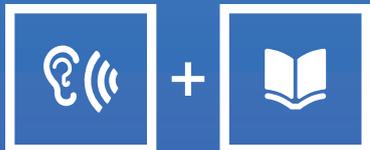


EXAMINEE HANDBOOK

TOEIC[®] LISTENING & READING TEST



USED IN
AUTONOMY

*Multi-stage
Adaptive Version*

09-10-2020



COMPUTER-DELIVERED TESTING

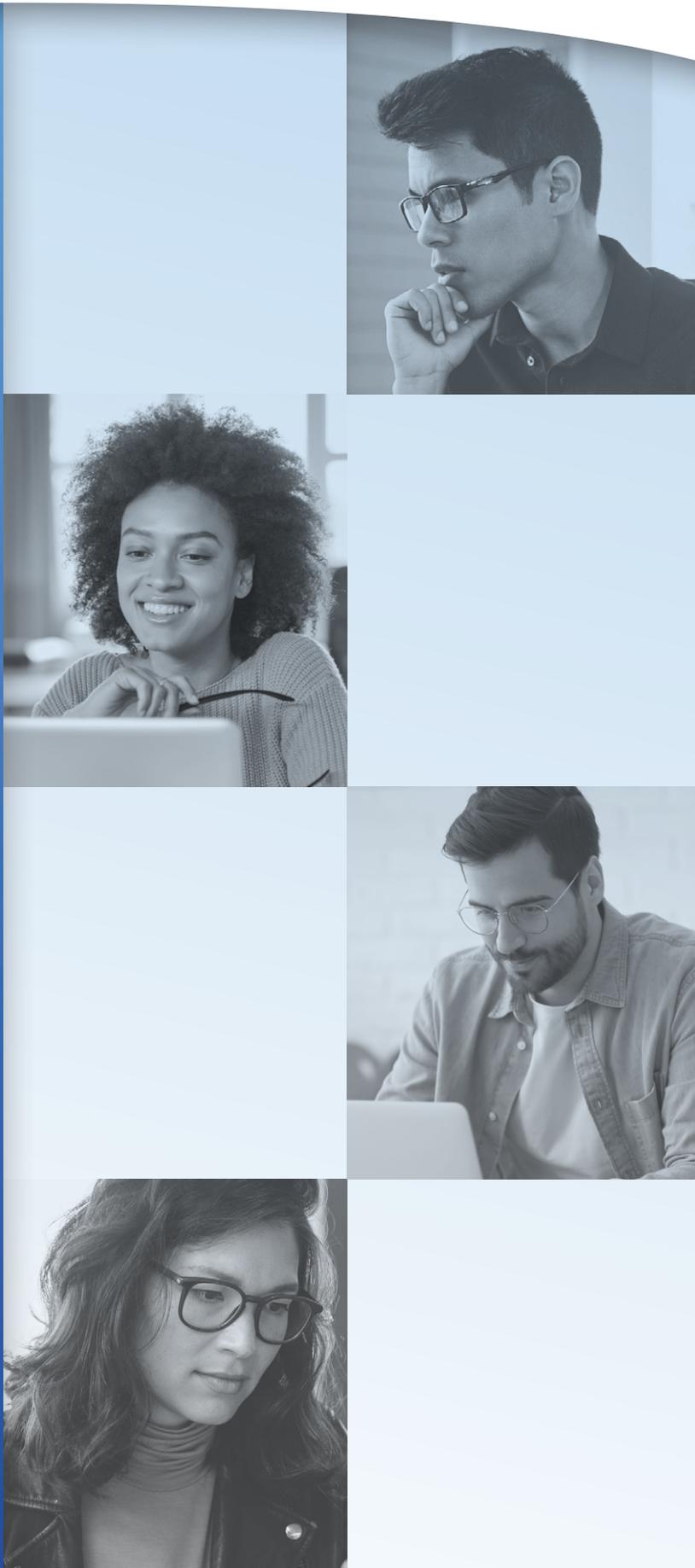


Table of Contents

About the TOEIC® Listening and Reading Test Multi-stage Adaptive Version	2
The TOEIC Listening and Reading Test Multi-stage Adaptive Version Format	2
Frequently Asked Questions	4
Who takes the TOEIC Listening and Reading Test Multi-stage Adaptive Version?	4
Why take the TOEIC Listening and Reading Test Multi-stage Adaptive Version?	4
When and where can I take the TOEIC Listening and Reading Test Multi-stage Adaptive Version?	4
How often can I take the TOEIC Listening and Reading Test Multi-stage Adaptive Version?	4
How much does the TOEIC Listening and Reading Test Multi-stage Adaptive Version cost?	5
What score do I need to “pass” the TOEIC Listening and Reading Test Multi-stage Adaptive Version?	5
From what kind of contexts are the TOEIC Listening and Reading Test Multi-stage Adaptive Version questions drawn?	5
Who uses the TOEIC Listening and Reading Test Multi-stage Adaptive Version?	6
Why are TOEIC Listening and Reading Test Multi-stage Adaptive Version items and answer keys not disclosed to the public? ..	6
Preparing to Take the TOEIC Listening and Reading Test Multi-stage Adaptive Version	6
Test Day Procedures	7
During the Test	7
Identification Requirements	9
Test Procedures and Regulations	9
Score Holds and Cancellations	9
Testing Online	10
Test Directions for the TOEIC Listening and Reading Test Multi-stage Adaptive Version	12
General Directions	12
Listening Section	12
Reading Section	14
TOEIC Listening and Reading Test Multi-stage Adaptive Version Scores and Score Reporting	16
Test Fairness and Score Use	16
Interpreting Scores	16
Proof of Completion	16
Release of Test Results	17
Scaled Scores	17
Reliability	17
Policy and Guidelines for the Use of TOEIC Scores	18
Introduction	18
Policies	18
Other Score-related Information	18
Guidelines	19
Normally Appropriate Use and Misuses of TOEIC Listening and Reading Test Scores	19
Comments	19

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

TOEIC Programme
ETS Global - 43 rue Taitbout, 75009 Paris
Tel.: +33 (0)1 40 75 95 20
E-mail: contact-emea@etsglobal.org

About the TOEIC® Listening and Reading Test Multi-stage Adaptive Version

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

The TOEIC Listening and Reading Test Multi-stage Adaptive Version Format

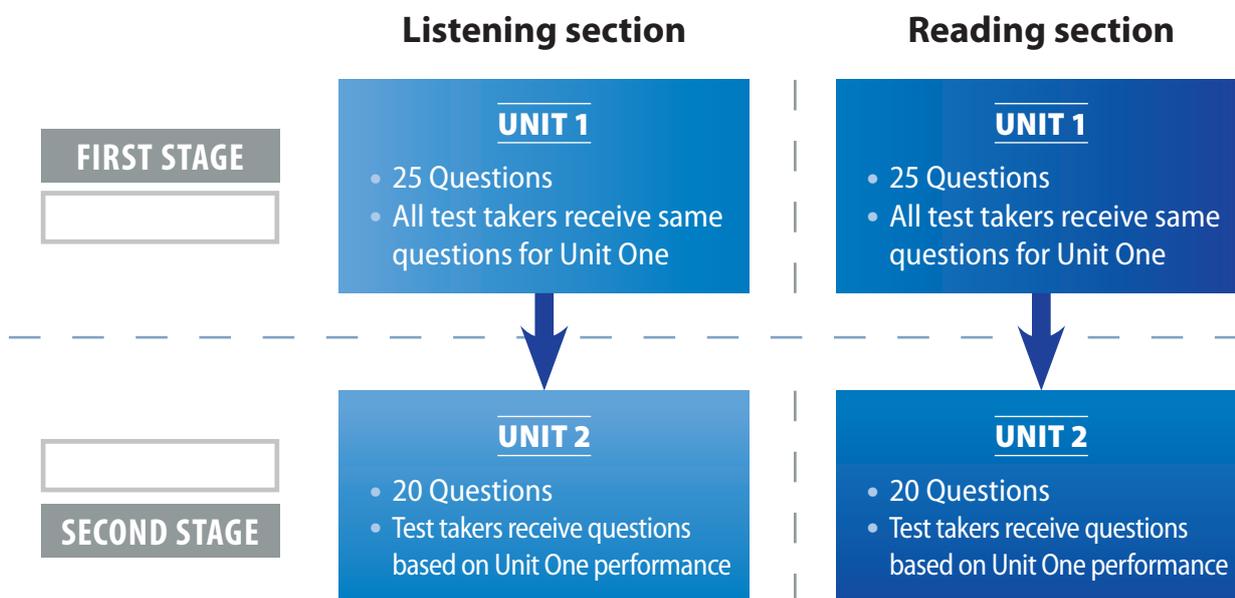
The question types on TOEIC Listening and Reading test and the TOEIC Listening and Reading test Multi-stage Adaptive Version are the same. However, the test format for the Multi-stage Adaptive Version is different. The following section will provide information about the TOEIC Listening and Reading test Multi-stage Adaptive Version format and the sample questions have been updated to reflect the multi-stage adaptive format.

The TOEIC Listening and Reading test Multi-stage Adaptive Version is a multiple-choice test that consists of 90 questions divided into two sections. Each section has two stages: Unit One and Unit Two. Unit One is the same for all test takers. Test takers will then receive questions in Unit Two based on their Unit One performance.

The Listening section and Reading section are independent of one another. Performance on the Listening section will not impact the questions received on the Reading section.

Scores will be calculated after both sections are completed. Additional information regarding scores is available in the “TOEIC Listening and Reading Test Scores” section of this Examinee Handbook.

Here is a visual diagram of the test stages and what test takers will see in each stage:



Listening Section:

The Listening section tests how well you understand spoken English. It consists of two Units and contains 45 questions. You will be asked to answer questions based on a variety of statements, questions, conversations, and talks recorded in English.

Total time: approximately 25 minutes.

Reading Section:

The Reading section tests how well you understand written English. You will read a variety of materials and respond at your own pace to 45 questions based on the content of the materials provided to you.

Total time: approximately 37 minutes: Unit One is approximately 23 minutes and Unit Two is approximately 14 minutes.

LISTENING SECTION	
Unit	Question Type
One (25 questions)	<i>Photographs:</i> 3 questions
	<i>Question-Response:</i> 4 questions
	<i>Conversations:</i> 9 questions. 3 conversations with 3 questions each
	<i>Talks:</i> 9 questions. 3 talks with 3 questions each
Two (20 questions)	<i>Question-Response:</i> 5 questions
	<i>Conversations:</i> 9 questions. 3 conversations with 3 questions each
	<i>Talks:</i> 6 questions. 2 talks with 3 questions each

READING SECTION	
Unit	Question Type
One (25 questions; approx. 23 min.)	<i>Incomplete Sentences:</i> 5 questions
	<i>Text Completion:</i> 4 questions
	<i>Reading Comprehension:</i> 16 questions
Two (20 questions; approx. 14 min.)	<i>Incomplete Sentences:</i> 7 questions
	<i>Text Completion:</i> 4 questions
	<i>Reading Comprehension:</i> 9 questions

Frequently Asked Questions

Who takes the TOEIC Listening and Reading Test Multi-stage Adaptive Version?

- Personnel who use English in real-life work settings, such as businesses, hotels, hospitals, restaurants, international meetings, conventions, and sporting events
- Managerial, sales, and technical employees in international business, commerce, and industry who require English for their work
- Individuals who are preparing to enter the workplace as part of the recruitment process or for existing employees for internal screening
- Candidates for training to be conducted in English
- Individuals in English-language training programs under the CPF framework in France.

Why take the TOEIC Listening and Reading Test Multi-stage Adaptive Version?

The TOEIC test is the choice of nearly five million test takers a year and is recognized by thousands of Corporations. As a fair and objective measure of English proficiency, the TOEIC test will enable you to:

- Verify your current level of English proficiency
- Qualify for a new position and/or promotion in a company
- Enhance your professional credentials
- Monitor your progress in English
- Set your own learning goals
- Involve your employer in advancing your English ability

When and where can I take the TOEIC Listening and Reading Test Multi-stage Adaptive Version?

France, CPF: Testing is arranged through training organisations in France as part of the CPF training programme. You can contact CPF eligible organisations offering the TOEIC test in France to find out when and where you can take the test.

Recruitment, screening: Testing can be arranged through corporations or other organisations that ask employees or job applicants to take the TOEIC test. If testing has not been arranged through your organisation, you can contact your local ETS Preferred Network Members to find out when and where you can take the test.

How often can I take the TOEIC Listening and Reading Test Multi-stage Adaptive Version?

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

How much does the TOEIC Listening and Reading Test Multi-stage Adaptive Version cost?

To inquire about pricing in France, please contact your local institution (for the CPF) or organisation offering the TOEIC.

What score do I need to “pass” the TOEIC Listening and Reading Test Multi-stage Adaptive Version?

The TOEIC test is not the kind of test that you “pass” or “fail.” Not every job or task requires the same level of English proficiency. Because it was developed specifically to meet the needs of the workplace, the TOEIC test measures many levels of ability. It enables test takers to demonstrate what they currently can accomplish in English. The single, continuous scale also makes it possible for learners to set attainable goals and to measure their progress as their English improves.

Many companies use the TOEIC test to set their own score standards based on the levels of English necessary to carry out particular responsibilities. Your company may require employees to have a minimum TOEIC score due to the corresponding level of English that is needed on the job. Many companies offer English-language training to help their employees reach target TOEIC scores, which reflect specific levels of proficiency based on professional need.

From what kind of contexts are the TOEIC Listening and Reading Test Multi-stage Adaptive Version questions drawn?

These are some examples of the settings, situations, and formats you may find in TOEIC test questions:

- **Corporate Development:** research, product development
- **Dining Out:** business and informal lunches, banquets, receptions, restaurant reservations
- **Entertainment:** cinema, theatre, music, art, exhibitions, museums, media
- **Finance and Budgeting:** banking, investments, taxes, accounting, billing
- **General Business:** contracts, negotiations, mergers, marketing, sales, warranties, business planning, conferences, labour relations
- **Health:** medical insurance, visiting doctors, dentists, clinics, hospitals
- **Housing/Corporate Property:** construction, specifications, buying and renting, electric and gas services
- **Manufacturing:** assembly lines, plant management, quality control
- **Offices:** board meetings, committees, letters, memoranda, telephone, fax and e-mail messages, office equipment and furniture, office procedures
- **Personnel:** recruiting, hiring, retiring, salaries, promotions, job applications, job advertisements, pensions, awards
- **Purchasing:** shopping, ordering supplies, shipping, invoices
- **Technical Areas:** electronics, technology, computers, laboratories and related equipment, technical specifications
- **Travel:** trains, airplanes, taxis, buses, ships, ferries, tickets, schedules, station and airport announcements, car rentals, hotels, reservations, delays, and cancellations

Who uses the TOEIC Listening and Reading Test Multi-stage Adaptive Version?

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

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

Why are TOEIC Listening and Reading Test Multi-stage Adaptive Version items and answer keys not disclosed to the public?

TOEIC test items and answer keys are protected by copyright law as property of ETS, the copyright holder of the TOEIC test. For this reason, ETS's TOEIC test items and answer keys should not be disclosed or used for any purpose without written permission by ETS.

Preparing to Take the TOEIC Listening and Reading Test Multi-stage Adaptive Version

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

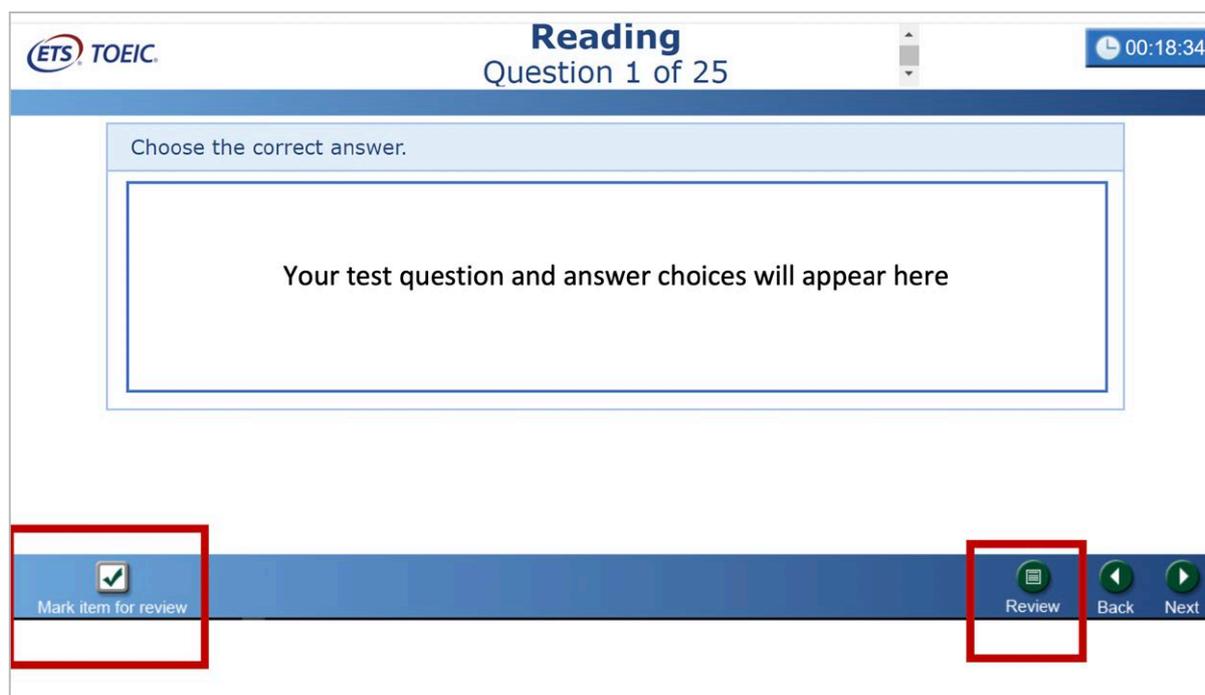
Before taking the TOEIC test, there are several things you can do to prepare for the test and improve your English proficiency:

- **Become familiar with the test format.** You can then focus your attention on the test questions themselves.
- Carefully review the information on testing online, the test directions and the sample questions on pages 12 to 15.
- Immerse yourself in the language as frequently as possible and in as many ways as possible if it has been some time since you have had contact with English. Reading, watching TV and videos, listening to recordings, taking an English course, and speaking with friends and colleagues are some of the ways to practice English.
- Since the multi-stage adaptive version test question types and skills assessed are the same as the full-length test, the same preparation materials can be used to prepare for the multi-stage adaptive version test.
- **Web resources on etsglobal.org:**
 - Try out the sample test questions
 - Practice and learn using official test preparation materials found, for example the TOEIC Official Learning and Preparation Course with over 1000 TOEIC practice test questions, or the various official guides for the TOEIC test.
 - Read about scoring information
 - Read the frequently asked questions (FAQs)

Test Day Procedures

During the Test

- Work quickly and carefully.
- Do not spend too much time on any one question.
- Mark only one answer for each question.
- You will receive credit only for answers marked in the circles on your screen. Your score will be based on the number of questions you answer correctly. There is no penalty for guessing.
- Try to answer every question to the best of your ability.
- Pay close attention to the timer during the Reading section of the test. In the Reading section (37 minutes) you have to pace yourself, so work quickly and if you do not know the answer to a question, come back to it later.
- **Listening section:** you cannot navigate through the Listening section questions; you will need to follow the flow and timing of the Listening test questions. It is not possible to pause the Listening questions.
- **Reading section:** at the bottom of all the Reading test pages there are 2 buttons:
 - **Mark item for review:** by selecting it, you can then navigate directly to the test question within the respective Unit, it will be marked with a flag in the summary table available in the Review button, see below.
You may only return to questions within the unit. For example, once the time expires for Unit One or you advance to Unit Two, you can no longer return to questions in Unit One.
 - **Review:** at any time during the reading section, you can click on the Review button and navigate anywhere within the Reading section test questions within the respective Unit. You can view a summary table showing the questions you have answered (green tick), marked for review (flag) or not answered (red exclamation mark).



The 3 markers in Review:

The screenshot shows the TOEIC Reading interface. At the top, it says "Reading Questions 1-25 of 25" and "00:20:45". The main content is a "Review" section with the text: "The table below shows you the questions you have answered, marked for review, or still need to answer." To the right of the table is a "Key" box with a red border, containing: "✓ = Answered", "🚩 = Marked for Review", and "! = Not Answered". The table below has columns for status, question number, and a review icon. Questions 5-11 are marked as answered (green checkmarks), questions 12-15 are marked as not answered (red exclamation marks), and question 11 is also marked for review (blue flag icon). The bottom navigation bar includes "Review All", "Review Marked", "Review Not Answered", and "Next Unit".

Status	Question Number	Review Icon
✓	5	🚩
✓	6	🚩
✓	7	🚩
✓	8	🚩
✓	9	🚩
✓	10	🚩
✓	11	🚩
!	12	
!	13	
!	14	
!	15	

Here is an example of questions with a flag marked for review, you can click on the question number, and redo the question, you can change the answer if you wish.

This screenshot is identical to the one above, but with a red box highlighting the blue flag icon for question 11 in the table, indicating that it is marked for review.

Identification Requirements

All test takers will be asked to confirm and declare that the personal data filled in, as part of the registration, are correct and match with their identity. All test takers will also confirm that they are the one taking the Test. In case any of the information is found to be false, untrue or misleading, test takers may be held liable for it.

When registering for the test, you must use exactly the same name that appears on the primary identification document. Make sure to provide your entire first (given name) and entire surname (family name). Do not register under a nickname.

Test Procedures and Regulations

The following procedures and regulations apply during the entire TOEIC test session,

- Book one hour and a half of your time to take the test and ensure you won't be interrupted during this time.
- Dress so that you are comfortable and ensure you are sitting comfortably in a quiet environment that allows maximum concentration.
- Personal items such as phones, tablets, digital or smart watches, test preparation materials, translators, dictionaries, books, listening, recording, scanning or photographic devices or aids of any kind should not be around you while you are taking the test. Put all devices that may ring or make noises on 'silent' mode. This ensures that you can maximise your concentration during testing and that you will not be distracted by anything.
- Make sure your computer battery is charged or plugged in to charge, that you are connected to a stable internet connection, that the sound of your computer is working properly either through headset or speakers.
- Make sure you that you have read prior to starting the test all the instructions, FAQs and make sure your computer complies with the technical requirements received from your institution to successfully take the test.
- You should not schedule a break during the TOEIC test. You will not be permitted to make up the time you lose.
- At the conclusion of the test, you will be presented on screen with your online score. After reviewing your online preliminary score, you are ready to exit the test.

Score Holds and Cancellations

ETS or ETS Global is authorized to withhold and ultimately cancel your score and test fees for any actions that violate the policy and procedures set herein and or communicated when taking the test including, without limitation, the following;

- Attempting to take the test, or taking the test, for someone else or having someone else take the test for you.
- Failing to provide acceptable identification as described herein.
- Obtaining improper access to the test, a part of the test, or information about the test (this includes having test questions or answers in advance of the test administration and bringing pre-knowledge of test information while taking the test in any form including, but not limited to, prohibited devices, and any other method listed as an aid in connection to the test).

- Having a cell phone, smartphone (e.g. Android™, BlackBerry®, or iPhone®), tablet, PDA, or any other electronic, listening, recording, scanning, or photographic device while taking the test.
- Removing or attempting to remove test content while testing (Under no circumstances may test content or any part of the test content be removed, reproduced, and/or disclosed by any means [e.g., verbally, electronically] to any person or entity).
- Taking excessive or extended unscheduled breaks during the test session.
- Failing to follow any of the test administration regulations in this examinee handbook, or specified in any test materials.

ETS, ETS Global and the ETS Preferred Network member (EPN) reserve the right to take any and all actions — including, but not limited to, barring you from future testing and/or withholding or canceling your scores — for failure to comply with test administration regulations. If your scores are canceled, they will not be reported, and your registration and test fees will not be refunded.

ETS, ETS Global and the EPN make every effort to report scores that accurately reflect the performance of every test taker. Accordingly, ETS standards and procedures for administering tests have two primary goals: to give all test takers equivalent opportunities to demonstrate their abilities, and to prevent any test taker from gaining an unfair advantage over others. To promote these objectives, ETS, ETS Global and the ETS Preferred Network Members reserve the right to withhold scores from reporting or cancel any test score when, in their judgment, a testing irregularity occurs, there is an apparent discrepancy in a test taker's identification, a test taker engages in misconduct, or the score is invalid for another reason. Reviews of scores by ETS, ETS Global are confidential. When, for any of the aforementioned reasons, ETS, ETS Global or the ETN cancels a test score that has already been reported, score recipients are notified that the score has been cancelled, but the reason for cancellation is not disclosed except when authorized by the test taker or in certain group cases.

Testing Online

Your organisation will provide you with the test webpage link and the authorization code to insert to start the test.

Before starting the test, please make sure you have both the webpage link and the authorization code provided by your organisation. After clicking on the webpage link, you will land on an introduction webpage. This webpage will help you verify that you are ready to take the test.

Here is what you can find:

- the list of technical requirements:

	PC	Mac
Supported Operating Systems	Windows 8.1 or later. The latest version of Windows products can be downloaded from the Microsoft Download Center.	Mac® OS X® 10.11 or later. The latest version of Mac products can be downloaded from the Mac Support site.
Supported Web Browser	Internet Explorer (IE 11) or later OR Chrome current version plus previous version	Chrome current version plus previous version

- tablets and mobile phones are not supported.
- you can run a system check to double check all technical requirements are met.
- you can access the FAQs.
- the test procedures and regulations (be in a quiet space, be sure the computer is charged or connected to the battery, ensure the volume is working properly, etc.)
- reminder that before starting the test, you should have the authorization code. If you don't have the authorization code, you should contact your organisation.
- check box to confirm and declare that the personal data filled in, as part of the registration, is correct, matches your identity as the test takers who is taking the test.
- after clicking the button to start the test, you will have 1 hour to complete the test.

Test Directions for the TOEIC Listening and Reading Test Multi-stage Adaptive Version

General Directions

The following general directions are taken directly from the test. After the general directions are specific directions for each part of the test. In the multi-stage adaptive version of the test, each part is labeled with the question type (e.x. “Photographs”) since the same Listening question types appear in Unit One and Unit Two of the Listening section and the same Reading question types appear in Unit One and Unit Two of the Reading section. Sample questions for each question type are provided in the TOEIC Listening and Reading Test Examinee Handbook.

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

For each question, you should select the best answer from the answer choices given. Then, click on the answer that you have selected. If you decide to change an answer, click on the new answer.

Listening Section

In the Listening section, you will be asked to demonstrate how well you understand spoken English. The entire Listening section will last approximately 25 minutes. There are two units. Unit One has four question types: Photographs, Question-Response, Conversations, and Talks. Unit Two has three question types: Question-Response, Conversations, and Talks. Directions are given for each question type.

Unit One - Photographs

Directions: You will hear four statements about a picture in your test book.

When you hear the statements, you must select the one statement that best describes what you see in the picture. Then click on the answer that you have selected. The statements will not appear on the screen and will be spoken only one time.

Look at the example item on the screen.

Example

You will see:



You will hear:

Now listen to the four statements.

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

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

Unit One – Question-Response

Directions: You will hear a question or statement and three responses spoken in English. They will not appear on the screen and will be spoken only one time. Select the best response to each question or statement and click on the letter (A), (B), or (C).

Unit One – Conversations

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

Unit One – Talks

Directions: You will hear some talks given by a single speaker. You will be asked to answer three questions about what the speaker says in each talk. Select the best response to each question and click on the letter (A), (B), (C), or (D). The talks will appear on the screen and will be spoken only one time.

You have completed Unit One. You will now start Unit Two.

Once Unit One has completed, Unit Two will begin automatically. The directions for each question type will be repeated and be labeled as "Unit Two" so that you will know which unit you are taking.

Unit Two – Question-Response

Directions: You will hear a question or statement and three responses spoken in English. They will not appear on the screen and will be spoken only one time. Select the best response to each question or statement and click on the letter (A), (B), or (C).

Unit Two – Conversations

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

Unit Two – Talks

Directions: You will hear some talks given by a single speaker. You will be asked to answer three questions about what the speaker says in each talk. Select the best response to each question and click on the letter (A), (B), (C), or (D). The talks will appear on the screen and will be spoken only one time.

This is the end of the Listening section. You will now start the Reading section

Unit One and Unit Two of the Reading section are each self-paced. Since the questions in Unit Two that you will see are determined by your performance on Unit One, you cannot return to Unit One once you have moved on to Unit two. If you finish before the time limit for Unit One has expired, the test directions will inform you that you can go back to review previous questions. You will no longer be able to go back to Unit One questions once you advance to the next test screen. If time expires while you are still answering questions in Unit One, you will be automatically moved to Unit Two.

Reading Section

In the Reading section, you will read a variety of texts and answer several different types of reading comprehension questions. The entire Reading section will last approximately 37 minutes.

The Reading section includes two Units that are timed separately. Unit One lasts approximately 23 minutes and contains three question types: Incomplete sentences, Text Completion, and Reading Comprehension. Unit Two lasts approximately 14 minutes and contains the same three question types.

Unit One

You will now begin Unit One of the Reading section. You will have approximately 23 minutes to complete this unit. You are encouraged to answer as many questions as possible within the time allowed.

If you would like to return to a question later, you may mark the box labeled “Mark item for review.” You may only return to questions in this unit. Once the time expires or you advance to Unit Two, you can no longer return to questions in Unit One.

For each question, select the best answer by clicking on the letter (A), (B), (C), or (D).

Unit One – Incomplete Sentences

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

Unit One – Text Completion

Directions: Read the texts that follow. A word, phrase, or sentence is missing in parts of each text. Four answer choices are given next to the text. Select the best answer by clicking on the letter (A), (B), (C), or (D).

Unit One – Reading Comprehension

Directions: You will read a selection of texts, such as magazine and newspaper articles, e-mails, and instant messages. Each text or set of texts includes several questions. Select the best answer by clicking on the letter (A), (B), (C), or (D).

If the time limit for Unit One expires, you will be automatically be moved to Unit Two. You will be directed to a screen with the following text:

The time limit for Unit One has expired. You will now start Unit Two.

If you complete Unit One before the time expires, you will see a screen with the following text:

Stop! This is the end of Unit One. If you finish before time runs out, you may go back to the questions and check your work. Once you click “Next” you can no longer return to the questions in Unit One

Unit Two

You will now begin Unit Two of the Reading section. You will have approximately 14 minutes to complete this unit. You are encouraged to answer as many questions as possible within the time allowed.

If you would like to return to a question later, you may mark the box labeled “Mark item for review.” You may only return to questions in Unit Two. You can no longer return to questions in Unit One.

For each question, select the best answer by clicking on the letter (A), (B), (C), or (D).

Unit Two – Incomplete Sentences

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

Unit Two – Text Completion

Directions: Read the texts that follow. A word, phrase, or sentence is missing in parts of each text. Four answer choices are given next to the text. Select the best answer by clicking on the letter (A), (B), (C), or (D).

Unit Two – Reading Comprehension

Directions: You will read a selection of texts, such as magazine and newspaper articles, e-mails, and instant messages. Each text or set of texts includes several questions. Select the best answer by clicking on the letter (A), (B), (C), or (D).

If the time limit for Unit One expires, you will be directed to a screen with the following text:

Stop! This is the end of the test.

If you complete Unit One before the time expires, you will see a screen with the following text:

Stop! This is the end of Unit Two. If you finish before time runs out, you may go back to the questions in Unit Two and check your work. Once you click "Next" you can no longer return to the questions in Unit Two.

TOEIC Listening and Reading Test Multi-stage Adaptive Version Scores and Score Reporting

Test Fairness and Score Use

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

Interpreting Scores

The TOEIC Listening and Reading test scores you will receive for the multi-stage adaptive version are determined by the number of questions you answer correctly and which set of questions you received in Unit Two for the Listening section and for the Reading section. There is no penalty for wrong answers. The number of correct responses on each section, Listening and Reading, is converted to a number on a scale of 5 to 495. The statistical procedure used to convert scores to a common scale for each section seeks to ensure that TOEIC Listening and Reading test scores obtained on different administration dates mean the same thing in terms of the level of English proficiency indicated.

Proof of Completion

The unofficial test scores are displayed on the screen at the end of the test. To receive the Proof of Completion please contact your organisation for more information. The Proof of Completion shows you have taken the test at the end of a CPF training course or for recruitment or screening purposes for the session organiser, and it features:

- Your name and surname
- Your Listening score, Reading score, and Total test score (10–990)
- Your birth date
- Your CPF file number (if applicable)
- Your training organisation

ETS TOEIC Assess to Progress

PROOF OF COMPLETION

ETS Global, subsidiary of ETS, creator of the TOEIC® test, hereby confirms that

TEST TAKER FULL NAME

took the **TOEIC® Listening and Reading** test.

Test date:	dd/mm/yyyy
Date of birth:	dd/mm/yyyy
CPF* file number:	123456789
Session organiser:	XYZ Center
Length of the test:	1 hour

Total score:	50/990
Listening score:	35/495
Reading score:	15/495

ETS Global Paris
43 Rue Taitbout,
75009 Paris - France

This document **confirms completion of the test:**

- as proof of certification at the end of a training session financed by the CPF
- as proof of English level for recruitment or screening purposes for the session organiser.

Other uses are not supported.

Copyright © 2020 by ETS. All rights reserved. ETS, the ETS logo and TOEIC are registered trademarks of ETS in the United States and other countries, used under license. * CPF: Compte Personnel de Formation

The Proof of Completion will provide you with your score on each section of the test. A description of the English- language ability typical of test takers around your level can be found on our website www.etsglobal.org

As you take the test through your training organisation, your scores are provided to that organisation. It is the responsibility of your organisation to provide you with the Proof of Completion.

Release of Test Results

ETS Global Preferred Associates are required to publish score reporting timelines so that test takers can determine when they may expect to receive their Proof of Completion.

Scaled Scores

The score roster provides Listening, Reading, and Total scaled scores. The Total scaled score is derived from adding the two section scaled scores together.

Reliability

Reliability is defined as the proportion of observed score variance that is due to true score variance. It is an indicator of the extent to which test scores will be consistent across different conditions of administration and/or administration of alternate forms of a test. The type of reliability used in the TOEIC Listening and Reading test is reported as an internal consistency measure using the KR-20 reliability index. The KR-20 reliability index assesses the extent to which all items measure the same construct. The more homogeneous the test items, the more consistently the test takers will perform. The reliability of the TOEIC Listening and Reading section scores has been within the range from 0.86-0.89.

Policy and Guidelines for the Use of TOEIC Scores

Introduction

These guidelines are designed to provide information about the appropriate use of TOEIC test scores for training organisations. They are also intended to protect test takers from unfair decisions that may result from inappropriate uses of scores. Adherence to the guidelines is important.

The TOEIC tests are designed to assess English- language proficiency relevant to today's international market. As more and more students go to colleges to acquire job skills in the global marketplace, schools are also increasingly using TOEIC scores to evaluate student proficiency in English.

The TOEIC Programme and its local ETS Preferred Network Members have a particular obligation to inform users of the appropriate uses of TOEIC scores and to identify and try to rectify instances of misuse. To this end, the following policies and guidelines are available to all TOEIC test takers, institutions, and organisations that are recipients of TOEIC scores.

Policies

In recognition of their obligation to ensure the appropriate use of TOEIC scores, the TOEIC Programme and its local ETS Preferred Network Members developed policies designed to make Proof of Completion available only to approved recipients, to protect the confidentiality of test takers' scores, and to follow up on cases of possible misuse of scores. The policies are discussed below.

Confidentiality. TOEIC scores, whether for an individual or aggregated for an institution, are confidential and can be released only by authorization of the individual or institution or by compulsion of legal process.

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

Encouragement of appropriate use and investigation of reported misuse. All organisational users of TOEIC scores have an obligation to use the scores in accordance with the guidelines that follow. Organisations have a responsibility to ensure that all individuals using TOEIC scores are aware of these guidelines and to monitor the use of the scores, correcting instances of misuse when they are identified. The TOEIC Programme and local ETS Preferred Network Members are available to assist institutions in resolving score-misuse issues.

Other Score-related Information

Score Verification. Since the test is delivered by the Institution, ETS Global will not verify the Proof of Completion.

Guidelines

Accept Only the Proof of Completion. The only official reports of TOEIC scores are those issued by ETS, ETS Global or by the local ETS Preferred Network Members. If an organisation administers a TOEIC test internally, with ETS and ETS Global knowledge and approval, it can obtain and keep Proof of Completion of that test. However, those scores are intended for the use of the institution sponsoring the administration and not intended for use by other entities. Scores obtained from other sources should not be accepted. If there is a question about the authenticity of the Proof of Completion, the question should be referred to ETS Global and the local ETS Preferred Network Members, who will then verify the accuracy of the scores and whether the Proof of Completion was issued.

Maintain Confidentiality of TOEIC Listening and Reading Test Scores. All individuals who have access to TOEIC scores should be aware of the confidential nature of the scores and agree to maintain their confidentiality. Policies should be developed and implemented to ensure that confidentiality is maintained.

Normally Appropriate Use and Misuses of TOEIC Listening and Reading Test Scores

The suitability of a TOEIC test for a particular use should be explicitly examined before using test scores for that purpose. The list of appropriate uses of TOEIC scores that follows is based on the policies and guidelines outlined here below. The list is meant to be illustrative, not exhaustive, in nature. There may be other appropriate uses of TOEIC scores, but any uses other than those listed below should be discussed in advance with ETS Global and the TOEIC Programme staff and its local ETS Preferred Network Members to determine their appropriateness.

Appropriate Use

Provided all applicable guidelines are followed, TOEIC scores are suitable for the use described below.

- Measurement of workplace/everyday-life English proficiency levels of learners at the end of an English language training course in France for CPF purposes.
- Recruitment and internal screening purposes.

Misuse

Uses of the test other than those listed in the “Appropriate Use” section should be avoided unless authorized by ETS, ETS Global or the ETS Preferred Network Members.

Comments

If you have questions or comments regarding the TOEIC test, please contact your organisation or email the TOEIC Programme at **contact-emea@etsglobal.org**

For more information about the TOEIC Programme, contact:

ETS Global 43 rue Taitbout 75009 Paris, France

Tel: +33 (0) 1 40 75 95 20

Email: **contact-emea@etsglobal.org** Web: **www.etsglobal.org**

For more than 40 years as an industry leader, the *TOEIC* programme has set the global standard for assessing English-language communication skills needed in the workplace and everyday life. The TOEIC assessments are the most widely used around the world with 14,000+ organisations across more than 160 countries trusting TOEIC scores to inform the decisions that matter.

At non-profit ETS, our mission is to help advance quality and equity in education by providing fair and valid assessments, research and related services. Our products and services measure knowledge and skills, promote learning and performance, and support education and professional development for all people worldwide.

To learn more about the TOEIC Programme:

visit: www.etsglobal.org

email: contact-emea@etsglobal.org



TOEIC Tests



ETS Global

Copyright © 2020 by ETS. All rights reserved. ETS, the ETS logo and TOEIC are registered trademarks of ETS in the United States and other countries, used under license.



GLOBAL

A subsidiary of Educational Testing Service