Administration

Opening the Test Site

At the start of the testing day, before examinees arrive, the TCA will perform procedures for opening the test center and preparing the facilities, computers, and other materials. No examinee check-in should be performed until these preparations are completed.

The TCA should perform the following steps:

1. When possible (and as appropriate for the facility), provide signs to direct examinees to the check-in location.
2. Bring out all necessary materials for the test to be delivered that day.
3. Make any necessary adjustments to the configuration of the testing room (e.g., setting up partitions, removing maps and charts).
4. Open the internet browser on each testing station to the testing login page, toeicsw.ets.org.
5. Ensure that the audio browser is downloaded by clicking the "Download Audio Browser" link. If it has been downloaded successfully, you will be directed to a screen resolution test and an audio/microphone setup check. Instructions for this can be found in the **Audio Browser Procedures Document.** If a prompt appears when clicking this link that says you do not have the audio browser downloaded, please follow the prompts to download it and/or follow the procedures outline in the **Audio Browser Procedures Document.**
6. Click the computer check link from the login page (toeicsw.ets.org) to confirm that each testing station is still capable of delivering the tests. Follow the directions and screen shots in the **Automated Computer Check Procedures Document.** This check should have been done prior to the administration day, but should be performed again to confirm computer specifications.
7. The TCA should designate two to three testing stations in case of technical difficulty that the TCA can use to re-assign and re-start a test for an examinee.
8. If a technical difficulty occurs and you need to move an examinee, the current testing station must be shut down before restarting a test with the same authorization number on another computer.

How to Admit Examinees

Important: Examinees are instructed to report 30 minutes before the scheduled start time. No test should be started more than **30** minutes before the scheduled start time.

The TCA should complete the activities listed below before permitting an examinee to enter the testing room:

1. At the check in desk, the TCA will have a roster of examinees for the test administration and each examinee's individual Authorization Number Form.
2. Check the examinee's identification. The TCA must ask for identification from every examinee.
3. The examinee must present a valid passport or other acceptable and valid ID containing the examinee's name as given when the appointment was made, a recent, recognizable photograph, and the examinee's signature, as specified in the table is at the end of this document.
4. Make sure the photo looks like the person presenting it. If the TCA is uncertain that the identification matches the person presenting it, the TCA should ask to see a second form of identification.
5. **Do not admit any examinee who cannot produce acceptable ID.** If you must turn away an examinee for unacceptable ID, complete an Irregularity Report and email it to TOEIC@ets.org
6. If, to avoid a serious disturbance, you must admit an examinee without acceptable ID, file an Irregularity Report, and advise the examinee that scores will not be reported and will be canceled.
7. Tell the examinee about adjustments that can be made to the testing station equipment such as repositioning the monitor to accommodate use of bifocals, repositioning keyboard, adjusting chair height, etc.

Starting the TOEIC Speaking & Writing Tests

1. Before starting the test, the TCA must perform check-in procedures as shown in
2. A TCA/Proctor escorts the examinee(s) to the assigned testing station. All examinees must be seated before the logins will begin.
3. A TCA/Proctor assigns the test taker a writing utensil and his or her authorization number by handing out a physical form – the Authorization Number Form, which will include the examinee's full name, authorization number, date of birth, administration date, and a signature box.
4. Once seated, the candidate will verify the pre-filled registration information on the Authorization Number Form. This information will need to be verified because it all will be printed on the score report. At this point, the candidate will sign the form to verify the information and return the writing utensil to the TCA/Proctor immediately after signing.
5. Once all examinee(s) are seated with their Authorization Number Forms, The Proctor must instruct the examinee(s) to use the number to login that is printed on the Authorization Number Form.
6. Each candidate will enter the Authorization Number a total of three times.
7. Once logged in to the "Start Online Screen (5th screen from login)" the examinee(s) must wait for the **TCA/Proctor to come around and collect the form before beginning the tests.** The examinee(s) cannot begin the test until his or her Authorization Number Form is collected by the TCA. If the test taker has begun the TCA/Proctor reserves the right to cancel the candidate's testing session.
8. The Proctor should monitor the examinee(s) login to make sure he or she has his or her **own** Authorization Number Form at all times and logs in with **this assigned authorization number only.** The TCA/Proctor must check the form against the examinee's ID to ensure candidates are using their own authorization numbers only when collecting.
9. If an examinee does not return an Authorization Number Form or writing utensil then he or she will not be permitted to take the tests.
10. An example of the Authorization Number Form is below. All of the information on this form will be pre-filled. Instructions for producing these forms are outlined in the registration file process.

ETS TOEIC.

Authorization Number:
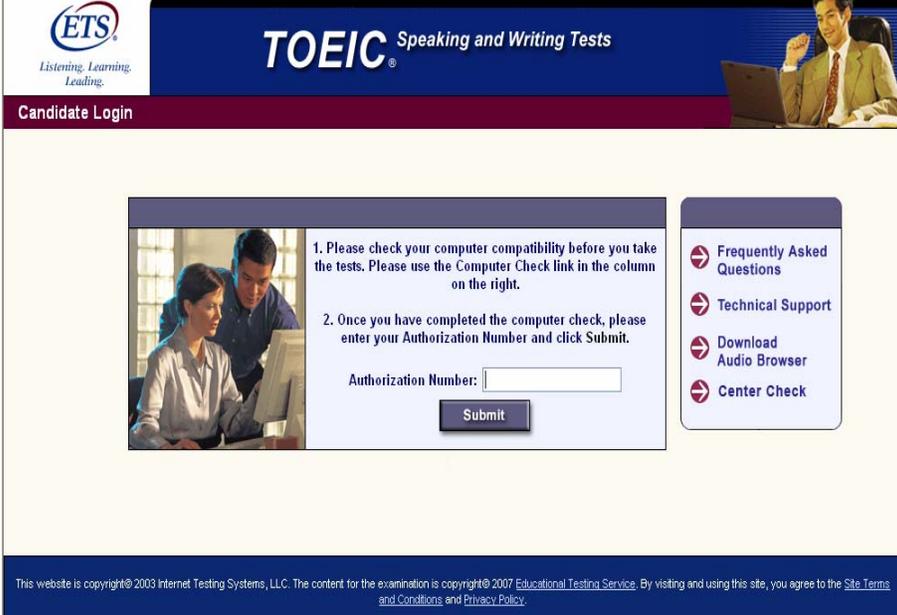First Name:
Last Name:
Admin Date:
Date of Birth:

_____
Signature

Candidate Login

Below is the screen flow for the candidate log in. Once a test has started, the TCA will not be allowed to reseat the examinee unless technical problems prevent the examinee from completing the test at that testing station.

Examinee enters his or her authorization number on this screen after signing and verifying the information on the Authorization Number Form. The writing utensil should be collected before the candidate begins logging in.

The examinee will enter the authorization number for a second time on this screen and then click the "Submit" button.

The examinee will click the "Click Here to Continue" button to move to the next screen.

The examinee will enter the authorization number for the third and final time and then click "Submit" button

The examinee will then click; "Start Online" to begin his or her session **once the Authorization Number Form is signed and is collected by the TCA/Proctor.** When the Proctor or TCA collects the Authorization Number Form this screen should be present on each examinee's screen.

TOEIC
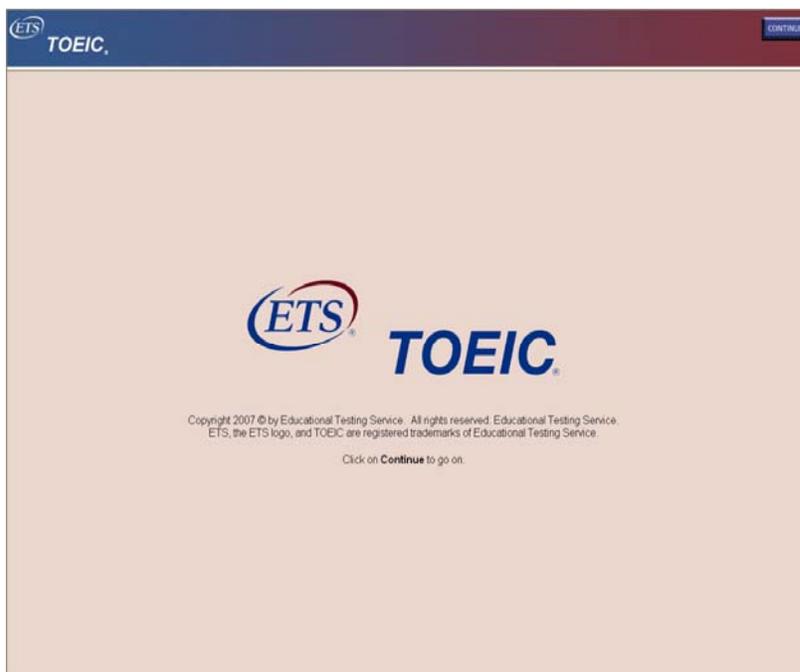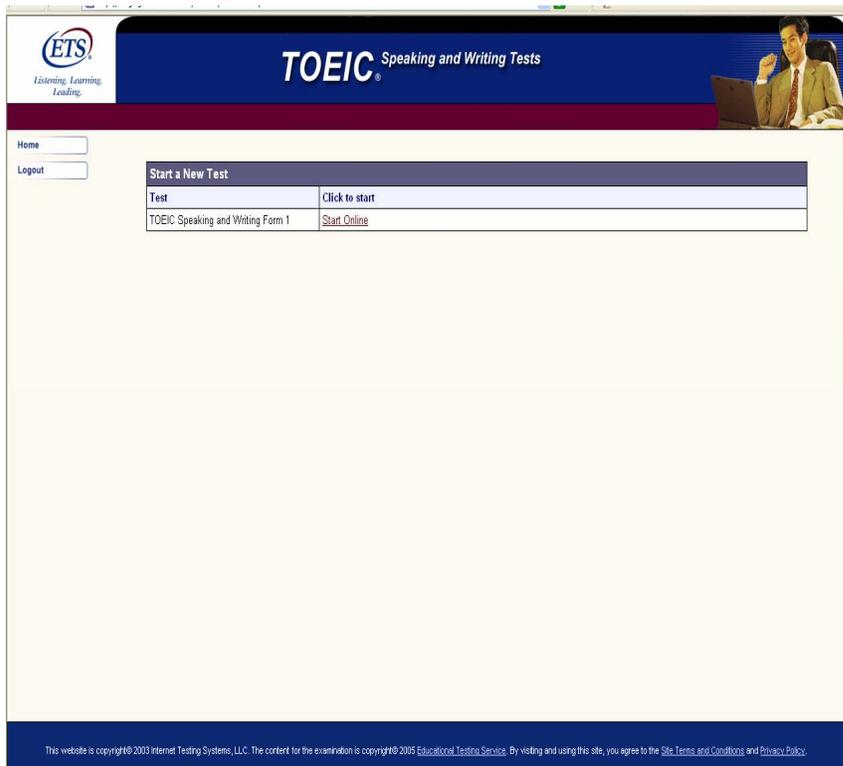
Test Center Regulations

You should have nothing on your computer table except your identification; put everything else under the table. All cellular phones and pagers should be turned off and put away. Watch alarms must also be turned off. You may not eat, drink, or use tobacco during the test. The official time will be kept by the computer. The administrator is authorized to dismiss you from the test session and/or your scores may be canceled if you fail to follow directions or for other actions such as, but not limited to, the following. ETS will be notified of the action taken.

- attempting to take the test for someone else or having someone take the test for you

- failing to provide acceptable identification

- obtaining improper access to the test, or a part of the test, or information about the test

- using a telephone or cellular phone during the test session or during breaks

- using any aids in connection with the test, such as mechanical pencils, pens, pagers, beepers, calculators, watch calculators, books, pamphlets, notes, rulers, highlighter pens, stereos or radios with headphones, cell phones, watch alarms, stop watches, dictionaries, translators, and any hand-held electronic or photographic devices

- creating a disturbance

- attempting to give or receive assistance, or otherwise communicate, in any form, with another person about the test during the test session

- attempting to remove from the test room any test content or notes relating to the test

- tampering with the computer

- leaving the test room without permission

Click on **Continue** to go on.

TOEIC.

http://staging.starttest2.com - Test Delivery System - Microsoft Internet Explorer
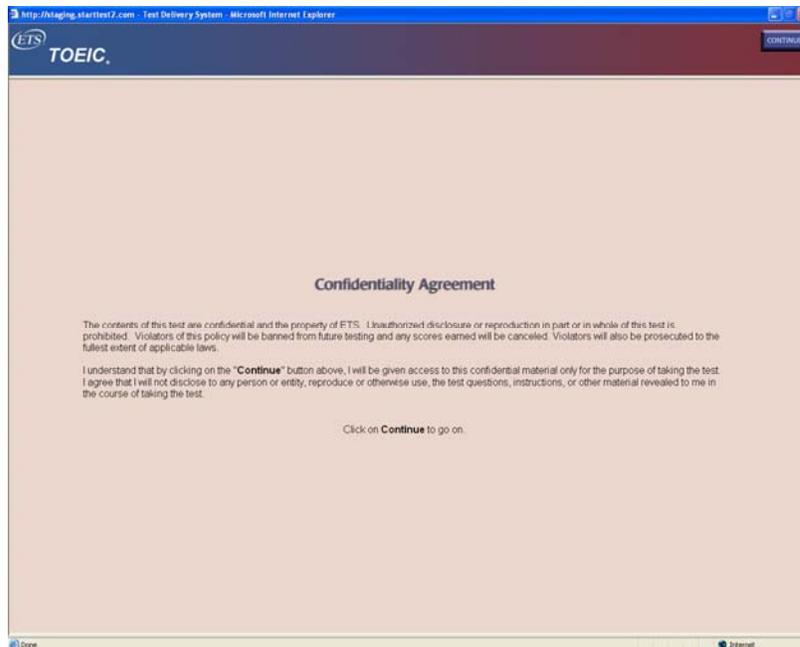
CONTINUE

If You Need the Administrator

If at any time during the test session you think you have a problem with your computer or need the administrator for any reason, please raise your hand.

Click on **Continue** to go on.

Done — Internet

The examinee will then be asked to verify the audio and microphone settings. This check will adjust the microphone to the candidate's voice.

Changing the Volume

To change the volume, click on the **Volume** icon at the top of the screen. The volume control will appear. Move the volume indicator to the left or to the right to change the volume.

To close the volume control, click on the Volume icon again.

You will be able to change the volume during the test if you need to.

You may now change the volume.
When you are finished, click on Continue.

Adjusting the Microphone

In order to adjust your **microphone volume**, please answer the practice question below, using your normal speaking tone and volume. Wait until you hear a beep to respond.

You will have 15 seconds to speak. If you finish responding before 15 seconds are finished, you can click on **Stop Recording**. After you are done recording, click on **Playback Response** and listen to your recording. If you cannot hear your response clearly, make necessary adjustments and repeat the microphone check.

We do not recommend the use of a microphone with a voice activation feature. If you use a microphone with a voice activation feature, the first few seconds of your responses may not be recorded.

"Describe the city you live in."

Once the examinee's headset and microphone audio has been setup correctly, the test taker may move on and begin the test.
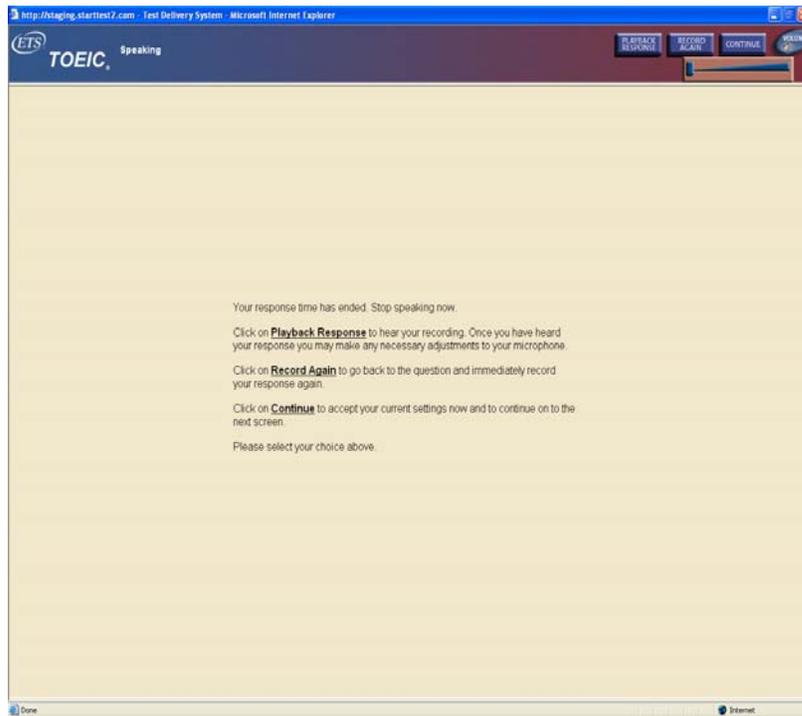
After the examinee completes the Writing Test, the following screen will appear. **The tests are not considered complete until the examinee answers the Use of Response Data question on this screen, clicks the "Next" button, and clicks through the two screens following the Use of Response Data screen.** If this is not done, the tests are considered "incomplete" and the responses will not be scored.
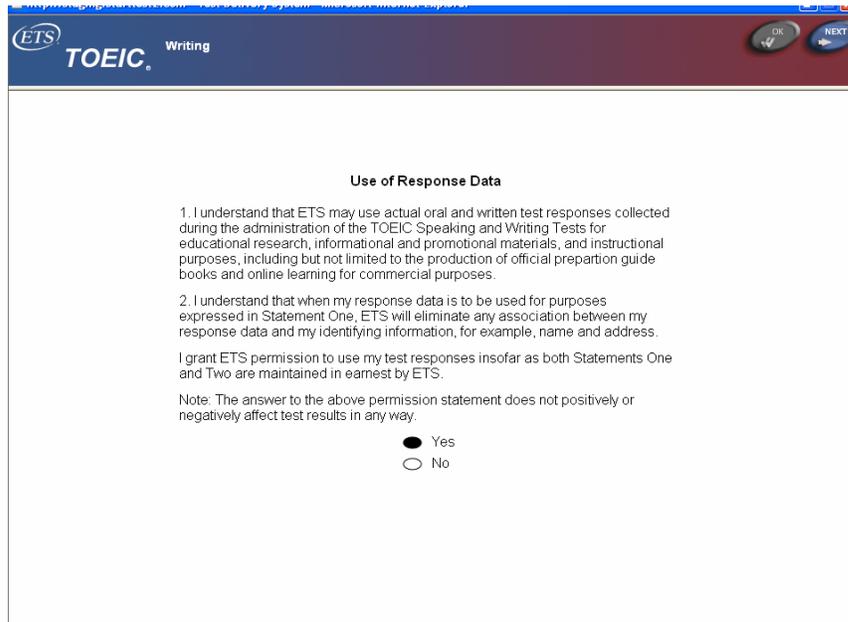
Examinee clicks **"Continue."**
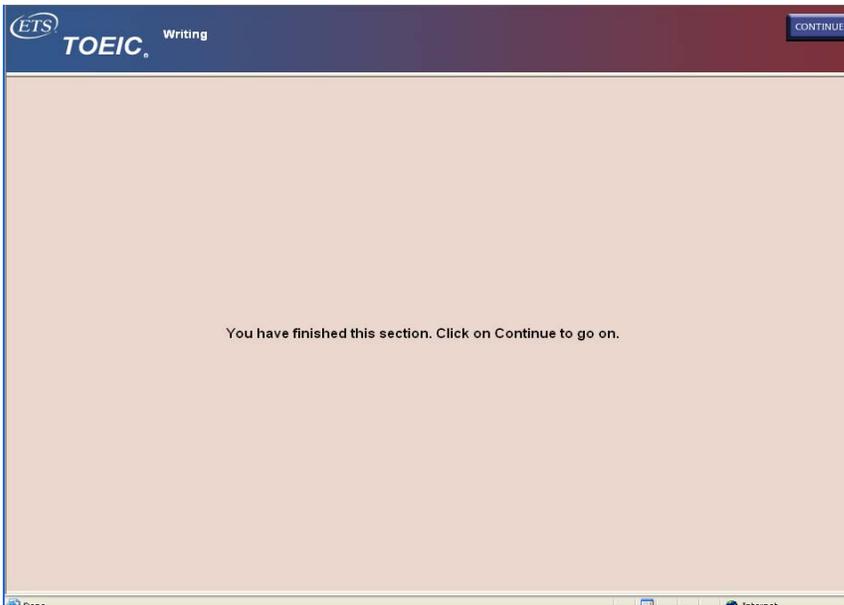
Once the examinee clicks **"Continue"** from this screen the session will be complete. This is the last screen of the test.
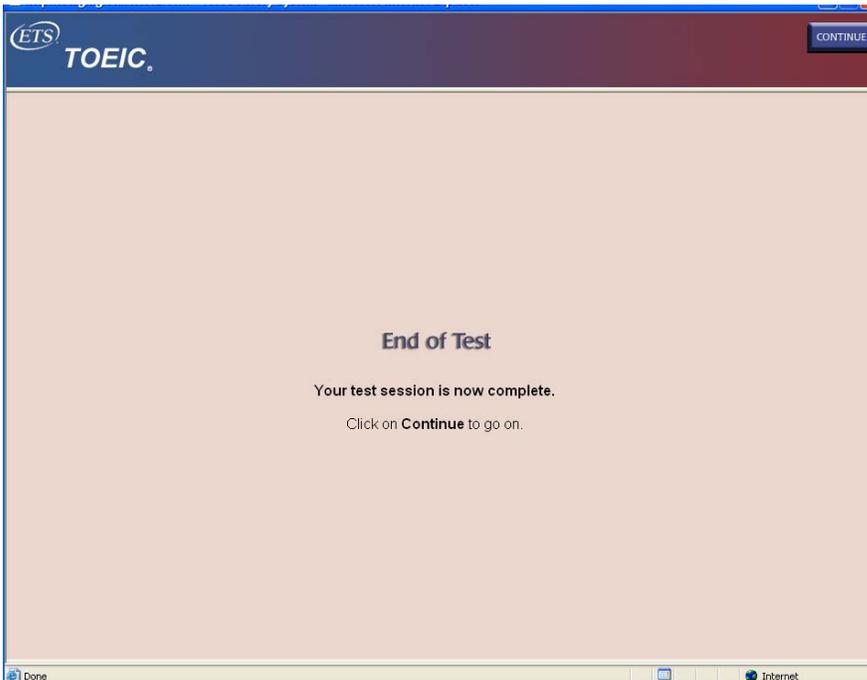
The TCA or Proctors will check the testing stations to ensure that the tests at each station have been completed. If there is an incomplete test, please follow the **"Incomplete Test Policy"** Instructions. This screen below will confirm a **complete test.** It will show a completion date and the name of the form that was used. **If this screen is not present, a test is not considered complete.**

Once the test is complete, the TCA/Proctor should check the examinee's workstation to make sure the above screen is present before the examinee leaves the testing lab.

Please store all Authorization Number Forms in a safe place for EPV administration records.

TOEIC Identification Regulations

- One of a TCA's most important responsibilities is to protect the integrity of the tests.
- TCAs have the authority and the responsibility to prevent unauthorized admittance to the testing room.
- The TCA is the only person who handles the physical ID documents. The TCA must determine if the ID matches the individual presenting it and has not been altered or falsified.

Acceptable Forms of TOEIC ID

Test Location or Examinee Status	Primary ID (Must Present One of the IDs from this Column)	Supplemental ID (If Required; Not a Substitute for Primary ID)
Testing Within Country of Citizenship	• Passport with photograph and signature • Driver's license with photograph and signature • National ID with photograph and signature • Military ID with photograph and signature The examinee may choose to sign the primary ID (with a permanent ink pen or marker) in order to meet the requirements. If the examinee does not have ID with a signature, 2 current primary ID with a photo must be presented. IF an examinee does not sign the document, present a secondary ID with a signature or present TWO forms of non-signature government ID, they should not be permitted to test.	If the examinee's primary ID document **is missing either the examinee's photo or signature***, the examinee must present one of the following supplemental identification documents in addition to the primary ID. The supplemental ID must contain the examinee's photo and signature. **Supplemental Identification Documents:** • a government-issued identification document that has not expired (including but not limited to passport, driver's license, state ID card, national ID, or military ID) • student ID
Testing Outside Country of Citizenship	• Passport	If the **passport is not written in English** language letters, the examinee must present a second document from the supplemental identification list below. The second document must also contain a recent, recognizable photo and must be in English. If the **passport does not contain the examinee's signature***, the examinee must either sign the passport or present a second document from the supplemental identification list below that does contain a signature. **Supplemental Identification Documents:** • a government-issued identification document that has not expired (including but not limited to passport, driver's license, state ID card, national ID, or military ID)

Test Location or Examinee Status	Primary ID (Must Present One of the IDs from this Column)	Supplemental ID (If Required; Not a Substitute for Primary ID)
Examinee Status: • Refugee • On active military service outside his/her own country and does not have a passport • Unable to meet the specified ID requirements for any reason	Must contact the local ETS Preferred Vendor	N/A

*If the passport or primary identification document does not contain the examinee's signature, but is otherwise a valid passport/identification document, the examinee has the option either to sign the passport/identification document in permanent ink during check-in or to present additional identification bearing his/her signature. If the examinee chooses to sign the passport/identification document at check-in, s/he must use a pen or marker with permanent, non-erasable ink; in that case, there is no need for him/her to present an additional identification document. On passports on which the traditional signature page (inside left cover) is covered with a laminate, examinees can sign the facing page (the first right-hand page inside the passport).

Unacceptable Forms of Identification for TOEIC Tests

Unacceptable forms of identification include, but are not limited to:
- any expired ID
- draft classification card
- Credit card of any kind
- Social security card
- learner's permit or any temporary identification document (e.g., driver's license)
- international driver's license
- international student ID
- Notary-prepared letter or document
- employee identification card
- photocopy of ID

How to Monitor the Testing Room

- At least one TCA or Proctor must be in the testing room at all times while testing is in progress.
- The TCA or Proctor must physically walk through testing room at frequent intervals.

Handling Questions and Problems

- The TCA will assist examinees who have questions or problems during the test and remind those who have questions that they may be able to obtain computer-delivered assistance by selecting the **Help** testing tool on the screen. The TCA will do their best to answer questions about testing procedures and directions for using the computer. However, the TCA will not answer questions about specific content of the test or answers to any test questions. Keep conversation in the testing room to an absolute minimum.

- Prevent or resolve, in a fair and constructive manner, any incidents of improper examinee conduct. Be sure to explain any irregularities or unusual situations on an Irregularity Report.

Unscheduled Breaks

- There are only unscheduled breaks for the TOEIC Program
- For unscheduled breaks:
    - Examinees may leave the testing room briefly during actual testing time to go to the rest room or take medication.
    - Remind the examinee that they will not be allowed extra testing time for such an absence.
    - During unscheduled breaks, the time on the test continues to run.
    - The TCA must submit an Irregularity Report for two or more unscheduled breaks, documenting whether the examinee left the test room and the amount of time for each unscheduled break. In addition, the TCA must submit details of any unusual or questionable behavior.
    - Important: Do not permit TOEIC examinees to take unscheduled breaks when a speaking item is playing or when a test instructions screen is displayed.
- Examinees are not permitted to leave the test center vicinity during the test session.
- Examinees are not permitted to use phones, study materials, or other prohibited items during breaks.
- If an examinee takes two or more unscheduled breaks, the TCA must file an Irregularity Report indicating the number of breaks taken and the reason, if known.

How to End the Test and Dismiss Examinees

- As stated above, ensure that all computers have the "end of test" confirmation screen present.
- Make sure all Authorization Number Forms have been collected. Candidates are NOT permitted to leave the testing room with them.
- Make a note of any no-show test takers and be prepared to update the registration file.
- No show deletions from database
- Alternative authorization numbers used due to technical difficulty
- Any corrections to candidate information (name miss-spellings, birthdates, etc.)
- The TCA or Proctors will remind the examinee to retrieve any personal belongings that may have been stored under the computer desk.

How to Close the Test Site

- The TCA will return the computer to its original settings if any changes were made.
- The TCA will ensure that headsets are returned to the appropriate storage area.
- •The TCA will check the testing room for abandoned personal items.

Technical Problems

Problem	What to Do
Loss of Internet Connectivity	Speaking test: If an Internet error message page is on the computer screen, the speaking test may be restarted once connectivity is restored. See "TOEIC SW IP Policies" in the Appendix.
	If an Internet error message page is on the computer screen, the TCA should stop the test. The test taker then would have two choices: a retest or a refund.
Possible Test Question Ambiguities or Errors	• Report any questions raised by examinees regarding possible typographical errors, Ambiguities in test questions, multiple correct responses, etc. on an Irregularity Report. • When completing the Irregularity Report, indicate only the test section number and name and the item number. Do not copy the exact text of any test question. This is important in maintaining test security.
Hardware Failure at an Individual Testing Station	Check the schedule. If another testing station is available, reassign and move the examinee to an available testing station. Before reassigning the examinee and logging onto a new testing station, the examinee must be logged out or the computer shut down at the current testing station he or she is using. What if there is no other station. File an irregularity report.
Software Problems	• Even if the problems can be resolved, a test should not be started or restarted when delays and/or interruptions have made it more than 60 minutes behind schedule or if the examinee has heard responses to the test. In that situation, advise the examinee that the test will have to be rescheduled • Whenever an individual is affected by a software or hardware problem, it is critical that they are unable to see any computer screens or hear responses to speaking questions. Please have examinee leave testing room until technical problem is resolved.

Facility Problems

Problem	What to Do
Noise Problems	• The testing atmosphere should be quiet at all times. However, a disruption may occur inside the testing room, or there may be noise from outside the Test Site that affects examinees. Any disruption during testing should be reported in an Irregularity Report, including the names of all examinees testing. • Try to end the noise or disruption if possible, and report actions taken in the Irregularity Report.
Power Outages	When a power outage occurs at the test center and power is immediately restored, the TCA will have to restart each examinee's test using Restart. If the power is not immediately restored, power off each testing station and other equipment until the power is again available. 1. Ask examinees to wait at least 30 minutes for the power to be restored. After that time, examinees may either: • Wait in the Site to resume the test. • Choose to be rescheduled to a makeup test. 2. File an Irregularity Report when the power is restored detailing examinees affected and actions taken. 3. Examinees must remain in the test room and will have no access to cell phones

Problem	What to Do
	or other prohibited devices.
Emergencies	Emergencies include storms, floods, fires, fire drills, or other unusual activities that disrupt test administration and are beyond the control of test center staff. In an emergency the primary concern should be the safety of everyone present. • If necessary, evacuate everyone immediately. • If there is sufficient time, power off the examinees' testing stations. • Lock the testing room door after everyone has exited. **If the computers were powered off:** And it is possible to return to testing room in a reasonable amount of time (as in the case of a fire drill), follow procedures to restart each computer and allow examinees to continue testing. **If the computers were NOT powered off:** And it is not possible to return to testing room in a reasonable amount of time, the testing session must be terminated because the computer will have continued to count down during the time examinees were away.