



*English Language
Learning*

TOEIC[®] From A to Z



*Listening.
Learning.
Leading.*

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Educational Testing Service

TABLE OF CONTENTS

	Page
1 - INTRODUCTION	
1.1 What is the TOEIC® test?	4
1.2 What are the benefits of using the TOEIC test?.....	4
1.3 What are the contents of the TOEIC test?.....	5
1.4 Who developed the TOEIC test?	5
2 - USING THE TOEIC TEST	
2.1 Who uses the TOEIC test and how is it used?	6
Companies and other organizations	
English Training Programs	
Universities and Schools	
2.2 What is the format of the TOEIC test?	7
2.3 Validity Study - Relating TOEIC Scores to Language Proficiency Interview Ratings.....	7
2.4 Can candidates fail?.....	8
2.5 Will universities in English-speaking countries accept TOEIC scores?	9
2.6 Is the TOEIC test ISO 9000?.....	9
2.7 How " fair " is the TOEIC test?.....	9
2.8 How accurate are TOEIC test results?.....	9
2.9 Why are there different test forms?	10
2.10 Is it possible to study for the TOEIC test?	10
2.11 How quickly will candidates see improvements in TOEIC scores?	11
3 - TOEIC SCORING AND RESULTS	
3.1 Listening, Reading, and Total scores.....	11
3.2 How is the test scored?.....	11
3.3 How are scores reported?.....	12
Score Roster	
Score Report	
Certificate of Achievement	
3.4 How long are TOEIC scores valid?	12
3.5 Are TOEIC scores confidential?.....	12

3.6 What do TOEIC scores mean? 13

- Functional descriptions
- Experience
- Benchmarking

4 - TEST ADMINISTRATION

4.1 How can I organize a test session? 14

- On-site test administration
- Open public sessions

4.2 What is required of a language school in order to administer the test? 15

4.3 What does a test administration training session consist of 15

4.4 What is the test supervisor's role? 16

4.5 Ordering tests..... 17

4.6 Returning the test materials 17

1 - INTRODUCTION

1.1 What is the TOEIC® test?

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

Today, the TOEIC test has become the world's leading test of English language proficiency in a workplace context. More than 8,000 corporations worldwide have used the TOEIC test and more than 2 million people take the test every year.

1.2 What are the benefits of using the TOEIC test?

The TOEIC test:

- Gives an objective assessment of English as it is used in the working world.
- Is highly reliable - scores are always accurate and consistent.
- Is reasonably priced and available on demand - there is no need to wait for the next testing session.
- Offers rapid test scoring and reporting - results are returned within a maximum of ten working days. (In some locations 24-hour turnaround is available.)
- Is recognized as the main worldwide standard of English competence in the workplace.
- Allows trainers and human resource managers to plan and budget the amount of training necessary to bring people to the appropriate English-language levels for specific jobs.
- Provides a continuous scale that allows for monitoring of improvement and comparison of individual candidates.
- Uses equated test forms so that a score on one test form means exactly the same thing as on another test form.
- Measures proficiency rather than achievement so that trainers can focus on the needs of the learners, rather than on the needs of an exam—no costly “preparation” materials are required.
- Provides descriptions of probable candidate performance on work-related tasks.

1.3 What are the contents of the TOEIC test?

The TOEIC test was developed to meet the needs of the working world. The test questions are developed from samples of spoken and written language collected from various countries around the world where English is used in the workplace. Test questions incorporate many different settings and situations, such as:

- **General business**—contracts, negotiations, marketing, sales, business planning, conferences
- **Manufacturing**—plant management, assembly lines, quality control
- **Finance and budgeting**—banking, investments, taxes, accounting, billing
- **Corporate development**—research, product development
- **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 and advertisements
- **Purchasing**—ordering supplies, shipping, invoices, shopping
- **Technical areas**—electronics, computers, laboratories and related equipment, technical specifications
- **Housing/corporate property**—construction, buying and renting, electric and gas services
- **Travel**—trains, airplanes, taxis, buses, ships, ferries, tickets, schedules, station and airport announcements, car rentals, hotels, reservations, delays and cancellations
- **Dining out**—business and informal lunches, banquets, receptions, restaurant reservations
- **Entertainment**—movies, theater, music, art, the media
- **Health**—medical insurance, visiting doctors, dentists, clinics, hospitals

These settings provide the background for TOEIC test questions—candidates are not required to know specialized business and technical vocabulary beyond that of a person who uses English in everyday work activities.

1.4 Who developed the TOEIC test?

ETS developed the TOEIC test in 1979 to serve the English assessment needs of corporations in Japan that wanted to improve their ability to compete in the area of international business and trade. Over the years, the TOEIC test has been adopted in many other countries and has quickly become the global standard for assessing English in work-related contexts.

ETS is the world's largest private educational testing and measurement organization and a leader in education research. ETS is dedicated to serving the needs of individuals, educational institutions, and government bodies in nearly 200 countries. The organization develops and administers more than 12 million tests worldwide.

2 - USING THE TOEIC TEST

2.1 Who uses the TOEIC test and how is it used?

Companies and other Organizations

The TOEIC test is used primarily in the workplace. A wide range of companies, from small businesses to multinationals to government agencies, operating in many different industries and countries use the test. The TOEIC test is an important management tool that allows organizations to make significant personnel decisions. For example, it is often used to evaluate:

- personnel who use English in real-life work settings, such as businesses, hotels, hospitals, restaurants, international meetings or conventions, and sports events
- managerial, sales, and technical employees in international business, commerce, and industry who require English for their work
- candidates for training that will be conducted in English

Appropriate uses of the TOEIC test in organizations may include:

- **Recruiting, promoting and deploying employees**—Organizations use the TOEIC test to establish score standards, or benchmarks, based on the levels of English necessary to carry out particular responsibilities. These benchmarks are then used in making personnel decisions.
- **Technical training**—In cases where technical training will be conducted in English, TOEIC test scores can be used to determine whether an individual has sufficient English proficiency to participate in, and benefit from, the training.
- **Overseas assignments**—TOEIC scores can indicate whether an employee will be able to work and interact successfully if posted to a native English-speaking country.
- **Language training**—TOEIC scores can be used to identify employees who require further English language training, to set learning goals, and to monitor their progress.

English Training Programs

Language schools find that the TOEIC test is an excellent placement tool and a valuable measure of post-training proficiency. Many language schools offer the TOEIC test to companies and individuals as an external means of language assessment. Organizations encourage training programs to use the TOEIC test to demonstrate program effectiveness. English training programs often use the TOEIC test in the following ways:

- **Placement**—TOEIC test scores are used to place incoming and continuing students into appropriate classes or levels of language training. ETS representatives can arrange testing before sending learners to intensive classes.

- **Demonstrating progress**—The progress of English language students can be tracked by administering the TOEIC test several times (using different test forms) and following changes in test scores.
- **Evaluating program effectiveness**—When the TOEIC test is administered to all students at the beginning and the end of an English language training course, the increase in test scores can be used to evaluate the effectiveness of the program in improving students' English language proficiency.

Universities and Schools

An increasing number of universities and institutions of higher education, particularly engineering and business schools, require that their students take the TOEIC test prior to graduation. These institutions recognize the importance of English skills in today's global workplace and see the TOEIC test as a tool to help new graduates integrate into the professional world.

- **School to work transition**—A specific level of English proficiency, as demonstrated by TOEIC scores, is sometimes required of all students as part of their overall education. This level is often established by educational institutions in collaboration with employers to ensure that graduates have sufficient English language ability to participate effectively in the workforce.

2.2 What is the format of the TOEIC test?

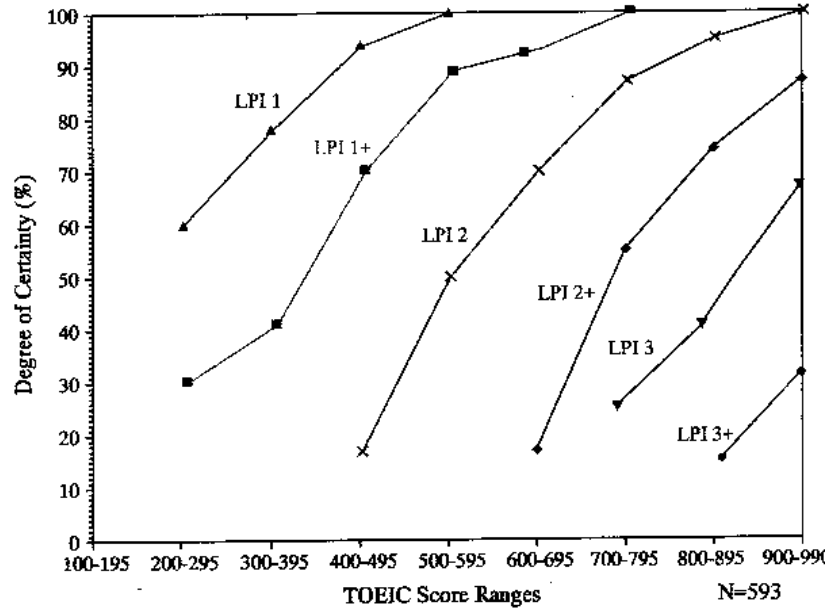
The TOEIC test itself is a two-hour, paper-and-pencil, multiple-choice test that consists of 200 questions divided into two separately timed sections: Listening Comprehension and Reading Comprehension. For further details of the test format please consult *The TOEIC Examinee Handbook* (available in several languages) which can be obtained from your local area representative.

2.3 Validity Study - Relating TOEIC Scores to Language Proficiency Interview Ratings

ETS selected a sample of 593 candidates originating in four countries: Mexico, France, Saudi Arabia, and Japan. The candidates were initially given an oral interview conducted according to a recognized methodology: The Language Proficiency Interview (LPI). Each interview was carried out by a trained and certified interviewer to ensure the reliability of the evaluations. The LPI measures proficiency according to the 0 to 5 scale developed by the Foreign Service Institute and other members of the Inter-Agency Language Roundtable (ILR). Following the oral interview, the candidates took the TOEIC test. The results of the interview were then correlated with the TOEIC results.

The study demonstrated that there is a correlation between a person's competence in oral comprehension, assessed by the TOEIC test, and their competence in oral expression, as stated by LPI. This enables us to predict from TOEIC scores the expressive oral competence of TOEIC candidates. The following graph describes the degree of reliability of the correlation at different levels.

Correlation of the results obtained with the LPI and the TOEIC test*.



The horizontal axis represents the TOEIC test scores, the curves reflect LPI results, and the vertical axis indicates the degree of certainty with which it may be affirmed that a candidate has a certain LPI level compared to a given TOEIC score.

Interpretation: In order to find out the degree of certainty with which a TOEIC result is equivalent to an LPI level, take a ruler and place it vertically on the TOEIC result you are interested in. Locate the place where the ruler crosses the line of LPI levels, and then place it horizontally. The degree of certainty is expressed on the vertical axis on the left.

Examples: For a result of 300 points, it can be shown to 70% of certainty that a candidate has an LPI level 1. In practice it is this degree of certainty, which has been used in order to draw up our interpretation sheet. To be 100% certain that a candidate has level 1, start from 100% on the left, identify the curve, which reaches this level, and then look down to the TOEIC results. With a score of 500 TOEIC points it is 100% certain that the candidate has at least a level 1.

- Ref.: Kenneth Wilson: TOEIC Research Report #1.

2.4 Can candidates fail?

The TOEIC test was developed to assess the English proficiency of those for whom English is, or will be, necessary within a professional framework. The test is a norm-referenced proficiency test and was not designed as a measure of achievement (i.e., there is no “passing score” or “failing score”). However, companies may use the TOEIC test to set their own standards and may require that employees have a certain minimum TOEIC score because the corresponding level of English is needed on the job. This does not mean that an individual will pass, or fail, the TOEIC test—it simply means that he or she will meet, or not meet, the standards set by a specific company.

2.5 Will universities in English-speaking countries accept TOEIC scores?

Because the TOEIC test provides a measure of general English as it is used in the workplace, it is not for use in making admission decisions to academic programs. However, a growing number of institutions are happy to accept TOEIC results for short programs, business studies, and all courses of a more practical nature. Students who wish to pursue longer programs, at undergraduate or graduate level, in an English-medium college or university will often find that the TOEFL® (Test of English as a Foreign Language) test is still required. If there is any doubt potential students should contact the admissions officers of the institutions that interest them.

ETS created the TOEFL test for students whose native language is not English and who are seeking admission to colleges and universities in North America. Because the TOEIC and TOEFL tests were developed to serve distinctly different purposes, the design, content, context, and ranges of proficiency each test measures are also very different. The scoring system used by each test is also different.

2.6 Is the TOEIC test ISO 9000?

Rather than use general industrial quality standards, the quality of the TOEIC test is ensured by specific psychometric standards, the *ETS Standards for Quality and Fairness*. These standards meet or exceed the *Standards for Educational and Psychological Testing*, published jointly by The American Educational Research Association, The American Psychological Association, and The National Council on Measurement in Education.

2.7 How “fair” is the TOEIC test?

Like all ETS tests, each new version of the TOEIC test undergoes a stringent “fairness review”. This is conducted by ETS testing experts, in collaboration with outside reviewers, to be certain that all items (questions) are appropriate for use on a global basis.

Every effort is made to ensure that the test is unbiased and culturally relevant to candidates worldwide. The TOEIC test development team is careful to:

- Avoid language that is specific to US or British English (e.g. vocabulary, grammatical constructions, idioms)
- Choose contexts that are not specific to one culture, or that may be foreign to candidates from some cultures
- Ensure the balanced use of names from different nationalities
- Refer to locations, people, or events that would be recognized in many different countries
- Avoid situations that are too specific to one occupational area

2.8 How accurate are TOEIC test results?

The TOEIC test provides an extremely reliable indication of English proficiency. Extensive research has demonstrated that TOEIC test scores are strongly related to scores on many other measures of English language proficiency. This indicates that the TOEIC test is a valid measure of English language proficiency.

Reliability - an indication of the degree of consistency or stability of scores on a test.

Validity - the extent to which a test measures what it is supposed to measure.

Although the TOEIC test is highly reliable, no test measures performance with perfect accuracy and consistency. An individual who takes several versions, or forms, of the test within a short period of time would obtain a number of scores that center around an average value known as the “true” score. Two-thirds of the time, the obtained score on either the Listening Comprehension or Reading Comprehension section would be within 25 points of the true score.

2.9 Why are there different test forms?

There are many different versions (forms) of the TOEIC test. In this way, it is unlikely that a candidate would take the same test form twice. This eliminates the possibility of improving test scores by simply memorizing test questions rather than by improving English language skills. TOEIC representatives are careful to provide clients with different test forms on each testing session. The scale of results for each form is based on a study on a standard population of 50,000 test takers, thus ensuring strict equivalence of the results from one form to another.

One of the strengths of the TOEIC test is that each new form is equated to previous tests so that a given score always means the same thing, regardless of which form is used. The equating process entails including a selection of items from previous test forms on every new one. Based on information about these items, it is possible to accurately gauge the difficulty of the new test in relation to previous forms. Raw scores can then be converted, using a statistical formula, into scaled scores that are equivalent across test forms.

Raw score - the total number of correct answers on the test

Scaled score - the score reported to candidates, based on a statistical conversion of the raw score

Equating - the statistical process by which two scaled scores are made to mean the same thing

2.10 Is it possible to study for the TOEIC test?

The TOEIC test is not based on the content of any particular English course or textbook. It is a measure of general English language proficiency—the 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 test does not require specific study or test preparation. As a person’s level of English competence increases, so too will his or her TOEIC score. However, it is recommended that candidates read the *Examinee Handbook* prior to each testing session. The *Handbook* provides information about the test and familiarizes candidates with the content and format of the test so that they will be more at ease when taking the test. Candidates should immerse themselves in the language as frequently as possible and in as many ways as possible. For example, reading, watching TV and videos, taking an English course, and speaking with friends and colleagues are some of the ways to practice English.

ETS publishes a series of official *Tools for TOEIC* products. These were developed to foster English language learning worldwide and include *The TOEIC Official Test Preparation Guide* and *Thirty Days to the TOEIC Test*.

2.11 How quickly will candidates see improvements in TOEIC scores?

Improvement in overall English ability generally takes a considerable amount of practice and study. There are many things that affect an individual's progress in learning English—things such as motivation, native language, amount of practice, the number of hours or weeks of classroom study, previous exposure to English, the type and quality of training, and the quality of the teachers. It is therefore difficult to say exactly how much learning time is needed before a significant improvement in English proficiency can be observed.

The TOEIC program generally recommends that learners whose native language is of western European origin do not retake the TOEIC test until they have received at least 60 hours of English training and/or practice. Native speakers of languages from other origins should probably wait at least 100 hours. Progress in English often takes two to three times as long for people coming from countries where their own language is further away from English (e.g., in Asia) than people speaking European languages.

3 - TOEIC SCORING AND RESULTS

3.1 Listening, Reading, and Total scores

Three TOEIC scores are given for each candidate: a Listening Comprehension subscore, a Reading Comprehension subscore, and a Total score that consists of the sum of the Listening Comprehension and Reading Comprehension subscores. Each subscore can range from 5 to 495. The Total score ranges from 10 to 990.

For the majority of candidates, the Listening Comprehension and Reading Comprehension scores are rather similar. However, this may not hold true in all cases. For example, a candidate may receive a Total score of 600 points but score 400 on Listening Comprehension and only 200 on Reading Comprehension. In such cases, the candidate is likely to be more at ease with the spoken language than with the written language. This information can be used, in conjunction with the Total score, in making placement, training, or other personnel decisions.

3.2 How is the test scored?

Candidates use a pencil to mark their answers on a machine-readable answer sheet. Information on the candidates' English learning history and their use of English is also collected at the time of the test session. The answers and candidate information are then read by an optical scanner and recorded by the TEAM (TOEIC English Assessment Management) system. The TEAM system is designed to record all test data (including candidates' identity and test answers), to analyze the information, and to create reports for TOEIC representatives and their clients.

3.3 How are scores reported?

After the tests have been scored, a list of the results is sent to the customer in the form of a Score Roster. The Score Roster is intended for internal use only and cannot be used by individual candidates as an indication of their “official” score. Clients may choose to supply their candidates with an individual Certificate of Achievement or a Score Report. At the client’s request, the ETS representative can produce additional TOEIC statistical reports, such as the results for all of a company’s candidates for a given time.

Score Roster

A Score Roster shows:

- Individual scores (Listening Comprehension, Reading Comprehension, and Total scores)
- Scores from the most recent testing session (including average score, frequency distribution, and range of scores)
- Scores obtained in all testing sessions within the same institution
- Scores within the client's industrial or educational field
- Scores within the country where the client is located

Score Report

This is a simple report intended for the individual candidate. The Score Report lists the Listening, Reading, and Total score for that candidate. For budgetary reasons, many organizations prefer to provide their candidates with the Score Report, rather than the Certificate of Achievement.

Certificate of Achievement

The Certificate of Achievement lists the Listening, Reading, and Total scores for an individual candidate. Some companies choose the Certificate of Achievement to recognize candidates’ progress, to distribute at award ceremonies, or to present to employees who reach a pre-established objective. Job seekers often prefer to present a Certificate of Achievement to potential employers. In some locations, it may be possible for an individual to purchase a Certificate of Achievement at a later date.

3.4 How long are TOEIC scores valid?

Test scores are valid as long as the candidate’s level of English proficiency remains the same. Proficiency can, however, improve or decline over time. For this reason, the more recent the score, the more likely it is to be a valid indication of proficiency. Many companies keep TOEIC scores in personnel records indefinitely. However, depending on how the client uses the scores, the TOEIC program will often recommend that candidates retake the TOEIC test if more than two years have passed since the test was last taken.

3.5 Are TOEIC scores confidential?

ETS and its representatives respect each individual’s privacy. Test scores are confidential and will be released only to the candidates and to authorized personnel in sponsoring organizations. Companies recruiting personnel may request from their local TOEIC office that scores presented by candidates at employment interviews be confirmed. Personal data on examinees collected during testing is treated anonymously and is used for statistical and research purposes only.

3.6 What do TOEIC scores mean?

Because the various test forms are equated, TOEIC scores from each version can be interpreted in the same way. Clients may use a number of different methods to gain a clear understanding of how TOEIC scores can be interpreted within their own organization. One, or more, of the following methods are typically used.

- **Functional descriptions**—There are several sets of can-do statements (functional descriptions), which have been developed for the purposes of score interpretation. Starting from the LPI descriptions developed by the ILR (Inter-Agency Language Roundtable), ETS undertook further research involving 8,000 test takers to produce the ***Can-Do Guide***, and the ***Can-Do Levels Table***. These list the activities that people with certain TOEIC scores can be expected to perform in English. For example, a candidate with a Listening Score of 350 points can be expected to understand non-complex conversations in a known field. See ***Can-Do Levels Table*** below. Research is currently being undertaken to link TOEIC scores to the levels in the Common European Framework.
- **Experience**—TOEIC representatives can provide advice about score interpretation based on experience with other companies in similar sectors and on data provided by the TEAM system.
- **Benchmarking**—Benchmarking is a procedure that compares the TOEIC test scores of groups of people within an organization whose ability to perform their jobs using English is known. Clients are subsequently able to develop a series of English proficiency levels that can be applied to different jobs within the company and against which employees can be evaluated. The TOEIC service encourages all institutional users of the test to follow this procedure whenever possible.

English Competency Level	
TOEIC Score	Description
900-990	Managers who are able to represent the company unaccompanied and with final authority in negotiating agreements and contracts with native English-speaking partner organizations.
800-850	Managers who are able to represent the company unaccompanied in contributing to the negotiation of agreements and contracts with partner organizations using English.
700-750	Individuals who actively participate in meetings with partner organizations using English
600	Individuals who accompany and support staff members with primary responsibility for business meetings. May be called upon to give a short, prepared speech and/or to take the minutes of the meeting.
400-450	Individuals who, with the assistance of vocabulary/grammar aids have occasional and short-term contact in English. This may include welcoming visitors (in person or by telephone) and working with the mail.

These five descriptors may be used as guidelines only. They should be adapted to real situations and should not be considered definitive.

4 - TEST ADMINISTRATION

ETS and its TOEIC representatives work to ensure that TOEIC test administrations take place when and where they are required throughout the world according to the standards set in the test procedures and administration manual

Quiet, comfortable rooms where candidates can be seated at least 1.5 meters (4 feet) from each other are required. A test session takes approximately two and a half hours. This includes time for welcoming the candidates, checking their identities, giving them explanations, administering the test, collecting test materials and thanking candidates at the end.

4.1 How can I organize a test session?

The TOEIC test can be administered in several different ways. Your local representative will work with you to establish the best administration method for your needs.

You may choose to:

- organize sessions on your premises which will be supervised by:
 - your staff
 - TOEIC supervisors
- send candidates to open public sessions.

In all cases, in order to ensure the reliability and the independence of the results, only ETS or its representatives score the tests.

On-site test administration

Clients may arrange for testing to take place on their own premises if they are suitable. These sessions may be supervised by their own staff or by staff from the local ETS representative office. Clients who wish to use their own staff to administer the test must receive training from the local representative and sign a contract agreeing to follow all ETS procedures as described in the TAP - Official TOEIC Test Administration Procedures.

Trained and certified personnel must always supervise on-site testing sessions. One supervisor or assistant is required for each group of 25 candidates. Supervisors will order and receive all testing materials (*Examinee Handbooks*, test booklets, answer sheets, questionnaires, and audio-cassettes), will organize and administer the test, and will return all testing materials to the TOEIC representative immediately after the testing session. Answer sheets cannot be scored, nor results issued, until all test materials have been returned.

Open public sessions

These sessions are held on scheduled dates in selected locations worldwide. Clients may wish to send their employees to open sessions rather than administering the test on their site. Candidates who are not affiliated with a client organization must take the test at an open public session. Since public sessions are not yet held in all countries, customers should check with their local ETS representative regarding the availability of these open sessions.

4.2 What is required of a language school in order to administer the test?

In countries where TOEIC representatives train language schools to become Authorized Test Centers, the schools must satisfy the following conditions:

Either: a) be recognized as efficient by an accrediting organization e.g. ARELS, BASELT, RELSA, etc.,

Or b) have been in existence for at least two years and be managed by a Director who has a Masters in Applied Linguistics/TESOL/TEFL, etc., or DEFLA, or at least 5 years experience and have the equivalent of 5 full-time teaching staff.

The school must also,

- have one or preferably several members of staff who have attended a TOEIC test administration training session.
- sign an agreement with TOEIC after the training session.
- have at its disposal suitable rooms where the tests can take place in conformity with the conditions described in the TAP.
- have a safe or cupboard where test papers can be locked away securely before and after the session if necessary.
- be able to present the test to potential candidates and interpret the results.
- have the trust of the TOEIC office.

4.3 What does a test administration training session consist of?

Whenever possible (according to local circumstances) TOEIC staff will train personnel in organizations wishing to administer the test. The training sessions last approximately three hours for businesses and higher education and a full day for language schools.

CONTENTS OF TRAINING

- 1) A short history of the TOEIC test's development and language proficiency levels, followed by a presentation of the use, contents, format and interpretation of test results.
- 2) The second part, intended specifically for the people in charge of administering a test session, ordering the test materials, checking them on reception, supervising a session, and returning the materials.
- 3) Optional - A full TOEIC test may be administered as a model.
- 4) Optional – How to teach when candidates are tested with the TOEIC test.

Training is ensured locally whenever possible, or, if more convenient, at a regional level.

Following training, an agreement will be signed between the organization and ETS or its representative.

TOEIC personnel remain available at all times to advise clients whenever they are:

- deciding what is an appropriate level of English competence
- organizing test sessions
- interpreting results

4.4 What is the test supervisor's role?

The test supervisors must be reliable and capable of handling any unexpected situations arising during a test session. Depending on the number of candidates, they may be supported in their work by assistant supervisors who will help in the administration of the test. One supervisor or assistant is required in order to supervise each group of 25 candidates. For sessions necessitating only one supervisor, it is strongly advised to have a staff member available nearby in case of emergency.

The supervisors or their assistants must take direct responsibility for the following tasks:

- 1) to personally direct candidates to their assigned rooms, or arrange for directional signs to be placed at strategic points in the building where the test will be administered
- 2) to check the candidate's identity (if necessary) and to place them in accordance with the instructions in the TAP
- 3) to distribute test materials to each candidate
- 4) to ensure the good quality of the audiocassette recording
- 5) to walk around the test room frequently, and to check that the candidates fill in their answer sheets correctly
- 6) to maintain good order in the room
- 7) to collect all test materials at the end of the session
- 8) to complete the shipping notification
- 9) to make sure that all test materials are returned to the TOEIC representative who supplied the tests

During the test, the supervisors should not:

- undertake tasks unrelated to their function
- read (for their own entertainment)
- talk with anyone
- correct papers
- leave the room
- consult the test books, except to check for possible errors
- take the test that they are supervising

4.5 Ordering Tests

The test materials should be ordered by fax well before the date planned for the test. This enables TOEIC staff to send the materials required for test sessions sufficiently early for them to be double-checked before use.

The *Examinee Handbook* should be given to each candidate several days before the session so that they can become familiar with the format and contents of the TOEIC test.

4.6 Returning the test materials

The supervisor must check that the answer sheets have been correctly filled-in before returning all the test materials by secure delivery method, e.g., via DHL or FEDEX. All test materials should be returned immediately after a session (booklets, answer sheets, questionnaires and cassettes). Answer sheets cannot be scored nor results issued until all the test materials have been returned. Results are sent out within 10 days after receipt of the answer sheets.

For more information on the TOEIC test:

Visit our web site at www.ets.org

Send an email to internationaldevelopment@ets.org

Contact your local ETS representative