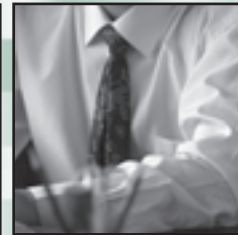




TOEIC® , TOEIC Bridge™ , Test de français international

Test Administration Procedures



*Listening.
Learning.
Leading.*

**PLEASE READ THIS ENTIRE MANUAL BEFORE
ADMINISTERING ANY TOEIC ASSESSMENT
(i.e., the TOEIC test, TOEIC Bridge, or TOEIC 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 TOEIC 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 examinees.

The procedures outlined in this manual represent the highest standard for secure test administrations. It is extremely important that examinees 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 test administrator, you must be primarily concerned with safeguarding all aspects of test security, conducting the test efficiently and quietly, protecting the examinees 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 examinee 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

Test Materials

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

Impersonation

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

Copying

- Never allow examinees to select their own seats.
- Randomly assign examinees to specific seats in each testing room.
- Seat examinees a minimum of 1.5m apart.
- Seat all examinees facing the same direction in each room.
- Document in writing the examinee-seating plan showing candidate name, location, and serial number of test book.
- Observe and check examinees' 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 examinees' identification and documents thoroughly at the time they return the completed testing materials.

Prohibited Materials

Dictionaries
Mobile Telephones
Audio Recording Devices

Rulers
Personal Computing Devices
Pagers

Calculators
Photo or Video Recording Devices

BEFORE THE TEST

Receiving and Storing Test Materials

Educational Testing Service and your local ETS TOEIC representative assure all examinees that no one but the examinees 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.
- 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 check the contents for counting or packing errors. Use the "Test Booklet Tracking Form" (Appendix C) to verify that the shipment is complete. If you do not check the test materials within 24 hours of receipt, you may not have sufficient time to resolve problems prior to the test administration. If there is any discrepancy, contact your local ETS TOEIC representative immediately. **Test materials must never be left unattended when they are outside a locked storage area.**

After confirming that you have all the necessary materials, reseal the cartons with tape, sign your name across the tape and cartons (as added insurance against tampering), and store them in a secure area to which only you or another authorized person have access.

Selecting Assistants

Depending on the number of examinees expected for a particular administration, you may require the help of assistants, either as room administrators or proctors.

All of your assistants must be:

- familiar with the contents of this manual
- 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 during the test administration
- 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, or perform any other task that is not related to their test administration duties. In addition, they must not examine the contents of any test book unless they are inspecting it for a possible defect reported by an examinee. **Under no circumstances should test administration staff take the TOEIC test during the 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 examinees 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 examinees to their assigned rooms; check examinees' identification; 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-cassette 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.

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.

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

If more than 25 examinees are tested in one room, you will need one proctor for every 25 examinees and for any examinees in addition to 25. You may excuse proctors if you find that you are overstaffed due to examinee 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 examinees 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 examinees 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. On the other hand, you may prefer to use small rooms if you think they provide more comfortable conditions for the examinees, 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 examinees the rooms can accommodate will depend on the seating plan used (see below).

Room Arrangement and Seating Chart

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

Tables/Desks and Chairs

A good writing surface is important. When answering test questions, examinees 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 examinees to mark their answer sheets. Tablet-arm chairs designed specifically for right-handed examinees provide an awkward writing surface for left-handed examinees. If the room is not equipped with left-handed tablet-arm chairs, please refer to page 8 for special seating instructions for left-handed examinees. 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 examinees.

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 examinees are admitted.

Clock

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

Rest Rooms

Rest rooms should be located nearby and should be easy to find for those examinees who are not familiar with the testing area. If locating the rest rooms is likely to be a problem for some examinees, post directional signs.

Before the examination, rest rooms must be inspected for any materials examinees may have stored there such as books or papers. Examinees taking a rest room break must not be allowed to use the telephone.

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 Tapes/CDs

The listening part of the TOEIC test requires high fidelity audio playback equipment. Be sure to check the playback equipment before the day of the test

administration to make sure it functions properly. You will need to check the tone, volume, and fidelity, as well as the acoustics of the room(s) in which the equipment will be used. For each test administration, test administrators must have at least two tapes/CDs for the audio part of the test, in case one tape or CD malfunctions, is damaged by equipment, or is lost. Keep in mind that the audiotapes and compact discs are secure test material, just like a test booklet. Audiotapes and CDs must be counted and verified by a second staff member before being stored following the examination. Be careful to check for audio tapes/CDs left in the playback machine.

Individuals with Disabilities

Every effort must be made to accommodate examinees who require special testing conditions. If an examinee 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 examinee for special testing accommodations.

If an examinee 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 their 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 examinee 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, examinees 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 examinees enter the testing room, many may have dealt with the TOEIC Service in terms of written records, application forms, and correspondence with unknown persons. Examinees 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 Service. Remember that TOEIC examinees are, for the most part, adults employed in professional and quasi-professional capacities. You may find the following suggestions helpful.

- Greet your examinees courteously to ease their anxiety. Your words and behavior show the examinees 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 examinees who are lost, confused, or in need of assistance to find them easily.
- Post directional signs for the testing room(s) and rest rooms before examinees arrive. In addition, if your testing site is large, post directional signs at strategic locations on the grounds to direct examinees to the proper building(s).
- Treat all examinees equally. Examinees may be nervous or sensitive during this important examination. You will want to make certain that none of your procedures makes one examinee 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 examinees 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. An examinee 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 examinees. Treat him or her reasonably and firmly as prescribed later in this manual and carry on with the test in your usual way.
- Dismiss examinees in a friendly manner.

Illegal Recordings and Request for Media Coverage

To allow examinees to make their best effort, 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 examinees recording the examination, require all examinees to leave coats, backpacks, briefcases, pagers, cell phones, and other belongings in a designated area of the testing room away from the examinee seats. 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 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.

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
- test books
- answer sheets
- audiocassettes or CDs (verify that the test form designation on the tape is the same as that on the test books)
- background questionnaires (as in the assessment-specific manual)
- codes 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

Inside the Testing Room

Set up the tape/CD player with speakers located in the appropriate places and test the equipment in the testing room. Run the tape/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
- rest rooms 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 examinees 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 examinees 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 Examinees to the Testing Room

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

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

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

The following instructions are provided to all examinees. These instructions are reprinted in this manual as a reference for you and your staff.

Identification Requirements

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

Part 1: Information for all Test takers

- You must have acceptable and valid ID with a signature and photograph to be admitted to a test center. Identification requirements are strictly enforced. It is your responsibility to read and understand the instructions and requirements.
- If you arrive at the test center without the required identification, the test administrator will not admit you, you cannot test, and you forfeit your test fee.

When registering for the test, you must use exactly the same name that appears in 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 on the registration, you will not be permitted to test.

- 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 under the name you registered, or you will not be permitted to test.
- If the test center administrator questions the ID you present, you will be required to present additional proof of identify. If positive confirmation cannot be made, you may be refused admission to the test center and forfeit your test fee.

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.

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; 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 passport, driver's license, state identification, national identification, or military identification. (There are some exceptions: see "Unacceptable Identification Documents" below.)
- student ID
- confirmation of identity letter from your educational institution or place of employment. (A sample letter is available on the TOEIC Web site) The letter must contain your name and date of birth; a recent recognizable photograph; your signature; the name of your school or employer; and the date issued. It must be typed on the original letterhead of the educational institution or employer, and the signature of school or employment official must overlap your photograph. A letter of identity is valid for only one year after the date issued.

Unacceptable Identification Documents

- any expired ID
- draft classification card
- credit 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

If you cannot meet the specified ID requirements or if you have questions about ID, please contact your local representative 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 page 7. 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 page 7.

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.

Part 3: If Testing OUTSIDE Your Country of Citizenship

You **MUST PRESENT YOUR PASSPORT** as your primary identification document (citizens of European and Schengen Zone countries, see special requirements below). If you do not meet this requirement, your test scores may not be reported.

If your passport is not written in **English Language Letters**, you must also present an additional ID from the list of secondary identification documents (see Part 1) that contains a recent, recognizable photo 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 Part 1).

Seating the Examinees

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

- You and your assistants must have unimpeded access to every examinee.
- To prevent copying, examinees must be seated so that they cannot look at their neighbors' responses or exchange information.
- To avoid examinee cheating, direct examinees to their seats. Do not allow them to select their own seats.
- Examinees must be randomly assigned to specific seats as they enter the testing room. This should separate friends who have arrived at the test center together and prevent them from communicating for any purpose during the administration.
- Seating the examinees 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 examinees with the same family name are not seated next to each other.
- Regular seating patterns that could be anticipated and circumvented by the examinees (such as asking examinees to sit on alternate sides of the room as they are admitted) are not acceptable.
- Left-handed examinees should be seated in a separate row or in the last seat of each row of right-handed examinees. If you cannot avoid using chairs with right-hand tablet arms, seat left-handed examinees with a vacant chair to their left for use as a writing surface.
- Examinees 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 examinees as well. (See *Examinee Seating Plan* on page 9.)

Examinee Seating Plan

An examinee 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 examinee.

SEATING PLANS: ☺ = ONE EXAMINEE All examinees must face in the same direction.		
Plan IA: level seating	Plan IB: level seating	Plan II: inclined seating
Plan III: tables		

Sample Seating Plan

FRONT

Krista Abernathy Seat 1A 123456		Gayle Boston Seat 2A 123457		Karen Cox Seat 3A 123458
Susan David Seat 1B 123459		Rex Egland Seat 2B 123460		Heather Franks Seat 3B 123461
Sean Grant Seat 1C 123462		Melissa Hect Seat 2C 123463		Elizabeth Jones Seat 3C 123464
Barbara Kraft Seat 1D 123465		Gina Long Seat 2D 123466		Trina Michaels Seat 3D 123467
Maurice Nova Seat 1E 123468		Rhonda Orlando Seat 2E 123469		No Show

Close Room

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

Distributing Test Materials

Hand a test book and answer sheet directly to each examinee. Give them to examinees 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.

Examinees must not be asked or allowed to pass test materials to other examinees when test administrators distribute or collect test materials. Test materials must not be distributed until all examinees have been seated and the doors to the testing room have been closed. Only the examinee 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 examinees 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 examinees 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 examinees to enter the preliminary information on their answer sheets. Some examinees may not be familiar with standardized tests and answer sheet gridding and may require some special attention. The use of a non-standard 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:

- An examinee may grid his or her number properly but fails to enter the number in the boxes at the top of the columns. The number must be both written and gridded.
- An examinee may grid two digits in one column and leaves another column blank.
- An examinee may fail to enter and/or grid zeros. Zeros should be treated the same as other digits.

Maintaining Security After the Test Begins

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

If there is a discrepancy, inform the examinees 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 examinee 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 Booklet Tracking Form (Appendix C) to assist you.

Breaks

If it is necessary, and you are asked, permit only one examinee at a time to go to a rest room during actual testing. Collect and hold the test book and answer sheet until the examinee returns. Two or more examinees 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 rest room absence. Examinees must bring their identification with them as it will be necessary to recheck identification upon their return.

Impersonation

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

Conduct and Prohibited Materials

Testing Aids – While taking a test, examinees may have nothing on their desks but their test books, answer sheets, pencils, and erasers. Examinees 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, cell phones, personal computing devices, slide rules, rulers, and magnifying devices. Before the examinees are admitted to the testing room and after they are seated, the test administrator must thoroughly scan the room for any prohibited materials. See “Examinee Misconduct and Dismissal” in the next column for procedures to follow if examinees are caught using aids in the testing room. Before taking any action, be sure the examinee 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. Examinees may not remove pages from their test books for any purpose.

Examinee Misconduct and Dismissal – Because of the need to maintain order as well as security at the test center, you have the authority to dismiss an examinee for misconduct. If an examinee's behavior during testing has the potential to prevent others from doing their best work, warn the examinee that he or she will be dismissed if the disruptive behavior persists. In certain cases, you may be reluctant to dismiss an examinee for fear of embarrassment, further disturbing other examinees, 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).

Warn an examinee if he or she:

- gives or receives assistance of any kind
- uses a prohibited aid
- disturbs other examinees
- looks through the test book before the start of the test
- 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 examinee does not heed your warning, dismissal is warranted. Collect the examinee's test materials and dismiss him or her from the room. Advise the examinee 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 examinee'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 examinees.

Examinee Comments

Examinees 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, an examinee has a complaint about a test question, ask the examinee 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 examinee 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 examinee 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.

AFTER THE TEST

Collecting Test Materials and Dismissing Examinees

When the test is over, do the following:

- Ask examinees to take out their IDs again. Collect the test booklets individually from each examinee in the same order in which you handed them out.
- As you pick up the answer sheets, check the examinees' IDs against what has been entered on the answer sheets. This ensures your receiving one answer sheet from each examinee. 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 examinees have not left their answer sheets inside the books.
- When all of the test books, answer sheets, and audiotapes or 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 examinees. In particular, do not leave test books near the exits that examinees will use or where test site maintenance or cleaning staff can have access to them. Examinees are not permitted to examine any test materials after they have been collected.
- Thank the examinees for their cooperation.
- Dismiss the examinees.
- Protect all test materials as the examinees leave the room.

After you have dismissed the examinees 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 Booklet 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 Booklet 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

Keep answer sheets and test books from examinees 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, examinees 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 examinee is copying from another or that two or more examinees are exchanging information, change their seats, record their names and registration numbers, and explain the circumstances on the Irregularity Report. Check the misconduct box.

Dismissal from the testing room may have grave consequences for an examinee and should only be done if absolutely necessary. However, if you are certain the examinee is impersonating someone else, he or she should be dismissed. In certain cases, you may be reluctant to dismiss an examinee for fear of embarrassment, disturbance to other examinees, or physical reprisal. You must dismiss examinees 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 an examinee 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 examinee's test materials and excuse him or her from the room. Tell the examinee 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. Examinees 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 examinees not following directions or suspected cases of cheating on the Irregularity Report, as information may come to light following the examination which may necessitate a security investigation.

Emergencies

Even after careful planning, an emergency may occur on the administration date. For example, a storm may prevent examinees from reaching the test center, a power failure may affect power in the building, or construction may prove distracting to examinees. 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 examinee as soon as possible.

In some emergency cases, nervous or excited examinees may ask for a makeup date. Under the same circumstances, however, other examinees 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 examinees and the administrative staff.

When an emergency occurs, you must immediately:

- Note the time testing was interrupted and, if time permits, ask examinees to put their answer sheets inside the test books and close them.
- Evacuate the examinees.
- 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 examinees may stop their work to help. Remedy the situation in the most practical way. If necessary, ask the examinees 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 examinees to talk during the move.

Irregularities

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

Misplaced Answers

If an examinee 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 an examinee 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 examinee should be asked to start over and lose time if you discover the examinee's failure to follow directions was unintentional. Assure the examinee that you will, whenever possible, give the proper credit for his or her answers. Allow the examinee time after the conclusion of the examination to regrid his 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 examinees are still in the testing room. If, while examinees 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 examinees 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 examinees the additional time, even though some may have finished the test.

In the case of overtiming 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 examinees 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 examinee a new sealed book or answer sheet, whichever is appropriate. The answer sheet must also be gridded, but you can allow time for the examinee to do this at the end of the test session. The examinee 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 examinee's identifying information, check the "defective materials" box on the Irregularity Report, and explain further under "Remarks." 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 examinee is permitted to make up the time missed on the test that contained the defect. Note this on the Irregularity Report under "Remarks." If it is not possible to make up the lost time, check the "mistiming" box and note the time lost under "Remarks." 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 examinee if he or she is able to resume testing. No extra testing time may be allowed. Record the examinee's identifying information, check the "illness" box, and under "Remarks" enter:

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

If an examinee 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 "Remarks" enter:

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



TOEIC. 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 Examinees

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	Examinee identification and admission documents were verified by checking the signature on the roster and the appearance of the examinee
YES	NO	No prohibited materials or personal belongings were allowed in the testing area but were left at a designated location away from the examinees
YES	NO	Examinees signed the attendance roster
YES	NO	Examinees were directed to specific seats
YES	NO	Test booklets were distributed to each examinee 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	Examinees were observed at all times and never left unattended
YES	NO	If more than one examinee took a break at the same time, examinees were escorted
YES	NO	Test booklets were collected and counted before releasing the examinees
YES	NO	No examinee 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 examinee misconduct occurred
YES	NO	No unauthorized persons were present at any time
YES	NO	Examinees 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 Test administrator

Signature



TOEIC APPENDIX B: IRREGULARITY REPORT

Administration Date _____

Center / Client (City, Center Code) _____

GROUP IRREGULARITIES	INDIVIDUAL IRREGULARITIES																														
<p>GROUP MISTIMINGS ONLY</p> <p><input type="checkbox"/> Overtiming <input type="checkbox"/> Undertiming</p> <p>Remarks:</p>	<table border="1" style="width:100%; border-collapse: collapse;"> <tr> <td style="width:10%;">Defective Materials</td> <td style="width:10%;"></td> <td style="width:10%;">Mistiming</td> <td style="width:10%;"></td> <td style="width:10%;">Illness</td> <td style="width:10%;"></td> <td style="width:10%;">Cancel Score</td> <td style="width:10%;"></td> <td style="width:10%;">Cheating</td> <td style="width:10%;"></td> <td style="width:10%;">Other</td> <td style="width:10%;"></td> <td style="width:15%; text-align: center;">EXAMINEE NAME</td> <td style="width:15%; text-align: center;">FORM CODE & SERIAL NUMBER</td> <td style="width:10%; text-align: center;">Time of Incident</td> </tr> <tr> <td colspan="15" style="text-align: center;">Remarks:</td> </tr> </table>	Defective Materials		Mistiming		Illness		Cancel Score		Cheating		Other		EXAMINEE NAME	FORM CODE & SERIAL NUMBER	Time of Incident	Remarks:														
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Remarks:																															
<p style="text-align: center;">OTHER GROUP IRREGULARITIES</p> <p>Remarks:</p>	<table border="1" style="width:100%; border-collapse: collapse;"> <tr> <td colspan="15" style="text-align: center;">Remarks:</td> </tr> </table>	Remarks:																													
Remarks:																															
<p style="text-align: center;">POSSIBLE TEST QUESTION ERRORS</p> <p>Test Form and Item Number:</p>	<table border="1" style="width:100%; border-collapse: collapse;"> <tr> <td colspan="15" style="text-align: center;">Remarks:</td> </tr> </table>	Remarks:																													
Remarks:																															

If additional space is required, use reverse side.

Test Administrator's Signature



TOEIC. APPENDIX C: TEST BOOKLET 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 (include defective test booklets in this count)		_____ through _____ _____ through _____
3	Used test booklets returned		_____ through _____ _____ through _____
4	TOTAL test booklets returned Line 2 plus Line 3		_____ through _____ _____ through _____

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

5	Answer sheets received	
	Used answer sheets returned	
	Unused answer sheets returned	
	TOTAL answer sheets returned	
6	Number of defective booklets being returned	

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

DATE _____

Signature of Test Administrator _____

.....

OFFICE USE ONLY: Date A/S Received _____ Date T/B Received _____



TOEIC. 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 <input type="text"/>	
<u> </u> Question Number	<u> </u> Question Number
<u> </u> Question Number	<u> </u> Question Number
<u> </u> Question Number	<u> </u> Question Number

Return this form to the room supervisor.

DO NOT REMOVE FROM THE TESTING ROOM.

NAME _____

Signature _____

Date _____

NOTES

ETS provides a comprehensive suite of English Language Learning products and services that encourage learning, assess progress and measure proficiency. Backed by years of research, our programs support teachers and decision-makers and help individuals achieve academic, business and personal success. To learn more, visit www.ets.org/ell.

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