Fair. Valid. Reliable.

Qualities that make the TOEIC® tests the global standard for assessing English proficiency in the workplace

The TOEIC® tests — the **global standard** for measuring English-language communication in the **international workplace**

Since ETS introduced the TOEIC® Listening and Reading test three decades ago, it has become the global standard for assessing workplace English proficiency. Today, more than 10,000 businesses, government agencies, educational institutions and English-language learning programs in 120 countries use TOEIC test scores to hire the most qualified candidates, place and promote employees, and develop effective training programs.

TOEIC test results provide meaningful feedback about test takers' strengths and weaknesses in all four language skill areas. Test scores allow users to compare the language skill levels of a diverse pool of applicants.

Commitment to quality first

The TOEIC tests are fair, valid and reliable measures of English for the workplace, backed by extensive ETS research in assessment development and English-language learning. The tests' strengths in these critical areas reflect ETS's commitment to quality:

TOEIC Test Quality Standards

Design provides solid evidence of English-language proficiency that can be used to make informed decisions.

Test Content based on real-life workplace situations is relevant to global organizations.

Scoring held to the highest quality-control standards results in fair, valid and reliable scores.

Score Reports include useful information about what scores mean for both score users and test takers.

Security of the highest level ensures unmatched test integrity.

Administration featuring standardized testing conditions means equal opportunity for all test takers.

Support for score users and test takers reflects ETS's 30+ years of experience and expertise in administering the TOEIC tests.

*Employers must be able to select the **right** employee for the job — the employee with English-language abilities that the job requires.*

Accurate assessments of English-language proficiency

Over the past several decades, English has become an **international language** used by people from different geographic, cultural and linguistic backgrounds to communicate with each other. As a result, the need for English-language proficiency in the global workplace has grown significantly.
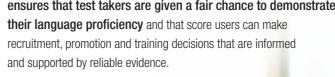
As companies compete internationally, they need employees who can effectively communicate with colleagues in other countries. Global organizations, businesses and government entities need to recruit workers who can represent their companies to customers and clients around the world.

In this context, a **reliable measure** of English-language proficiency becomes a critical tool in making staffing decisions. English-language assessment must go beyond the receptive skills of listening and reading, and include measures of speaking and writing proficiency, in order to give test users a complete picture of language skills, knowledge and ability.

Tests that meet your business needs

ETS offers three TOEIC tests that measure the specific English skills your organization requires. The TOEIC Listening and Reading test is a paper-based test that provides feedback that is helpful to both score users and test takers. The TOEIC Speaking and Writing tests are computer-based tests, administered together or separately, that supplement TOEIC Listening and Reading test scores. Together, these three tests provide complete information about a person's abilities in all four language skills.

Designed specifically for use in the global workplace and supported by a range of English-language learning research studies, the TOEIC tests are fair, valid and reliable measures of English-language proficiency. **The design of each test ensures that test takers are given a fair chance to demonstrate their language proficiency** and that score users can make recruitment, promotion and training decisions that are informed and supported by reliable evidence.

"We know that TOEIC test scores can affect businesses, careers and lives — and we take that very seriously. That's why quality is our top priority, from test design to test administration."

KURT LANDGRAF,
PRESIDENT & CEO, ETS

Evidence-centered design:
solid support *for informed decisions*

The ETS approach to test design is based on creating research-driven tests that provide test score users with the information they need to make responsible decisions.

All TOEIC tests are designed and developed to meet *ETS Standards for Quality and Fairness*. These standards reflect ETS's commitment to producing fair, valid and reliable tests that can stand up to the most intense scrutiny. In addition, ETS's **ongoing research and updates** keep the TOEIC tests accurate and relevant to today's global workplace.

Each TOEIC test has been designed to provide solid evidence of English-language proficiency. The research-based ETS design process involves careful consideration of these key factors so that informed decisions can be made regarding the test taker's knowledge, skills and abilities:

Test takers — identifying who will take the test and why

Score users — identifying who will use the scores and how they will use them

Data — determining what information score users need to make decisions

Claims — deciding which conclusions can be drawn from test results about a test taker's knowledge, skills or abilities

Evidence — ensuring that the test provides statistical support for claims

Test content — creating fair and accessible tasks that provide the necessary evidence

Scoring guidelines — developing criteria that reflect the test design

In addition, the analysis that follows every TOEIC test administration ensures that test scores from one test version can be compared with scores on other TOEIC test versions, regardless of where or when the test is taken.

ETS's test design process is adapted to the rigorous standards of these highly respected organizations:

- American Educational Research Association (AERA)
- American Psychological Association (APA)
- National Council on Measurement in Education (NCME)

TOEIC test questions…

Are based on real-life situations that are relevant to global organizations

Employers can be confident that the TOEIC tests measure the English-language skills actually used in the workplace because:

- TOEIC test content is developed from real examples of spoken and written English collected from around the world.
- Test questions and tasks are workplace-focused and familiar across different cultures.
- International English is used — the language a nonnative speaker may use with another nonnative speaker.
- The tests include a variety of different English accents.
- Uncommon, idiomatic language is not tested.

Assess proficiency in all four language skills: listening, reading, speaking and writing

Effective workplace English communication involves both giving and receiving information. All four English skills — listening, reading, speaking and writing — are critical for successful business interactions, such as:

- Answering a phone call from a customer and responding appropriately
- Writing a clear, concise e-mail to a client and understanding the reply
- Attending a presentation and writing a report to share with others
- Connecting information from several sources and writing a summary

"The TOEIC test truly measures real-world communication skills rather than mere textbook knowledge."

A SCHOLAR FROM GUANGZHOU UNIVERSITY, P. R. CHINA

Test questions are based on real-life situations

- Participating in a meeting
- Traveling to a conference
- Making a presentation

A scoring process held to the highest quality-control standards results in the most reliable and valid scores available. ETS ensures that TOEIC test scores are fair for all test takers, regardless of gender, age, nationality or industry background.

TOEIC® Speaking and Writing Test Scoring

The TOEIC Speaking and Writing tests are administered by computer and scored by multiple human raters. In order to assess responses as objectively as possible, the TOEIC Speaking test does not require a face-to-face interview.

Each TOEIC Speaking or Writing question response is scored anonymously online by **highly trained and qualified** raters. All raters must meet strict English-language proficiency requirements and complete an ETS Assessment Specialist training program, which concludes with a certification test.

In addition, raters must pass a qualifying test each day before scoring begins and are closely monitored throughout the day by a team of scoring leaders. A minimum of three raters assess the speaking or writing responses of each test taker, ensuring the most **objective and reliable** results possible.

Test Scoring Standards

Training and Certification
Raters undergo rigorous training and must pass a certification test.

Daily Calibration
Each day that raters score responses, they must pass a qualifying test for each question type. If performance is unsatisfactory on a particular question type, raters cannot score that question type.

Topic Familiarization
Raters familiarize themselves with the test questions they will be scoring using task-specific notes that will help them apply the scoring guidelines.

Ongoing Quality Assurance
Raters are continually monitored for accuracy and adherence to the scoring guidelines by experienced and qualified scoring leaders, who answer questions and provide feedback and reinforcement.

TOEIC® Listening and Reading Test Scoring

TOEIC Listening and Reading test scores are determined by the number of questions answered correctly, with no penalty for wrong answers. The number of correct responses on each section is converted to a number on a scale of 5 to 495.

The statistical process used to convert scores to a common scale ensures that scores obtained on different administration dates reflect the same level of English proficiency indicated. This means that scores of different test takers can be reliably compared, no matter where or when they took the tests.

TOEIC score reports provide **more** than just numbers

TOEIC score reports provide essential information for both score users and test takers. Along with section scores, TOEIC score reports provide a description of the English-language strengths typical of test takers performing at various score levels. These descriptions make it easier to relate test scores to the tasks employees must perform on the job.

The TOEIC Listening and Reading score report includes the percentage of questions the test taker answered correctly for specific abilities. The percentile rank indicates where the test taker's scaled score falls in relation to the scores of other test takers. For all four measures, the descriptions of **strengths and weaknesses can be used to inform critical hiring and placement decisions**. These descriptions are also instructive for test takers, who can use them as learning objectives for further study.

In addition to score proficiency descriptions, **TOEIC scores are mapped on the Common European Framework Reference (CEFR)**. This valuable reference, used worldwide to coordinate efforts in promoting language competence, describes language proficiency in reading, writing, speaking and listening on a six-level scale.

Comprehensive score reports help employers select the **right** employee for the job — the employee with the English-language abilities that the job requires.

To see how ETS has benchmarked TOEIC test scores to the CEFR, visit www.ets.org/toeic/cef

Rigorous security measures ensure *unmatched* test integrity

TEST SECURITY

ETS is committed to maintaining the highest level of test security. Throughout the life cycle of a test — **from design and development to publication, administration and scoring — all test materials are carefully protected**. The integrity of TOEIC test scores is universally recognized.

Security measures that protect test integrity

The ETS Office of Test Integrity has set strict security policies for all aspects of the test development and administration processes, including:

- **Restricted access** to test materials from early in the development process
- **Certification and random auditing** of all test operations
- **Training and certification of proctors** and test administrators
- **Closely monitored entry and exit requirements** at test centers
- **Authorization requirements for access** to test-taker responses
- **Secure handling of test materials**, candidate responses and score information

In administering a worldwide testing program, ETS considers the maintenance of security at testing centers to be of utmost importance. To offer score users the most valid and reliable measurements of English-language proficiency available, the TOEIC program continuously reviews and refines procedures **to increase the security of the test before, during and after administration**. ETS takes every possible precaution to protect both TOEIC test content and scores, so score users can trust test results.

Prior to admittance at any test center, stringent test-taker identification processes are strictly enforced.

Standardized testing means …

Reliable test scores that can be compared across time and place

TOEIC test scores can be compared, regardless of where or when the test is administered. For example, last year's scores of a test taker in Japan can be compared with this year's scores of a test taker in Korea.

The TOEIC testing process is standardized, so organizations can use TOEIC test scores to place, develop and promote employees from any country or region. TOEIC test scores can also be used as a recruiting tool to **build a more diverse workforce**, since candidates of any background can be compared fairly. The TOEIC tests are global assessments for global organizations.

Equal opportunity for all test takers

Standardized testing conditions give all test takers an equal opportunity to demonstrate their proficiency. The TOEIC test administration process is standardized to ensure that **no candidate is at a disadvantage** due to differences in test-taking conditions. Each test administrator is committed to following clear ETS guidelines on how to ensure a consistent, fair experience for all test takers. This ensures that TOEIC test scores are accurate and reliable across countries and geographic regions.

The TOEIC Speaking and Writing tests are administered by computer, which ensures the most standardized testing process. With a computerized test format, each candidate is asked the same number and type of questions under very similar conditions.

ETS takes these measures to provide all TOEIC test takers with an equal opportunity to demonstrate their English-language skills.

" In today's global economy, it is more important than ever for organizations to have a fair, valid and reliable way to assess English-language proficiency. Since being introduced in 1979, the TOEIC tests have earned a reputation for quality that is unmatched. "

DR. PHILIP TABBINER, SENIOR VICE PRESIDENT, ETS BUSINESS INNOVATION AND GROWTH

TOEIC tests *at a glance*

Allow test takers to demonstrate their true abilities

The TOEIC family of tests focuses on four essential skills as they are used in real life in the workplace. Test takers have the opportunity to demonstrate their ability to communicate in everyday workplace activities and interactions.

	TOEIC® Listening and Reading Test	TOEIC® Speaking Test	TOEIC® Writing Test
Format	Paper-based test (PBT)	Computer-based test	Computer-based test
Questions	200 multiple-choice questions	11 spoken and/or written prompts that require test takers to respond	8 written prompts that require test takers to respond
Administration	Administered in secure test centers or through institutions	Administered via computer in secure test centers or through institutions	Administered via computer in secure test centers or through institutions
Scoring	• Total score range from 10 – 990 • Section scores range from 5 – 495	• Total score range from 0 – 200 • Scores fall into one of eight proficiency levels with a descriptor for each level	• Total score range from 0 – 200 • Scores fall into one of nine proficiency levels with a descriptor for each level

Over **30 years** of expertise and excellence

Over thirty years of administering the TOEIC tests have given ETS the knowledge and expertise to provide the highest level of service and support to score users and test takers every step of the way, including:

• Test administration coordinated by a local ETS Preferred Network office

• Flexible testing programs arranged to meet the needs of specific organizations

• Quick and convenient personalized service in local languages available by phone, e-mail and in person

• Reliable score reporting to facilitate making informed decisions

ETS works with each organization individually to provide the kind of **specialized support and service** that competitive global organizations need.

Maximize **success** with the TOEIC tests

In today's global environment, the stakes are high. To remain competitive, global organizations must find the best-qualified people with the English communication skills to succeed. The TOEIC tests allow score users to compare the language skill levels of a diverse applicant pool quickly and easily.

The TOEIC tests are recognized as the **worldwide standard** for English-language proficiency because they:

• Provide detailed information about each test taker's English-language skills

• Allow comparisons of test-taker performance independent of when and where the test is taken

• Are supported by robust statistical procedures that ensure accurate and consistent scores

• Are available on demand in 120 countries around the world

The TOEIC tests help internationally competitive companies make the **right** decisions.

"The TOEIC test helps us quickly and efficiently find elite candidates who meet our language requirements and helps our employees establish a good foundation for follow-up training."

DANNY DONG,
SENIOR RECRUITMENT MANAGER
MOTOROLA, BEIJING BRANCH

About **ETS**

At nonprofit ETS, we advance quality and equity in education for people worldwide by creating assessments based on rigorous research. Founded in 1947, ETS develops, administers and scores more than 50 million tests annually.

Our experience, research and a commitment to excellence mean that test takers and score users alike can be confident that ETS assessments are:

Fair — all test takers have an equal opportunity to demonstrate their proficiency

Valid — the tests accurately measure what they are intended to measure

Reliable — test results are consistent across different test versions and among different groups of test takers

To learn more, contact your local ETS Preferred Network office or visit www.ets.org/epn/contacts

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