

Definitions and ratio rules for Test Centre Administrators (TCA) & Proctors

Definitions

TCA (Test Center Administrator)

Test Center Administrator: the person in charge of the whole session from the moment that the test materials are received until they are returned. The TCA is the person who has mastered the product manual and documentations, has been trained and accredited by ETS Global and whose name is registered under the account name as an accredited TCA. The Test Center Administrator's accreditation should be active to be able to administer a session.

Proctor

A proctor is a person selected by the TCA. Proctors need to be familiar with the content of the product manual and examinee handbooks, proctors help with test administration duties but do not administer the test. Proctors generally assist with or perform the following functions: post directional signs in the building where the test will be administered, or direct examinees to their assigned rooms; check examinees' identification (except for the *TOEIC*[®] Speaking & Writing : identification has to be done by the TCA only); seat examinees according to the instructions; distribute test materials to each examinee; walk around the testing room frequently to ensure the quality of the audio recording, guard against misconduct, verify that every examinee is working on the appropriate section of the test, and make sure that examinees are gridding their answer sheets properly; and collect test materials at the end of the test administration.

Ratio Rules

For all products there must be one TCA per room, it is important to have at least two staff members (1 TCA & 1 proctor) in each room.

This allows verification by a second staff member in cases of test booklet discrepancies or suspected cheating. It also ensures in case an emergency should occur that there is someone to monitor the room while the room administrator deals with the emergency.

Please use the following tables to determine the number of proctors you will need.

The charts below list the TCA (Test center administrator) and Proctor ratio per room and per number of test takers in a room, for all the ETS product offerings administered by EST Global, the information has been gathered from the most recent version of each product's manual. Although in the product manuals this is sometimes referred to as Supervisor and assistant, only the terms TCA and proctor appear below.

***TOEIC*[®] Listening and Reading, *TOEIC Bridge*[™], *TFI*[™] & *TOEFL ITP*[®] tests**

Examinee / Proctor Ratios		
Number of examinees per room	Number of TCAs	Number of Proctors
1 – 25	1	1
26 – 50	1	2
51 – 75	1	3
76 – 100	1	4

For each additional 25 test takers within the same room a proctor must be added.

TOEFL Junior® Standard, TOEFL® Primary™ Reading and Listening, TOEFL® Primary™ Speaking, TOEFL Junior® Comprehensive, TOEIC® Speaking & Writing, TOEIC Bridge™ Institutional Program Online & TOEIC® Listening & Reading Institutional Program Online tests

Examinee / Proctor Ratios		
Number of examinees per room	Number of TCAs	Number of Proctors
1 – 25	1	1
26 – 40	1	2
41 – 80	1	3