliminary information on their answer sheets. Some test takers may not be familiar with standardized tests and answer sheet gridding and may require some special attention. The use of a nonstandard pencil or pen, gridding a wrong digit, or other gridding errors may cause scores to be reported incorrectly. Please spend as much time as necessary explaining the answer sheet to ensure accurate gridding.

Common gridding mistakes that you must watch for include the following:

- A test taker may grid his or her name properly but fails to enter the letters in the boxes at the top of the columns. The letter must be both written and gridded.
- A test taker may grid two characters in one column and leaves another column blank.
- A test taker may fail to enter and/or grid zeroes. Zeroes should be treated the same as other digits.

Maintaining Security After the Test Begins

While you are giving test takers preliminary instructions, one of your proctors must account for all test books. To do so, the proctor adds the number of test takers present, the number of unused test books, and the number of defective books (if any); together they must

On the Day of the Test *(continued)*

equal the number of books you received from the local ETS TOEIC representative.

As soon as possible after the test has started, verify the proctor's test book tally. Count the unused test books, defective test books (if any), and the number of test takers. The number of test books distributed must equal the number of test takers present.

If there is a discrepancy, inform the test takers that one of them was given an extra test book and request that it be returned. When the book is handed in, proceed with your instructions. Record the circumstances on the Irregularity Report (Appendix B).

If the book is not handed in, start the test, place the room in a proctor's charge, and report the circumstances to the local ETS TOEIC representative by phone. If you cannot reach the local ETS TOEIC representative, ensure the accuracy of your detailed seating chart for position, name, and test book serial number of each test taker in the room. To prevent attempts to copy or to remove pages from test books, have each proctor monitor a designated area in the test room.

You are responsible for returning all test books; therefore, you must account for every test book. You may find it helpful to use the Test Material Tracking Form (Appendix C) to assist you.

Breaks

If it is necessary, and you are asked, permit only one test taker at a time to go to a restroom during actual testing. Collect and hold the test book and answer sheet until the test taker returns. Two or more test takers may go at the same time only if a proctor accompanies them. Under no circumstances should the testing room be left unattended.

Do not allow extra testing time for a restroom absence. Test takers must bring their identification with them as it will be necessary to recheck identification upon their return. Test takers are not permitted to leave the immediate area of the testing room or the test center building without permission during the test or during breaks.

Impersonation

You can reduce the likelihood of admitting someone taking the test in another's name by comparing each test taker to the picture on his or her photo-bearing identification. In addition, signatures on the test taker roster must be compared to the signature on the test

taker's identification before the test taker is admitted to the examination.

Conduct and Prohibited Materials

Testing Aids – While taking a test, test takers may have nothing on their desks but their test books, answer sheets, pencils, erasers and valid form of identification. Test takers are not allowed to use books, papers or aids of any kind during an examination. Prohibited materials include but are not limited to dictionaries, calculators, mobile phones, personal computing devices, mechanical pencils, pens, highlighter pens, watches, slide rules, rulers and magnifying devices or any electronic, listening, scanning or photographic devices. Before the test takers are admitted to the testing room and after they are seated, the test administrator must thoroughly scan the room for any prohibited materials. See "Test taker Misconduct and Dismissal" below for procedures to follow if test takers are caught using aids in the testing room. Before taking any action, be sure the test taker has fully understood the instructions prohibiting the use of aids.

Scratch paper is also prohibited. Notes may NOT be made in the test books nor on the answer sheets. Test takers may not remove pages from their test books for any purpose.

Test taker Misconduct and Dismissal – Because of the need to maintain order as well as security at the test center, you have the authority to dismiss a test taker for misconduct. If a test taker's behavior during testing has the potential to prevent others from doing their best work, warn the test taker that he or she will be dismissed if the disruptive behavior persists. In certain cases, you may be reluctant to dismiss a test taker for fear of embarrassment, further disturbing other test takers, or physical reprisal. You should dismiss when warranted, but use your best judgment in handling each situation. Be sure to describe such situations in detail on the Irregularity Report (Appendix B). If a test taker is found using an electronic device during the test or on breaks the test taker should be dismissed.

Warn a test taker if he or she:

- gives or receives assistance of any kind
- uses a prohibited aid
- disturbs other test takers
- looks through the test book before the start of the test

On the Day of the Test *(continued)*

- looks at the wrong test section
- removes a page or any part of a page from the test book
- works longer than permitted for the test
- refuses to adhere to any other testing regulations

If the test taker does not heed your warning, dismissal is warranted. Collect the test taker's test materials and dismiss him or her from the room. Advise the test taker only that failure to adhere to testing procedures after receiving a warning has made your action necessary and that you are required to report the matter to the local ETS TOEIC representative. Provide full information regarding the incident and the action taken by you or your staff on the Irregularity Report. When you return the report to the local ETS TOEIC representative, attach the test taker's test book and answer sheet.

Smoking, Eating and Drinking

Smoking, eating and drinking are not permitted during the administration. This applies to staff members as well as test takers.

Test Taker Comments

Test takers are always encouraged to express concerns, complaints, or questions to the local ETS TOEIC representative office about the test administration and/or the actual test questions.

If, during the test administration, a test taker has a complaint about a test question, ask the test taker to

continue with the test and report the complaint on a Candidate Comment Form (Appendix D). Allow time at the conclusion of the examination after test booklets have been collected for the test taker to fill out the comment form.

Complaints about the test administration, including the conditions under which a test was taken, can often be prevented by careful planning and preparation, training of test administration staff, and adherence to instructions. The largest proportion of complaints received by local ETS TOEIC representatives concern physical conditions at the test center—such as overcrowding, inadequate writing surfaces, inadequate lighting and extreme room temperatures.

Other major test taker complaints concern testing at locations other than those designated, apparent mistiming, distracting noises, rules on smoking, no visible clock or posting of time remaining, cheating, and test administration staff who are rude, disorganized, distracting and/or who do not pay attention to their duties during the administration.

Report Suspicious Behavior

Test takers should be encouraged to report any suspicious behavior observed during the administration. Test takers can report their observations anonymously to the local ETS TOEIC representative or to ETS directly:

Web: <http://www.ets.org/security>

Email: ReportCheating@toeic.org

Phone: 609-406-5430

Fax: 609-406-9709

After the Test

Collecting Test Materials and Dismissing Test Takers

When the test is over, do the following:

- Collect the test booklets individually from each test taker in the same order in which you handed them out.
- As you pick up the answer sheets, check the test takers' IDs against what has been entered on the answer sheets. This ensures your receiving one answer sheet from each test taker. **DO NOT** have answer sheets passed to you along rows.
- Handle answer sheets carefully. Keep them flat and do not damage the edges. Do not attach paper clips to them or staple anything to them. If they must be organized in separate batches, place elastic bands around each batch.
- Once you are certain you have all the test booklets, collect and count the answer sheets in the same manner. Then collect the background questionnaires and any Candidate Comment Forms.
- Next, to ensure test book security, count the test books. Make sure test takers have not left their answer sheets inside the books.

When all of the test books, answer sheets and CDs (used, unused and defective) have been accounted for and verified by a second staff member, place them where they will not be accessible to test takers. In particular, do not leave test books near the exits that test takers will use or where test site maintenance or cleaning staff can have access to them. Test takers are not permitted to examine any test materials after they have been collected.

- Thank the test takers for their cooperation.
- Dismiss the test takers.
- Protect all test materials as the test takers leave the room.

After you have dismissed the test takers at the end of the test session and put the test materials in a safe place, make a final check of all testing rooms to be certain nothing has been left behind.

Use the Test Material Tracking Form to verify the counts on all test materials before replacing them in secure storage or shipping them back to the local ETS TOEIC representative.

Complete and sign the Compliance Report indicating that security measures were followed and complete the Irregularity Report if any unusual incidents occurred.

Returning Materials

To prevent any delays or mishaps in returning materials, please adhere strictly to the following instructions. We suggest you use the checklists to be certain everything necessary has been done. Please return the test materials listed below within the predetermined time frame after the testing session to the local ETS TOEIC representative via a traceable carrier.

1. Used and unused answer sheets
2. Test Material Tracking Form
3. Compliance Report
4. Irregularity Report, only if any irregularities occurred
5. Attendance roster
6. Defective test booklets, if any. Print your center number and the words "defective material" on the cover of each booklet and indicate the nature and location of the defect.
7. Used and unused Candidate Comment Forms
8. Used and unused test booklets
9. Used and unused CDs

Keep answer sheets and test books from test takers who had requested special accommodations separate from the other test materials.

If you use more than one envelope or box, please number each one consecutively, e.g., if you use two envelopes (boxes), number the first "1 of 2" and the second "2 of 2."

Procedures for Handling Exceptional or Irregular Situations

The following suggestions are for your guidance in exceptional situations. The integrity of TOEIC relies on your best judgment to handle any exceptional or irregular situation. Since many factors must be taken into consideration by ETS and the local ETS TOEIC representative in resolving testing irregularities, test takers who are involved in irregularities must not be advised as to how the local ETS TOEIC representative will handle a particular problem. They should be told only that the incident is being reported to the local ETS TOEIC representative.

Misconduct

If you suspect that one test taker is copying from another or that two or more test takers are exchanging information, change their seats, record their names, test book numbers and registration numbers, and explain the circumstances on the Irregularity Report. Ensure that the seating chart clearly indicates where the test taker(s) are seated. Check the misconduct box.

Dismissal from the testing room may have grave consequences for a test taker and should only be done if absolutely necessary. However, if you are certain the test taker is impersonating someone else, he or she should be dismissed. In certain cases, you may be reluctant to dismiss a test taker for fear of embarrassment, disturbance to other test takers, or physical reprisal. You must dismiss test takers when their behavior warrants it, but use your best judgment in handling each situation. Take no action until you are certain and have received a second opinion from another staff member that a test taker has given or received assistance, has used prohibited materials, has disturbed other people taking the test, or has purposely worked longer than the time allowed on the test after being warned. When you are sure, immediately collect all of that test taker's test materials and excuse him or her from the room. Tell the test taker only that failure to abide by the test regulations has made your action necessary.

It is the policy of ETS that testing irregularities, including scores obtained by questionable means, be reported to the management of the sponsoring organization. Test takers are encouraged to report any concerns they may have about the test administration process to the local ETS TOEIC representative office.

Be sure to record all instances of test takers not following directions or suspected cases of cheating on the Irregularity Report.

Emergencies

Even after careful planning, an emergency may occur on the administration date. For example, a storm may prevent test takers from reaching the test center, a power failure may affect power in the building, or construction may prove distracting to test takers. Should something like this happen, decide whether to cancel or delay the administration or find an alternate location.

Cancellation of a test administration should take place only in the most extreme cases. If you must cancel an administration, arrange a makeup administration with the client organization or the test taker as soon as possible.

In some emergency cases, nervous or excited test takers may ask for a makeup date. Under the same circumstances, however, other test takers who have traveled a considerable distance to the center may want to continue testing. Once again, you will be the best judge of what to do.

In case of an emergency evacuation, the primary concern should be the physical safety of the test takers and the administrative staff.

When an emergency occurs, you must immediately:

- Note the time testing was interrupted and, if time permits, ask test takers to put their answer sheets inside the test books and close them.
- Evacuate the test takers.
- Collect the test books and place them in a secure location, if time permits.
- Contact ETS or the local representative office.

On rare occasions, a disturbing situation may arise in the testing room. Someone may faint or have a nosebleed, and other test takers may stop their work to help. Remedy the situation in the most practical way. If necessary, ask the test takers to close their test books while two of them help the affected person from the room. Keep track of the time lost and add that amount of time to the end of the session. Proceed calmly. If you must move to another room, be sure to keep track of the time lost and make it up. Do not allow test takers to talk during the move. Complete an irregularity report listing the names of all test takers that may have been affected by the incident.

Procedures for Handling Exceptional or Irregular Situations *(continued)*

Irregularities

Make a note of any irregularities that occurred during the administration on the Irregularity Report. Describe the action taken and identify any test taker involved by name and ID number.

Misplaced Answers

If a test taker has been marking answers in the test book instead of on the answer sheet, ask him or her to continue working but to mark the answers from that point on in the proper place on the answer sheet.

If a test taker has been marking answers in the wrong place on the answer sheet, supply an unused answer sheet and ask that he or she continue the test in the appropriate place.

No test taker should be asked to start over and lose time if you discover the test taker's failure to follow directions was unintentional. Assure the test taker that you will, whenever possible, give the proper credit for his or her answers. Allow the test taker time after the conclusion of the examination to regrid his or her answers in the proper location on the answer sheet.

Mistiming

Tests administered with errors in timing often require a makeup administration with consequent inconvenience and expense. If possible, correct an undertiming while the test takers are still in the testing room. If, while test takers are still present, you discover that you have not allowed enough time, give them the additional time before dismissing them.

If, after a test, several test takers complain about an undertiming, determine whether their claim is justified. If it is, or if there is a reasonable doubt in your mind, allow all the test takers the additional time, even though some may have finished the test.

In the case of overtaking or an uncorrected case of undertiming, ETS and the local ETS TOEIC representative will decide if an overall adjustment of scores should be made. A readministration of the test will be scheduled for the affected test takers if the local ETS TOEIC representative cannot make a valid adjustment of the scores.

Defective Test Materials

If any answer sheet or test book is found to be defective, give the test taker a new sealed book or answer sheet, whichever is appropriate. The answer sheet must also be gridded, but you can allow time for the test taker to do this at the end of the test session. The test taker should then continue working with the new materials, starting with the question at which he or she stopped working in the first test book. Record the test taker's identifying information, check the "defective materials" box on the Irregularity Report, and explain further under "Comments." Attach both answer sheets and/or test books to the Irregularity Report for return to the local ETS TOEIC representative.

If defective materials cause a loss of time, make certain (at the end of the test administration) that the affected test taker is permitted to make up the time missed on the test that contained the defect. Note this on the Irregularity Report under "Comments." If it is not possible to make up the lost time, check the "mistiming" box and note the time lost under "Comments." On the cover of the defective book or answer sheet, print "defective material" and your center number and indicate the nature and location of the defect. Return defective books/answer sheets to the local ETS TOEIC representative.

Absence Due to Illness

Collect the test book and answer sheet of anyone who becomes ill during the test; return the same materials to the test taker if he or she is able to resume testing. No extra testing time may be allowed. Record the test taker's identifying information, check the "illness" box, and under "Comments" enter:

*Left room for _____ minutes because of illness.
Returned to room at (time).*

If a test taker must withdraw permanently from a test because of illness, collect his or her test materials. Record the identifying information, check the "Illness" box, and under "Comments" enter:

Left room at (time). Forced to leave because of illness.

APPENDIX A: COMPLIANCE REPORT

To verify that security procedures have been followed, this Compliance Report must be completed and returned with the examination materials following the administration.

Site Location

Number of Test Takers

Examination Date

City, Country

PLEASE indicate whether the following procedures were followed by circling YES or NO. If any procedures are marked NO, please attach an Irregularity Report that explains why they were not followed.

YES	NO	Test booklets were securely stored before, during and after examination
YES	NO	Examination environment was quiet and met specifications as described in the manual
YES	NO	Test taker identification and admission documents were verified by checking the signature on the roster and the appearance of the test taker
YES	NO	No prohibited materials or personal belongings were allowed in the testing area but were left at a designated location away from the test takers
YES	NO	Test takers signed the attendance roster
YES	NO	Test takers were directed to specific seats
YES	NO	Test booklets were distributed to each test taker individually
YES	NO	Examination started on time and was timed properly
YES	NO	All unused test booklets were accounted for during the examination
YES	NO	Test takers were observed at all times and never left unattended
YES	NO	If more than one test taker took a break at the same time, test takers were escorted
YES	NO	Test booklets were collected and counted before releasing the test takers
YES	NO	No test taker left the room due to illness or other emergency
YES	NO	There were no discrepancies in test booklet counts
YES	NO	No defective materials were discovered
YES	NO	No suspected cheating or test taker misconduct occurred
YES	NO	No unauthorized persons were present at any time
YES	NO	Test takers did not report suspected errors in any examination questions

PLEASE CHECK ONE:

_____ I certify that the examination was given in accordance with proper procedures as described in the manual. I certify the above information to be a true and accurate statement.

_____ This examination was not given in accordance with proper procedures. (Attach explanation and/or Irregularity Report.)

Name of Administrator

Signature

APPENDIX B: IRREGULARITY REPORT

Administration Date _____

Center/Client (City, Country) _____

GROUP IRREGULARITIES

Mistiming

Comments:

___ Overtiming

___ Mistiming

Audio Recording

Comments:

___ Skipping CD

Track Number: _____

___ CD Not Playing

Time: _____

Possible Test Question Errors

Comments:

Test Form _____

Item Number _____

Other Irregularities:

INDIVIDUAL IRREGULARITIES

Test Taker Name	Form Code and Serial #	Time of Incident	Defective Materials	Mistiming	Illness	Cheating	Cancel Score	Other

Comments (please use reverse side if additional space is needed):

Test Administrator's Name _____

Test Administrator's Signature _____

Date _____



APPENDIX C: TEST MATERIAL TRACKING FORM

Site Location

Examination Date

Center Number

City, Country

	ITEM	QUANTITY	SERIAL NUMBERS (INCLUSIVE)
1	Test Booklets Received		_____ through _____
2	Unused Test Booklets Returned (Including defective test booklets)		_____ through _____
3	Used Test Booklets Returned		_____ through _____
4	TOTAL Test Booklets Returned Line 2 plus Line 3		_____ through _____

If Line 1 does not equal Line 4, please explain:

5	Answer Sheets Received			CDs Received	
	Used Answer Sheets Returned			CDs Returned	
	Unused Answer Sheets Returned			Number of Defective CDs	
	TOTAL Answer Sheets Returned				
6	Number of Defective Testbooks being Returned				

This test was administered on the date and at the time prescribed and in exact accordance with instructions:

Name of Administrator

Signature

For Office Use Only: Date A/S Received _____ Date T/B Received _____



APPENDIX D: CANDIDATE COMMENT FORM

Please indicate the question number and state as clearly and briefly as possible your comments, using a separate box for each question. If additional space is needed, comments concerning a single question may be made in more than one box, but do not comment on more than one question in a single box. The TOEIC program will review your comments.

TEST FORM CODE	
-----------------------	--

Question Number _____	Question Number _____
Question Number _____	Question Number _____
Question Number _____	Question Number _____

Return this form to the test administrator.

DO NOT REMOVE FROM TESTING ROOM.

Name

Signature

Date



APPENDIX E: TEST TAKER SEATING CHART

SEATING CHART

Test Name _____ Room No. _____ Test Center _____

Test Book Number Range _____ to _____

To construct a seating chart, use the diagram below to indicate how test books were distributed in your testing room. Proctors may complete the diagram(s).

Rear

**Administrator's
Desk**

Front (test takers face this direction)

Name of person completing this diagram _____ Date _____
(please print)

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