

**TOEIC Speaking and Writing
Institutional Program (IP)
Web-based Delivery**

**Policies, Procedures and Practices
(P3)
Manual**

Release 2.1

December 1, 2009

List of Current Chapters

When this manual is revised, the revised chapter(s) will be labeled with a new release number and date.

Introduction	Release 2.1
Contacts	Release 2.1
Quick Reference Checklist	Release 2.1
Chapter 1	Release 2.1
Chapter 2	Release 2.1
Chapter 3	Release 2.1
Chapter 4	Release 2.1
Appendix A	Release 2.1
Appendix B	Release 2.1
Appendix C	Release 2.1
Appendix D	Release 2.1
Appendix E	Release 2.1
Appendix F	Release 2.1
Appendix G	Release 2.1
Appendix H	Release 2.1

Copyright © 2009 by Educational Testing Service. All rights reserved. ETS, the ETS logo, Listening. Learning. Leading., and TOEIC are registered trademarks of Educational Testing Service (ETS) worldwide.

Table of Contents

Introduction	iv
Related Documents	iv
Contacts	v
How to Escalate Issues to ETS Technical Support	v
During Test Administrations	v
Non-Urgent Technical Issues	v
Post-Administration Technical Feedback Report	v
Irregularity Reports for Non-Technical Issues	v
Contacting TOEIC Product Management	v
Quick Reference Checklist	vi
Chapter 1: Test Center Requirements and Testing Regulations	1-1
Facilities and Environment	1-1
Physical Requirements, Comfort, and Environment	1-1
Policies and Regulations	1-2
Prohibited Items	1-2
Non-Prohibited Items	1-3
Misconduct	1-3
In Case of Violations	1-3
Requests for Media Coverage	1-3
Examinee Complaints	1-4
Observers	1-4
Test Security	1-4
Test Materials and Equipment Security	1-4
Additional Security Procedures	1-5
ETS Scores and Test Results Integrity Policy	1-5
Test Center Staff	1-6
Qualifications	1-6
Conflict of Interest	1-6
Examinee/Proctor Ratio	1-6
Responsibilities	1-6
Humanizing the Test Administration	1-7
Chapter 2: Before Test Day	2-1
Preparing Testing Stations for a Center's First Administration	2-1
Preparing Testing Stations for Subsequent Administrations	2-2
Chapter 3: Test Day Activities	3-1
Preparation Before Examinees Arrive	3-1
Opening the Test Site on Test Day	3-1
Identification (ID) Requirements	3-2
Acceptable Forms of TOEIC ID	3-2
Unacceptable Forms of ID for TOEIC Tests	3-3

Checking In Examinees	3-4
Starting the Test	3-5
Format and Delivery of the Test	3-8
Test Session Screens	3-8
Monitoring the Testing Room and Handling Irregularities	3-14
Unscheduled Breaks	3-15
Ending the Test Session	3-15
Chapter 4: Non-Technical Irregularities and Exceptional Situations	4-1
Importance of Irregularity Reports	4-1
Reporting Non-Technical Irregularities	4-1
How to Act on Irregularities	4-2
Facility Problems	4-3
Possible Test Question Ambiguities or Errors	4-4
Examinee Behavior and Misconduct.....	4-4
Appendix A: Hardware, Software, and Browser Configuration Requirements	A-1
Minimum System Requirements	A-1
Software Requirements	A-1
Browser Configuration	A-2
Appendix B: Software Installation Procedures	B-1
Installing the Audio Browser	B-1
Installing Microsoft Windows Media Player	B-4
Appendix C: Headset Procedures, System Check, and Audio Troubleshooting .	C-1
Headset Procedures	C-1
Care of Headsets	C-1
System Check/Audio Browser Download Confirmation	C-1
Audio Troubleshooting Tips	C-2
Audio Browser Check Fails	C-2
Cannot Configure Audio Browser	C-3
Appendix D: Center/Computer Check	D-1
When to Run a Center/Computer Check	D-1
How to Run a Center/Computer Check	D-2
Important Considerations	D-4 Multiple
Observations Requirement	D-4
Technical Details about the Center/Computer Check Tests	D-4
Appendix E: Audio Quality Verification	E-1
Audio Quality Verification Procedures	E-1
Lab Certification	E-1
Appendix F: Stress Test	F-1
When to Run a Stress Test	F-1
How to Run a Stress Test	F-1
Appendix G: Handling and Reporting Technical Problems	G-1
Common Technical Problems and Solutions	G-1
Windows Media Player Not Set as Default	G-1

Browser Check Recording Problem.....	G-1
Test Window Won't Open/"Action Cancelled" Message	G-1
Navigation -02 or Navigation-03 Errors	G-2
Runtime Error	G-2
Loss of Internet Connectivity	G-2
Hardware Failure at an Individual Testing Station	G-2
Power Outages and Other Situations That Require a Test Restart	G-2
Authorization Number Error Message When Launching a Test	G-3
Time Limits and General Procedures for Delays	G-4
Escalating Problems to ETS Technical Support	G-4
During Test Administrations	G-4
Non-Urgent Technical Issues	G-4
Filing a Post-Administration Technical Feedback Report	G-4

Appendix H: Policies and Procedures for Restarts, Interruptions, and Incomplete Tests

.....	H-1
Policy on Loss of Internet Connectivity During the Tests	H-1
For the Writing Test	H-1
For the Speaking Test	H-1
Test Restart Functionality	H-2
Incomplete Test	H-2
Power Outage During the Test	H-2

Introduction

This manual is the primary source of information for test centers for setting up and administering the TOEIC Speaking and Writing tests via the Web-based delivery platform. It defines the responsibilities and duties of the test center staff and describes the specific procedures that must be followed before, during, and after each test administration to ensure that the administration of tests is efficient, fair, and secure.

This manual will help you prepare to:

- Understand TOEIC test security policies and procedures
- Select testing facilities
- Select and train proctors
- Prepare testing computers for exam delivery
- Administer the TOEIC Speaking and Writing tests via the Web-based delivery platform
- Respond to irregularities

Related Documents

The following related documents will be needed in addition to this manual when setting up a new test center:

- *TOEIC Irregularity Report Form* – Complete this form to provide a record of any administrative problems and unusual situations that occur during a test administration. It is available from AMIDEAST. **Note:** This form is only for administrative issues. Technical issues should be documented on the TOEIC Post-Administration Technical Feedback Report Form.
- *TOEIC Post-Administration Technical Feedback Report Form* – Complete this form only if technical problems occur during a test administration. List all technical problem(s) and specify which candidate(s) and computer(s) were affected. This form is available from AMIDEAST.

Contacts

ETS will provide support to the test center for all administrative issues and common (level 1) technical issues. This type of support includes but is not limited to direct customer support and immediate technical support.

Refer to “Appendix G: Handling and Reporting Technical Problems ” to resolve level 1 technical problems with starting a test. If you are not able to resolve the problem, follow the problem escalation procedures described below.

How to Escalate Issues to ETS Technical Support

During Test Administrations

For urgent problems encountered during scheduled test administrations, call **1-609-406-5685** for live support during business hours (Monday through Friday, 8 AM through 8 PM EST/EDT [New York time], excluding ETS holidays).

If prompted, leave a brief message describing the nature of the problem along with your contact number (including country and area code). Leaving a message triggers auto-notification to an on-call support staff member who will return your call promptly (within approximately 15 minutes).

Non-Urgent Technical Issues

For assistance with non-urgent technical issues, send an e-mail message to **TOEICTech@ets.org** , and provide the following information:

- The authorization number(s) of the examinee(s) who experienced the problem
- A clear description of the failure and the error messages displayed, if any
- The exact step or point of failure (e.g., section and question number)
- Operating system (e.g., Windows XP or Windows 2000) on the computer
- Internet Explorer version (e.g., IE 6 or 7)

E-mail requests will receive a response within one business day (Monday through Friday, 8 AM through 8 PM EST/EDT [New York time], excluding ETS holidays).

Post-Administration Technical Feedback Report

After a test administration during which you experienced technical problems, complete a Post-Administration Technical Feedback Report to document the issues. As requested on the report, list all technical problems that occurred (even if the problems were successfully resolved), and specify which candidate(s) and computer(s) were affected. E-mail the completed report to **TOEICTech@ets.org** within two business days after the test administration. For more information, see “Filing a Post-Administration Technical Feedback Report” in Appendix G. **Note:** If no technical problems occurred, you do not need to submit a feedback report.

Irregularity Reports for Non-Technical Issues

Completed Irregularity Reports should be submitted to AMIDEAST. For information about filing Irregularity Reports see “Chapter 4: Non-Technical Irregularities and Exceptional Situations.”

Contacting TOEIC Product Management

To receive assistance with administration related issues or questions, the test center should send an e-mail message to **TOEICSWAdmin@ets.org**

Quick Reference Checklist

	Before Test Day	Reference
<input type="checkbox"/>	Facilities: Ensure that the test center and testing rooms meet TOEIC requirements.	“Facilities and Environment” on page 1-1
<input type="checkbox"/>	Staff: Appoint a TCA and the necessary number of proctors and inform them about their duties and responsibilities.	“Test Center Staff” on page 1-6
<input type="checkbox"/>	Testing Stations: <input type="checkbox"/> Ensure that all computers meet the hardware and software requirements. <input type="checkbox"/> Configure Internet Explorer <input type="checkbox"/> Install the audio browser and Windows Media Player. <input type="checkbox"/> Install headsets, and run a system check of the screen settings and the audio recording and playback functions. <input type="checkbox"/> Run a center/computer check. <input type="checkbox"/> Perform the audio quality verification procedure. <input type="checkbox"/> If the number of Estimated Users determined by the center/computer check is less than the number of examinees you plan to test simultaneously, run a stress test.	Appendix A Appendix A Appendix B Appendix C Appendix D Appendix E Appendix F
<input type="checkbox"/>	Schedule a Test Administration Date: Provide the required advance notice to AMIDEAST via the Test Use Application Form	
<input type="checkbox"/>	Print Rosters and Authorization Number Forms AMIDEAST will email these to you prior to the administration date. Please ensure that you have received them, and prior them prior to exam day.	

	On the Day of the Test	Reference
<input type="checkbox"/>	Registration Materials: Bring out rosters, Authorization Forms, and writing utensils.	“Preparation Before Examinees Arrive” on page 3-1
<input type="checkbox"/>	Set Up the Testing Room: Make any necessary adjustments (set up partitions; remove maps and charts, etc.)	“Preparation Before Examinees Arrive” on page 3-1
<input type="checkbox"/>	Set Up the Testing Stations: Confirm that audio browser is installed, headset is connected properly, and bandwidth is sufficient.	“Preparation Before Examinees Arrive” on page 3-1
<input type="checkbox"/>	Check In Examinees: Check ID, provide a writing utensil and Authorization Number Form, escort examinee to assigned testing station.	“Checking In Examinees” on page 3-4
<input type="checkbox"/>	Start the Test; Collect Authorization Number Forms	“Starting the Test” on page 3-5

On the Day of the Test (continued)		Reference
<input type="checkbox"/>	Monitor the Testing Room; Resolve Any Irregularities	“Monitoring the Testing Room and Handling Irregularities” on page 3-14
<input type="checkbox"/>	End the Testing Session: Ensure that “Completed Tests” is displayed, ensure that all Authorization Number forms have been collected, and note any “no shows” and corrections to Authorization Number Forms.	“Ending the Test Session” on page 3-15 x

After the Test

Reference

<input type="checkbox"/>	Email AMIDEAST to confirm the number of candidates who have tested. At English4success@amideast.org . Indicate the names of any no-shows.	
<input type="checkbox"/>	If a technical problem occurred, send a Post-Administration Technical Feedback Report to TOEICTech@ets.org (even if the problem was resolved).	“Filing a Post-Administration Technical Feedback Report” on page G-4
<input type="checkbox"/>	If a non-technical irregularity occurred, complete and submit an Irregularity Report AMIDEAST (Email to english4success@amideast.org).	“Chapter 4: Non-Technical Irregularities and Exceptional Situations” on page 4-1
<input type="checkbox"/>	Retain used Authorization Number Forms in a secure location for six months ; then destroy them.	“Ending the Test Session” on page 3-15

Chapter 1: Test Center Requirements and Testing Regulations Facilities and Environment

The success of any test administration depends on the suitability of the test center. The testing rooms must provide the best possible conditions for student performance.

Examinees cannot do their best if distracted by conditions such as noise, poor lighting, inadequate writing surfaces, or extreme temperatures. Although some adverse conditions may be beyond the control of the test center, the Test Center Administrator (TCA) must use best efforts to minimize the possibility of such distractions through careful planning.

The test center must meet all local and national requirements for facilities that accommodate the public. In addition, the test center must meet the minimum special requirements listed below in “Physical Requirements, Comfort, and Environment.” If any of those requirements conflict with local or national requirements, the local or national requirements shall take precedence, provided that the intent of the testing program is not abridged.

Physical Requirements, Comfort, and Environment

Seating and Security

- The testing room must comfortably accommodate the number of testing stations placed in it. Configure testing stations in such a way as to prevent the examinees from easily viewing the computer screens of nearby stations.
- **If there are no partitions between computer testing stations to restrict visibility, then there must be a separation distance of at least 5.5 feet (1.7 meters)** from the center of one computer monitor screen to the center of the screen of any adjacent computer. If, after reviewing a test center’s lab layout, ETS determines that partitions are necessary, and will provide the required number of partitions to the test center.
- In testing rooms where computer tables are at a 90-degree angle, do not seat examinees next to each other in the connecting corner. The 5.5-foot (1.7 meter) minimum distance must be maintained.
- At each testing station, position the computer monitor, keyboard, and mouse properly for ease of use without strain.

Comfort and Environment

Ensure that testing rooms are appropriately heated or cooled, adequately ventilated, and free from distractions.

- Use lighting that enables all examinees to read their computer screen in comfort. There should be no shadows or glare on computer screens or writing surfaces.
- Ensure that testing rooms are quiet throughout all test administrations. When testing is in progress, do not conduct other activities in or near the testing room that would disrupt the standardized testing environment.

Other Physical Requirements

- Restrooms should be located near the testing room and should be easy to find. Post directional signs if necessary.
- Have a telephone with access to an outside line available to staff at all times for use in calling for support, reporting irregularities, or tending to other emergencies.
- Ensure that Internet connectivity is established and maintained to allow for the delivery of examinations.

- Remove from the room any written materials, other than testing station seat numbers.
- Use facilities that meet local and national accessibility laws, such as the “Americans with Disabilities Act” (ADA) in the United States, and equivalent laws (if any) outside the United States. Building, testing rooms, and restrooms must be accessible to people with disabilities, including wheelchair access.

Policies and Regulations

Prohibited Items

Use of the following items in the testing room is strictly prohibited.

- Backpacks, fanny packs
- Bags
- Books, pamphlets and dictionaries
- Briefcases
- Calculator watches and watch alarms (especially those with flashing lights and alarm sounds).
- Calculators
- Cellular or other telephones
- Digital watches (wrist or pocket)
- Examinee-provided keyboards
- Food or beverages
- Any form of tobacco or tobacco products, alcoholic beverages, illicit drugs
- Hats and headwear (unless by religious requirement) – See “Additional Security Procedures” on page 1-5.
- Any writing utensil (except as provided by the test center)
- Listening devices, personal stereos, radios with headphones, recorders
- Non-medical electronic devices (laptop computers, digital assistants)
- Outerwear (coats, jackets, etc.)
- Pagers (beepers), BlackBerry devices
- Papers of any kind
- Purses, wallets
- Copying and photographic devices
- Slide rules, rulers, compasses, protractors
- Stencils, colored overlays
- Transmission or receiving devices

Inform examinees who arrive at the test center with prohibited items that they are not allowed to bring them into the testing room. However, if examinees do not have access to a safe place to leave such items, e.g., a car or locker, they may, at the discretion of the TCA, place them in their pockets or handbags or under their desks. Outerwear (coats, jackets, etc.) may be hung on the back of the examinee’s chair.

Before beginning the test, the test center personnel must ensure that examinees have all electronic devices – including cell phones, BlackBerry devices, beepers, and alarm watches and the like – turned off or set to silent mode and put away. **These devices are not permitted on the testing surface at the workstation.**

Test center personnel should not accept responsibility for holding or safeguarding examinees’ personal possessions. Remind examinees to keep their identification (ID) with them at all times.

Non-Prohibited Items

- Personal ID documents
- Devices permitted by the testing accommodations status of the examinee

Misconduct

Because order as well as security must be maintained at the test center, the TCA has the authority to dismiss an examinee for misconduct. In certain cases, however, you may be reluctant to do so for fear of embarrassment, disturbance to other examinees, or physical reprisal. Dismiss when warranted, but use your judgment in handling each situation.

Test center personnel must warn any examinee engaging in misconduct to stop his/her behavior.

Inform examinees who are misbehaving that they will be asked to leave the test center if the misconduct persists. If, after a warning, the behavior persists, the TCA must dismiss the examinee and complete a detailed Irregularity Report regarding the incident.

If the examinee is in the testing room, the TCA should attempt to resolve the problem without disturbing other examinees. The TCA should dismiss any examinee who continues to engage in misconduct and does not heed warnings. Complete a detailed Irregularity Report describing the incident (see Chapter 4: Non-Technical Irregularities and Exceptional Situations). The following behavior is considered misconduct:

- Giving or receiving assistance of any kind, talking to another examinee, hand signals, use of notes.
- Using any prohibited items listed in “Prohibited Items” above.
- Attempting to take an examination for someone else.
- Failing to follow test regulations or instructions of administrator.
- Causing a disturbance of any kind.
- Removing or attempting to remove test questions and/or responses (in any format) or notes about test content from the test center.
- Tampering with the operation of the computer or attempting to use it for any function other than taking the test.

In Case of Violations

If, in the judgment of the TCA, attempting to remove an examinee would create a disturbance to other examinees or result in a potentially threatening situation, the TCA may permit the examinee to complete testing but must submit a detailed Irregularity Report regarding the incident by e-mail to TOEICTech@ets.org.

If the individual causes a serious disturbance and will not leave the test center, the TCA should call the police or other local authorities.

Make certain to retain any materials related to events..

For additional information, see “Chapter 4: Non-Technical Irregularities and Exceptional Situations.”

Requests for Media Coverage

Testing is a subject of general interest, and test administrations may attract the attention of news media.

Under no circumstance may reporters or photographers be admitted to a testing room or have access to examinees inside the test center.

If media representatives are present at the test center during a test administration, the TCA must keep them out of the sight and hearing of examinees until all examinees have completed testing. It is imperative that their presence not distract or disturb examinees.

Ask members of the media to limit their coverage of a test administration to interviews with examinees (with their consent, of course) after test administration and away from the test center, and submit an Irregularity Report.

All inquiries from news media must be referred to ETS External Relations at 1-609-683-2803.

Examinee Complaints

Examinees should be encouraged to contact t ETS if they have concerns, comments, or complaints about any aspect of the test administration in which they participated, including conditions under which they took the test. Examinees can contact TOEIC Services by e-mail at TOEIC@ets.org.

Observers

Test center observers authorized by ETS may visit test centers to evaluate the performance of the test center and ensure that the centers' facilities and procedures comply with established policies and requirements. Advance notice of an observation may be provided, or it may be unannounced.

During an observation, the observer may suggest modifications to your test center procedures to help alleviate any problems that have occurred, and test administration staff may have the opportunity to raise questions, make comments, and seek advice from the observer. ETS will work with test centers to ensure that any necessary corrective action is taken.

Test Security

ETS maintains strict exam administration and exam security procedures designed to prevent any testing irregularities or improper conduct that would give any student an unfair advantage. It is essential for TCAs and proctors to perform the administrative and security procedures described in this manual to ensure that all test administrations are uniform and fair and that the security of the test materials is not compromised.

Test Materials and Equipment Security

Security of test materials is critical. From the moment a test is launched until the examinee completes the test and is dismissed from the test center, the TCA is responsible for ensuring the test's protection from loss or unauthorized access and preventing an examinee from having either an unfair advantage or disadvantage.

These responsibilities include:

- Ensuring that all examinees are authorized to test and that the person taking the test is the person authorized to take it.
- Making certain that the following requirements are met:
 - No unauthorized visitors may be permitted into the test center or testing rooms.
 - No examinee has access to test materials before the administration.
 - No one, except examinees as they take the test, reads the content of the test at any time (this includes all members of the test center staff).
 - Test center staff members may view the test screen only if the complaint is regarding a technical problem (i.e., formatting, font size too small, part of question off screen, etc.).
 - No one copies, photographs, or records any test questions or takes secure test material from the test center.
 - No one inspects computer-displayed items or secure paper test material at any time, except for examinees as they test.
 - Test center staff members may not inspect the content of test materials during an examinee's report of a specific defect.
 - Test center staff members may not read individual test questions if an examinee reports flawed questions.

- If an examinee reports problems with a question(s), the TCA should file an Irregularity Report documenting the complaint and advise the examinee to address the complaint with ETS.
- At no time should the content of a question be placed in an Irregularity Report. Refer to the test and the question number only.
- Report to ETS via the Irregularity Report any potential compromise of test data or materials before, during, or after testing process and any and all unusual testing circumstances.

Additional Security Procedures

Perform the following security measures when checking in examinees:

- Visually inspect any heavy-framed glasses or large jewelry to ensure no wires are hidden. Request the examinee to remove his/her glasses and hold them out in front of you for inspection. Do not physically handle the items yourself. If wires are found, the TCA must dismiss the examinee and not let him/her take the test.
- Be aware that lanyards (cords that allow glasses to hang around the wearer's neck) can be used to conceal wires.
- Be aware that loose-fitting apparel can conceal wires and other cheating devices. Do not ask an examinee to remove clothing, but be vigilant in your proctoring duties to ensure that no devices were hidden and used during the exam.
- **Important:** Weapons of any kind are prohibited at the test center. Only law enforcement personnel acting in an official capacity (not as an examinee) may carry their weapons in the test center. The TCA must file an Irregularity Report each time a weapon is brought to the center.

Head Coverings Worn for Religious or Cultural Purposes

Typical head coverings may include hats, turbans, scarves, and yarmulkes.

- All head coverings that are worn for religious or cultural purposes are allowed in the testing room.
- Visually inspect head coverings for hidden wires, notes, etc. or any item that might be used during the test. **Important:** Do not ask the examinee to remove the headgear.
- If a test center staff member sees an examinee either remove or put anything into the head covering, the TCA should request to inspect the item. This constitutes examinee misconduct and must be reported in an Irregularity Report as a breach in test security.
- If any video or recording devices are discovered, contact ETS Technical Support immediately.

ETS Scores and Test Results Integrity Policy

ETS must report scores that accurately reflect the performance of the examinee. For this reason, ETS maintains test administration and test security standards designed to ensure that all examinees have the same opportunity to demonstrate their abilities and to prevent some examinees from gaining an unfair advantage over others because of testing irregularities or improper conduct.

ETS reserves the right to cancel any test result if the examinee engages in improper conduct.

ETS also has the right to question any test score when validity is in doubt because the examinee may have obtained the score unfairly.

Test Center Staff

Qualifications

All TCAs and proctors must:

- Be an employee
- Be at least 18 years of age.
- Preferably, be able to read, write, and speak English.

Conflict of Interest

To avoid a conflict of interest or appearance of any impropriety, test center staff members must:

1. Not be involved in any test preparation or coaching activity whose purpose is to address the content of secure ETS tests.
2. Not administer, or provide access to, any ETS test to a member of his or her household or any immediate family member, or any third party known to them who has not followed standard test registration procedures.
3. Not handle secure test materials for administration of an ETS test to a household or immediate family member or any third party known to them, such as a fellow employee, who would obtain advantage or benefit as a result of the administration or handling of materials.
4. Not register for a test without approval
5. Not administer or provide access to any test to an employee of a test center where he or she works.
6. Not provide access to any examination or proprietary test delivery software to any third party except those who are registered to take the test under secure testing conditions.
7. Legal action may be brought against test center staff for failure to adhere to these conditions. Additionally, ETS reserves the right to invalidate test results of a test center staff member or third party should these guidelines be violated.

Examinee/Proctor Ratio

Each test center is required to provide a TCA and proctors in the following proportions, per testing room:

- 1–25 examinees require 2 staff members (1 TCA and 1 proctor)
- 26–40 examinees require 3 staff members (1 TCA and 2 proctors)
- 41–80 examinees require 4 staff members (1 TCA and 3 proctors)

Responsibilities

Each test center requires a TCA, who is responsible for the overall test administration, including the following:

- Ensure that the testing stations have been prepared for test delivery.
- Assign proctors, provide them with specific information about test administration procedures, and supervise their work.
- Complete check-in of examinees
- Ensure the security of the test center
- Write Irregularity Reports
- Coordinate activities with the proctor(s)
- Ensure that the testing room is supervised at all times.

Each test center requires one or more proctors, whose responsibilities include the following:

- Before the exam, familiarize themselves with the administration, test security, and irregularity procedures in this manual.
- Assist the TCA with preparing the testing stations
- Monitor the testing room to maintain security
- Report any irregularities to the TCA
- A proctor must not perform any duties other than proctoring the test while a testing session is in progress.

At least one test center staff member must be present within the testing room at all times during all testing sessions.

Humanizing the Test Administration

It is important to remember that when an examinee comes into a test center, the test s/he is about to take may determine the rest of the examinee's career. Most examinees have spent many hours studying, and some will not be at their best during the test.

All this places the TCA in a very special position to conduct every administration in an empathetic way. Because the TCA's behavior will set the tone for the test center, he or she must follow the guidelines below:

Test center staff members must:

- Greet examinees courteously to ease their anxiety.
- Use appropriate behavior to show examinees they are welcome and to make the testing experience less threatening.
- Acknowledge unexpected problems (such as locked doors, extreme room temperatures, or computer problems), and let examinees know that efforts are being made to correct the situation as quickly and effectively as possible.
- At check-in area, inform examinees about:
 - Location of fire exits and any information related to safe evacuation of the building
 - Location of restrooms
 - Prohibition against eating, drinking, and using tobacco and alcohol in the testing room
 - Smoking regulations in the rest of the building
 - Prohibition against leaving the testing facility during the test or breaks
- Do their best to answer any examinee questions, but advise examinees that test center staff members only proctor the tests and do not have knowledge of test content.
 - Treat all examinees in a fair and courteous manner, regardless of age, gender, ethnicity, etc.
 - Refer examinees who wish to discuss test results to ETS.

If an examinee is upset, it is critical that any comforting gesture made by the TCA be verbal. A TCA must never make physical contact with an examinee. It could be misinterpreted, or it may make examinee feel uncomfortable.

Chapter 2: Before Test Day

Preparing Testing Stations for a Center’s First Administration

The following actions must be completed to prepare the testing stations before a test center’s first administration of the TOEIC Speaking and Writing tests via the Web-based delivery platform.

Action	For instructions, see...
1. Ensure that all computers meet the hardware and software requirements.	Appendix A: Hardware, Software, and Browser Configuration Requirements
2. Configure Internet Explorer.	Appendix A: Hardware, Software, and Browser Configuration Requirements
3. Install the audio browser and Windows Media Player.	Appendix B: Software Installation Procedures
4. Install headsets, and run a system check of the screen settings and the audio recording and playback functions.	Appendix C: Headset Procedures, System Check, and Audio Troubleshooting
5. Run a center/computer check.	Appendix D: Center/Computer Check
6. Perform the audio quality verification procedure.	Appendix E: Audio Quality Verification
7. If the number of Estimated Users determined by the center/computer check is less than the number of examinees you plan to test simultaneously, run a stress test.	Appendix F: Stress Test

Preparing Testing Stations for Subsequent Administrations

Depending on how frequently a center conducts administrations of TOEIC Speaking and Writing tests via the Web-based delivery platform and whether the setup of the computers may have been changed in the interim, it may not be necessary to repeat all of the testing station preparation steps listed above for every administration. For example, it is not necessary to reinstall the audio browser unless it has been uninstalled since the previous administration.

Before each administration, it is recommended to complete the following steps:

- Run the system check (see “Appendix C: Headset Procedures, System Check, and Audio Troubleshooting”) to verify the screen resolution and audio recording/playback functions.
- Run a center/computer check (see “Appendix D: Center/Computer Check”) to verify the center’s ability to deliver the number of tests planned for the current administration.

Chapter 3: Test Day Activities

Preparation Before Examinees Arrive

Opening the Test Site on Test Day

On test day, before examinees arrive, the TCA will perform procedures for opening the test center and preparing the facilities, computers, and other materials. No examinees should be checked-in until the following preparations have been completed.

1. **Registration Materials:** Bring out all necessary materials for the test administration (e.g., roster and Authorization Number Forms).
2. **Testing Room Setup:** Make any necessary adjustments to the configuration of the testing room (e.g., setting up partitions, removing maps and charts).
3. **Testing Station Setup:** Perform the following steps at each testing station:
 - a. Open Internet Explorer to the testing login page, <http://toeicsw.ets.org>.
 - b. Confirm that the audio browser is installed by clicking the “Download Audio Browser” link.
 - If the audio browser has been installed successfully, you will be directed to a screen resolution test and an audio/microphone setup check. (See “Appendix C: Headset Procedures, System Check, and Audio Troubleshooting.”)
 - If a prompt appears that says you do not have the audio browser installed, follow the prompts to download it. The download procedures are described in “Appendix B: Software Installation Procedures.”
 - c. Verify that a headset is plugged in and set up properly.
 - d. Click the Center/**Computer Check** link from the login page (<http://toeicsw.ets.org>) to confirm that the bandwidth is sufficient and that each testing station is still capable of delivering the tests. Follow the directions and screen shots in “Appendix D: Center/Computer Check.” This check should have been done prior to the administration day, but should be performed again to confirm computer specifications.
 - e. Prepare two or three extra testing stations to be used in case technical difficulty makes it necessary to re-assign and re-start an examinee’s test on a different computer. **Note:** 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.
4. **Direction Signs:** When possible (and as appropriate for the facility), provide signs to direct examinees to the check-in location.

Identification (ID) Requirements

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 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 in Addition to the Primary ID; NOT a Substitute for Primary ID)
Testing Within Country of Citizenship	Must present one of the following ID documents: <ul style="list-style-type: none"> • Passport with photograph and signature • Driver’s license with photograph and signature • State or province ID with photograph and signature • National ID with photograph and signature • Military ID with photograph and signature • Employee ID with photograph and signature 	If the examinee’s primary ID document does not contain the examinee’s signature* , the examinee has the following options: <ul style="list-style-type: none"> • The examinee may present TWO current primary IDs with a photo. • The examinee may present one of the following supplemental ID documents in addition to the primary ID. The supplemental ID must contain the examinee’s photo and signature and must not be expired. Supplemental ID Documents: <ul style="list-style-type: none"> • A government-issued ID document that has not expired (including but not limited to passport, driver’s license, state/province ID card, national ID, or military ID) <ul style="list-style-type: none"> • The examinee may choose to sign the primary ID (with a permanent ink pen or marker) in order to meet the requirement.* If the examinee’s primary ID document does not contain the examinee’s photo , the examinee must present one of the following supplemental ID documents in addition to the primary ID. The supplemental ID must contain the examinee’s photo and signature. Supplemental ID Documents: <ul style="list-style-type: none"> • A government-issued ID document that has not expired (including but not limited to passport, driver’s license, state ID card, national ID, or military ID) • Student ID

Test Location or Examinee Status**Primary ID**
*(Must Present One of the IDs from this Column)***Supplemental ID**
*(If Required in Addition to the Primary ID; NOT a Substitute for Primary ID)*Testing **Outside** Country of Citizenship

Must present one of the following ID documents:

- Passport with photograph and signature
- Employee ID with photograph and signature

Exception for citizens of European Union/Schengen Zone countries testing within another European Union or Schengen Zone country:

- If passport is not presented, a national or European identity card is acceptable. The ID card must contain a recent, recognizable photo, date of birth, and examinee’s signature. If it does not contain all of these items, the examinee must also present another document from the list of supplemental ID documents above.

If the **passport is not written in English** language letters, the examinee must present a second document from the supplemental ID list below. The supplemental ID 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 ID list below that does contain a signature.

Supplemental ID Documents:

- A government-issued ID document that has not expired (including but not limited to passport, driver’s license, state/province ID card, national ID, or military ID)
 - Student ID
- N/A

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

*If the passport or primary ID document does not contain the examinee’s signature, but is otherwise a valid passport/ID document, the examinee has the option either to sign the passport/ID document in permanent ink during check-in or to present additional ID bearing his/her signature. If the examinee chooses to sign the passport/ID 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 ID 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 ID for TOEIC Tests

Unacceptable forms of ID include, but are not limited to:

- Any expired ID
- Draft classification card
- Credit/debit card of any kind
- Social Security card
- Learner’s permit or any temporary ID document (e.g., driver’s license)
- International driver’s license
- International student ID
- Notary-prepared letter or document
- Birth certificate
- Any photocopied document

Checking In 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.

At the check in desk, the TCA will have a roster of examinees and each examinee’s individual Authorization Number Form, which includes the examinee’s authorization number, first name, last name, date of birth, administration date, and a signature box.

The TCA should complete the check-in steps listed below before allowing each examinee to enter the testing room:

1. Greet the examinee.
2. Check the examinee’s identification. The TCA must ask for identification from every examinee.
 - a. The examinee must present a valid passport or other acceptable and valid ID containing all of the following items:
 - The examinee’s name as given when the appointment was made
 - A recent, recognizable photograph of the examinee
 - The examinee’s signatureSee “Identification (ID) Requirements,” on page 3-2.
 - b. Make sure the photo looks like the person presenting it. If the TCA is uncertain that the ID matches the person presenting it, the TCA should ask to see a second form of ID.
 - c. Compare the name and date of birth on the examinee’s ID to the information on the examinee’s Authorization Number Form. If corrections to the spelling of the name or the date of birth are needed to make the registration match the ID, note the corrections on the Authorization Number Form.
 - d. **Do not admit any examinee who cannot produce the required ID.** If you must turn away an examinee for unacceptable ID, complete an Irregularity Report and e-mail it to **TOEICTech@ets.org** after the administration.
 - e. 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.
8. Provide the examinee with a writing utensil and his or her Authorization Number Form.
 - a. Inform the examinee that the information on the Authorization Number Form will be printed on the score report. Ask the examinee to verify the spelling of the name and the date of birth shown on the form and then sign the form.
 - b. Collect the writing utensil from the examinee.
 - c. Tell the examinee to keep the Authorization Number Form. It will be collected in the testing room after the examinee has used the authorization number to login to the test.
4. Return the ID to the examinee.
5. Escort the examinee to the assigned testing station.
 - a. Tell the examinee not to touch the keyboard until the entire group is given instructions to do so. All examinees must be seated before the login process will begin.
 - b. 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.
6. After all examinees have been checked in and seated, continue with the steps below for “Starting the Test.”

Starting the Test

Before performing the steps below, the TCA must perform the check-in procedures shown in the previous section, “Checking In Examinees.”

Note: Examinees will need to enter their Authorization Number a total of three times to complete the login steps described below.

Monitor examinees during the login process to make sure that each examinee is in possession of his or her **own** Authorization

Number Form at all times and logs in with **this assigned authorization number only**.

1. Inform examinees that the group will complete the login process together and individuals are not permitted to jump ahead. Emphasize to examinees that the test center staff reserves the right to cancel the examinee’s test if the examinee begins testing before his or her Authorization Number Form has been collected.

2. Ensure that all examinee workstations are at the URL <http://toeicsw.ets.org> which displays the Candidate Login screen:

The examinee begins by entering his or her Authorization Number.

3. Tell examinees to enter the Authorization Number shown on their Authorization Number Form into the box provided on the screen, click **Submit**, and stop when the next screen appears:

The examinee re-enters his or her Authorization Number.

4. Tell examinees to enter their Authorization Number again for confirmation as instructed on the screen, and click **Submit**.

The **Welcome** screen will appear and will display the name of the test the examinee is about to take:

5. Tell examinees to click the **Click Here to Continue** button on the **Welcome** screen.

The **Profile** screen will appear:

The examinee enters his or her Authorization Number for the third and final time on this Profile screen.

6. Tell examinees to enter their Authorization Number on the **Profile** screen, click **Submit**, and stop at the **Start a New Test** screen. Tell them not to click the **Start Online** button yet.

7. Collect the Authorization Number Form from each examinee individually.

- a. When collecting the forms, check each form against the examinee’s ID to ensure that examinees are using their own authorization numbers.

- b. If an examinee does not return an Authorization Number Form, do not allow that individual to take the test.

8. After collecting the examinee’s Authorization Number, tell the examinee to click **Start Online** to begin the test.

Format and Delivery of the Test

The TOEIC Speaking and Writing tests are delivered as two separately-timed sections in the following order:

1. **Speaking**
Content: 11 questions
Time: approximately 20 minutes
2. **Writing**
Content: 8 questions
Time: approximately 60 minutes

In the Writing test, examinees must type their responses on the computer. They are not allowed to submit handwritten responses.

There is no tutorial. However, instructions for using the testing tools are available by selecting the **Help** tool at any time. Selecting **Help** does not stop the testing time.

Test Session Screens

After clicking **Start Online**, an examinee will proceed through the following sequence of screens:

1. View a logo and copyright screen:
2. View a screen showing the title of the examination.
3. Read a **Test Center Regulations** screen:
4. Read a screen titled **If You Need the Administrator**:
5. Read and confirm a **Confidentiality Agreement**:
6. Adjust and verify the audio and microphone settings by following instructions on a series of screens. First, the examinee will have the opportunity to adjust the volume of the headset:
7. Then the examinee will follow instructions to record and play back a spoken response to a sample question to adjust the microphone to the examinee's voice:
8. Once the headset and microphone have been set up correctly, the examinee may move on and begin the test.
Note: If an examinee raises his or her hand to report a problem with the headset or microphone, refer to "Appendix G: Handling and Reporting Technical Problems."
9. After completing the Speaking test, the examinee will continue on to the Writing test.
10. When the examinee has completed the Writing test, the **Use of Response Data** screen will appear. **The tests are not considered complete until the examinee answers the question on this screen, clicks the Next button, and clicks through the next two screens to reach the Completed Tests message. If this is not done, the tests are considered "incomplete" and the responses will not be scored.**

The examinee clicks **Continue** to go on.

Again, the examinee clicks **Continue** to go on.

11. The **Completed Tests** screen shown below is the final screen. Before allowing an examinee to leave the testing room at the end of the test, a test center staff member should check the examinee's testing station to make sure the **Completed Tests** screen is displayed. For additional information, see "Ending the Test Session" on page 3-15.

Test center personnel should confirm that this **Completed Tests** screen is displayed before the examinee leaves the testing room.

Monitoring the Testing Room and Handling

Irregularities

At least one test center staff member must be in the testing room at all times while testing is in progress.

A test center staff member must physically walk through testing room at frequent intervals to monitor examinee behavior and provide assistance as follows:

- 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.
- Assist examinees who have questions or problems during the test.
- Do your best to answer questions about testing procedures and directions for using the computer.
- Do 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.
- Once a test has started, do not move an examinee to a different testing station unless technical problems prevent the examinee from completing the test at the original testing station.

Unscheduled Breaks

There are no scheduled breaks during the TOEIC Speaking and Writing test. However, examinees are allowed to take unscheduled breaks to leave the testing room briefly during actual testing time to go to the restroom or take medication.

Use the following procedures and guidelines for unscheduled breaks:

- Remind examinees that test time continues to run during unscheduled breaks and they will not be allowed extra testing time.
- **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.
- After an unscheduled break, ensure that the examinee returns to the correct computer and does not bring any prohibited items into the testing room.
- 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.

Ending the Test Session

Use the following steps to end the test session, dismiss examinees, and gather information needed to update the registration file:

1. Ensure that all computers display the “Completed Tests” confirmation screen.
2. Make sure all Authorization Number Forms have been collected. Do NOT allow examinees to leave the testing room with them.
3. The TCA or Proctors should remind examinees to retrieve any personal belongings that may have been stored under the computer desk.
4. Make a note of the following information and email it to AMIDEAST (english4success@amideast.org)
 - The names and authorization numbers of “No show” examinees
 - Alternative authorization numbers that were used because of technical difficulty.
 - Corrections to examinee information (name misspellings, birth dates, etc.)
5. Return the computers to their original settings if any changes were made.
6. Ensure that headsets are returned to the appropriate storage area.
7. Store all Authorization Number Forms in a safe place for administration records. Keep the forms for six months; then destroy them.
8. Check the testing room for abandoned personal items.

Post Administration Activities

Chapter 4: Non-Technical Irregularities and Exceptional Situations

Importance of Irregularity Reports

- Irregularity Reports are admissible evidence in a court of law.
- Some irregularities may not involve examinees, but should still be reported in an irregularity report.
- Facts that seem of little consequence at the time may later assume considerable significance when ETS must decide whether further action is required.
- ETS review all Irregularity Reports submitted and will take appropriate action. It is important to write Irregularity Reports in clear, objective, professional verbiage that resolves all questions.
- ETS relies on the TCA to be responsible for all aspects of test administration. The TCA must handle any emergency or exceptional situations at the test center.
- ETS will support a TCA's actions if they are consistent with established ETS policies and procedures. A TCA's actions must be reasonable, sound and designed to assure test validity, a satisfactory testing environment, and test security.
- The TCA should report incidents as soon as practical after they occur. The TCA should ask a Proctor to monitor the testing room while they (the TCA) handle test center situations and complete Irregularity Reports, if needed.

Reporting Non-Technical Irregularities

- When creating an Irregularity Report, remember that each report should tell a complete story of the incident. Irregularity Reports must be complete, professional, and resolve questions. Document all actions taken so that others reading the report can determine exactly what took place. Include the information described below on the Irregularity Report.
- When completing an Irregularity Report, enter all applicable identifying information:
 - Administration date
 - Country
 - Examinee name
 - Authorization number
 - Institution/company name
 - Test center name and location
 - Time of incident
 - TCA name
 - Workstation ID
- Describe what happened in detail:
- What took place: Describe the situation and problem as completely as possible. **Note:** Do not state or describe the content of any test item when completing an Irregularity Report. This will result in a compromise of security of the test question.
- When it happened: If possible, give exact time of day and time showing on computer screen if it is relevant to the irregularity
 - Where it happened: Check-in area, hallway, testing room, etc.
 - Relevant personnel: Include the names and telephone numbers of all personnel who might provide relevant information regarding who witnessed the incident. (This would apply to misconduct cases, injury to an examinee, or other any unusual incident at the test center.)
- Describe the resolution:
 - The amount of time it took to resolve the problem.
 - Details of all actions taken and by whom (e.g., TCA).
 - For security breaches or examinee misconduct, include the following additional information:
 - Names of other examinees involved, if any.
 - Names of test center employees who witnessed the incident.
 - Itemize any unauthorized materials involved in the incident - include the manufacturer and model #.
 - Indicate if the test center is still in possession of these materials.
 - Describe how the materials were being used.
 - Describe all activities that were observed.

- Describe the actions taken to resolve the situation.
- State if it is believed that there was a breach in the security of the test questions or the results for the examinee.

How to Act on Irregularities

For any of the following actions, the examinee should be dismissed from the test center and a detailed Irregularity Report written. Remove the examinee and complete an Irregularity Report if examinee attempts to:

- Remove test questions from the room.
- Use prohibited aids.
- Impersonate a scheduled examinee.
- Tamper with the testing equipment.
- Give or receive assistance from another examinee.
- Cheat in any way.
- Create a disturbance after a warning.

Important: If an examinee threatens test center staff with bodily harm, call the local police and/or building security. Complete an Irregularity Report for all actions taken regarding any irregularity such as:

- Emergency closing of the test center.
- Equipment or test material theft or vandalism.
- Any event that prevents an examinee from completing a test that has been started.

- Any event that significantly disturbs the testing environment.
- Any event that interrupts testing, although testing is successfully resumed (e.g., power outage, environmental problems).
- Examinee takes repeated unscheduled breaks.
- Examinee leaving testing room without permission, or due to illness.
- Examinee creates a disturbance of any kind.
- Examinee complains about any aspect of the testing process.

Facility Problems

Situation	Procedure in the Testing Room	Irregularity Report Information/ Other Action
Noise Problems	If a disruption occurs inside the testing room, or noise from outside the test center affects examinees, try to end the noise or disruption if possible.	Describe the situation and the length of the disruption.
Power Outages	<p>When an electrical power outage occurs at the test center and power is immediately restored, the TCA will have to log each examinee back into the test by using the same authorization number that the examinee started the test with originally.</p> <p>If the power is not immediately restored, power off each testing station and other equipment until the power is again available.</p> <p>Ask examinees to wait at least 30 minutes for the power to be restored. After that time, give examinees the choice to either:</p> <ul style="list-style-type: none"> • Wait in the center to resume the test. • Choose to be rescheduled to a makeup test. <p>While waiting, examinees must remain in the testing room and must have no access to cell phones or other prohibited devices.</p> <p>See also “Power Outage During the Test” on page H-2.</p>	Describe the situation and actions taken, identify the affected examinees, and state whether they were able to complete testing.
Emergencies	<p>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.</p> <ul style="list-style-type: none"> • 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. <p>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.</p> <p>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.</p>	Describe the situation and actions taken, identify the affected examinees, and state whether they were able to complete testing.

Possible Test Question Ambiguities or Errors

Situation	Procedure in the Testing Room	Irregularity Report/ Other Action
Examinees report possible typographical errors, ambiguities in test questions, multiple correct responses, etc.	Inform examinees that you will file a report about their concerns.	File an Irregularity Report. State 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.

Examinee Behavior and Misconduct

Situation	Procedure in the Testing Room	Irregularity Report/ Other Action
Disruptive Behavior and Misconduct	<p>Because TCAs must maintain order as well as security at the test center, they have authority to dismiss an examinee for disruptive behavior or other misconduct. If an examinee’s behavior during testing disturbs others, and the TCA believes the disruption may prevent others from doing their best work, the TCA will do the following:</p> <ul style="list-style-type: none"> • Warn the examinee that he or she will be dismissed if the disruptive behavior persists. The TCA should not engage in a confrontation. • If the examinee continues to be disruptive, the TCA may dismiss the individual from the testing room. • Dismissal is also warranted if, after receiving a warning from test administration staff, an examinee continues to engage in any other type of misconduct. (See “Misconduct” on page 1-3.) • In certain cases the TCA may be reluctant to dismiss an examinee for fear of embarrassment, disturbance to other examinees, or physical reprisal. The TCA should dismiss examinees when warranted, but they should use their best judgment in handling each situation. • When dismissing an examinee, the TCA must advise the person that failure to adhere to testing regulations after receiving a warning made the dismissal action necessary and that the dismissal will be reported to ETS. • If, in the judgment of the TCA, attempting to remove an examinee would create a disturbance to other examinees or result in a potentially threatening situation, the examinee should be permitted to complete testing. • If the individual causes a serious disturbance and will not leave the test center, the TCA should call the police or other local authorities. The TCA should be sure to retain any materials related to the events as ETS may request them. 	File an Irregularity Report.

Situation	Procedure in the Testing Room	Irregularity Report/ Other Action
Using a Prohibited Item in the Testing Room	<p>If the TCA observes that an examinee inside the testing room is using a telephone, personal digital assistant, or other prohibited item(s), the TCA should take the following actions:</p> <ol style="list-style-type: none"> 1. Record the time of the initial observation. If possible, have another test center staff member witness the misconduct. 2. Call ETS office for authorization to dismiss the examinee. 3. Dismiss the individual after receiving authorization. Inform the examinee that violation of testing regulations has made dismissal necessary and that the incident will be reported to ETS. 4. Terminate the test by using the key sequence Shift+Ctrl+Alt+F10. <p>Note: The TCA should take the above actions when the violation is first observed; do not give a warning or wait for a second violation to occur. You can turn off the testing station so that testing time stops while you handle the situation.</p>	File an Irregularity Report including the make and model of any electronic equipment used (if applicable).
Using a Prohibited Item Outside of the Testing Room During a Break	<ol style="list-style-type: none"> 1. Warn the examinee that the activity is not permitted and it will be reported to ETS office. 2. If the examinee violates the regulation again after the warning, warn them again. 	File an Irregularity Report.
Late Arrival	A TOEIC Speaking and Writing tests examinee who arrives more than 30 minutes late must be turned away.	
Unscheduled Departure from the Test Site	<p>If an examinee leaves the test center before completing the testing process:</p> <ul style="list-style-type: none"> • If an examinee leaves the center part way through the Speaking test, the TCA must allow the Speaking test to run until it times out. Then start the Writing test and click OK to move through it until time runs out. Answer No to the question on the Use of Response Data screen at the end of the test. 	File an Irregularity Report.

Situation	Procedure in the Testing Room	Irregularity Report/ Other Action
	<ul style="list-style-type: none"> • If an examinee leaves the center after the Speaking test, advise them that they will receive zeros for the second test (Writing). Incomplete tests equate to zeros. The TCA must start the Writing test and click OK to move through the test until time runs out. Answer No to the question on the Use of Response Data screen at the end of the test. • If an examinee leaves the center part way through the Writing test, the TCA must click OK to move through the Writing test until time runs out. The TCA must answer No to the question on the Use of Response Data screen at the end of the test. 	
Medical Emergency or Illness	<p>If an examinee becomes ill and must leave room temporarily, handle the situation the same as for an unscheduled break. Note the time examinee left and returned on the Irregularity Report.</p> <p>If an examinee must withdraw permanently from testing because of illness, follow instructions described in “Unscheduled Departure from the Test Site”. File an Irregularity Report.</p> <p>In case of serious illness or medical emergency:</p> <ul style="list-style-type: none"> • Call a local emergency medical number. • Render whatever aid possible and make the examinee comfortable until help arrives. 	If other examinees are disturbed by the examinee’s illness and have lost testing time, file an Irregularity Report indicating all examinees affected.

Appendix A: Hardware, Software, and Browser Configuration Requirements

Minimum System Requirements

- Operating System:** Windows® 2000, Windows® XP, or Windows® Vista
- Web Browser:** Microsoft Internet Explorer 6 or 7
- Monitor & Graphics Card:** 1024x768 resolution, 65,536 colors (same as 16 bit color) *Note: Best results are obtained using a 17" CRT monitor.*
- Audio Capability:** Sound card and **non-USB** headsets with **non-voice activated** microphones
- Internet Connection:** Broadband Internet connection required
- Administrative Privileges on your Windows Operating System:** Required for software installation
- Network Security Configuration:**
 - Add “starttest.com”, “starttest2.com”, and “ets.org” as trusted domains
 - Unblock IP addresses 64.27.100.27, 64.27.64.232, 66.70.68.224, and 206.188.17.0/24
 - Open TCP/IP ports 80 (http) and 443 (https) outbound

Note: If necessary, consult your local network technician or administrator to ensure the above configuration.

Software Requirements

- Windows Media Player** 9.0 (Windows 2000), 10.0 (Windows XP), or 11.0 (Windows Vista)
- ITS Secure Browser**, which is available at the test delivery website (see “Appendix B: Software Installation Procedures”)

Browser Configuration

Verify that Internet Explorer is configured as follows:

IE Configuration	Required Setting	Details	Screen Shot
Session Cookies	Enabled	Ensure that either Internet Explorer is configured to accept third party cookies, or session cookies are enabled in Tools>Internet Options> Privacy Tab>Advanced and the “ Always allow session cookies ” checkbox is selected.	
Encoding	Auto-select	On the Internet Explorer top menu, click View>Encoding and select Auto-Select .	
Pop-up Blocker	Disabled	Disable Internet Explorer’s pop-up blocker and other pop-up blockers.	
Browser Cache	Disabled	Ensure that Internet Explorer is configured to automatically check for a newer version of web pages in Tools>Internet Options>General Tab>Browsing History Pane>Settings .	
Active-X	Enabled	Ensure that Internet Explorer is configured to allow running of Active-X components in Tools>Internet Options>Security Tab>Security Settings for Internet Zone . Note: You have to click on the Custom button to access these settings.	
Content	Auto complete turned off	Ensure that the AutoComplete options are turned off in Internet Explorer in Tools>Internet Options>Contents tab> AutoComplete pane>Settings . Uncheck the boxes for all options: Web addresses, Forms, and User names and passwords on forms and click OK to exit.	
Text Size	Medium	On the Internet Explorer top menu, click View>Text Size and select Medium .	

Appendix B: Software Installation Procedures

The audio browser and Windows Media Player must be installed on each computer that will be used to deliver TOEIC S&W exams. Follow the procedures shown below to install these applications.

Installing the Audio Browser

The audio browser is a small software application that enables examinees' spoken responses to be recorded during test delivery. It also hides other running programs and prevents examinees from accessing keys and programs that are not allowed during secure tests.

The audio browser will be launched by the test and will be active only during test delivery, but it will remain installed on the computer. Therefore, you will not need to reinstall the audio browser before future test administrations on the same computer, unless the audio browser software has been removed intentionally or the computer has been re-imaged.

Use the following steps to install the audio browser:

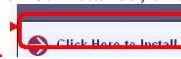
1. Open Internet Explorer and go to the following URL: <http://toeicsw.ets.org>.
2. Click **Download Audio Browser**.

Click **Download Audio Browser**.



3. The screen will display a status message that indicates whether the audio browser is installed on this computer. If the message states that the audio browser is not installed, click the **Click Here to Install** link.

Click the **Click Here to Install** link.



3. The Audio Browser Setup screen will appear. It includes a list of Frequently Asked Questions about the audio browser. Feel free to read through the questions and answers.

4. Click the **Click Here to Install** button. A **File Download** pop-up message will ask if you want to run or save the audio browser file. Click **Run**.

When you **Click Here to Install**, the **File Download** box will pop up.

Click **Run**.



If the computer is set to provide a warning message before opening files, the following Security Warning message will appear. This program is safe to run and will not harm your computer. If this message appears, click **Run**:

If this message appears, click **Run**.

5. The audio browser installation welcome screen will appear. Click **Next**.

Click **Next**.

6. A status bar will show the progress of the installation, which takes about five seconds. Then the screen shown below will confirm that the audio browser installation has been completed. Click **Finish**.

Click **Finish**.

7. To confirm that the audio browser has been installed successfully, return to <http://toeicsw.ets.org> and click **Download Audio Browser**. The status message should confirm that the latest version is installed as shown below.

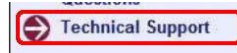
Note: Another way to verify that the audio browser is installed is to run a System Check; see Appendix C.

Installing Microsoft Windows Media Player

Windows Media Player is a required software component for the TOEIC test. If it is not already installed on your computer, follow the steps below to install it:

1. Go to <http://toeicsw.ets.org> and click the **Technical Support** link located on the right side.

Click the **Technical Support** link.



2. Click on **Click Here to download Windows Media Player**.

Click this link.



3. Select and download the version of Windows Media Player that is required for the operating system that is installed on your computer. Refer to Appendix A: Hardware, Software, and Browser Configuration Requirements to determine the appropriate version.

Appendix C: Headset Procedures, System Check, and Audio Troubleshooting

Headset Procedures

Headsets must be connected before the TOEIC Speaking and Writing tests are started at each testing station. The headset has two connectors that plug into the computer sound card plug-in jacks. One plug connects into the headphone jack, and the other plug connects the microphone.

Note: DO NOT use headsets with USB connectors or voice activated microphones (refer to the technical specification sheet of the headset). If the computer has more than one sound card, ensure that the headset is connected to the working sound card.

Care of Headsets

1. Ear pieces must be wiped with alcohol after every use.
2. Headsets must be stored carefully between exam windows. Wrap the cords around the headset to avoid tangles.

System Check/Audio Browser Download Confirmation

System Check allows you to validate that a computer has the hardware and software required to deliver the test and confirm that the audio browser has been installed properly.

To perform the System Check:

1. Open Internet Explorer and go to the following URL: <http://toeicsw.ets.org>
2. If you have not yet installed the audio browser software, click **Download Audio Browser**, and follow the installation procedures in “Installing the Audio Browser” in Appendix B: Software Installation Procedures.
3. If the audio browser is already installed, click **System Check**. The following screen will appear:
4. Follow the instructions on the screen and click the **Continue** button.
5. You will be prompted to check and adjust (if necessary) the following settings:
 - a. Screen settings and picture quality
 - b. Audio volume
 - c. Audio recording and playback:
 - It is the staff member’s responsibility to confirm the sound quality of the playback. The system cannot evaluate the quality; it can only verify that a recording was played.**
 - When the instructions tell you to record a 15-second response, begin your response by stating the name of your country and the workstation ID.

Important: It is critical to perform the audio recording and playback verification because it enables you to detect and resolve audio problems in advance. Unresolved audio problems can cause an examinee’s test to be unscorable, and the examinee will not receive a score report. **You should test the audio recording and playback on EACH computer for EACH administration.**

If there is a problem with microphone calibration or any other audio issue, refer to the following audio troubleshooting steps. If the problem still is not resolved, contact TOEIC Technical Support (TOEICTech@ets.org).

Audio Troubleshooting Tips

Audio Browser Check Fails

Problem: User cannot record their voice.

Resolution: After plugging in the headset:

1. Click the **Start** button in the bottom left corner of the screen.
2. Point to **All Programs**, point to **Accessories**, and then click **Windows Explorer**.
4. When the window opens, look under **My Computer**, and click on **Local Disk (C :)**.
5. Open the **Program Files** folder.
6. Open the **ITS** subfolder.
7. Open the **Audio Browser** subfolder.
8. Open the **Configure Audio Browser.exe** file.
9. When the window appears, make sure that **Automatic** is selected next to **Configuration**. **Note:** You can also try selecting **Default** or **Custom** to see if they work better for your computer.
10. Click **Record**, say something into the microphone, and click **Stop**.
11. Click **Playback**. If the words you just recorded are played back, the problem is solved.

Cannot Configure Audio Browser

Issue: While trying to open **Configure Audio Browser.exe** the following error message is displayed: “**Component 'comctl32.ocx' or one of its dependencies not correctly registered: a file is missing or invalid**”

Resolution:

1. Go to the following URL: <http://www.nitropdf.com/kb/article.aspx?id=10031&cNode=3D8W4P>
2. Scroll down and look for **Related external links**.
3. Click on **Download comctl32.ocx**.
4. Choose **Save** or **Save to disk** and save the file, preferably to your desktop.
5. Open Windows Explorer to view files and folders.
6. Locate the **C:\Windows\system32** folder on the **Local Disk (C:)**.
7. Copy and paste the **comctl32.ocx** file from the desktop to the **System32** folder.
8. Close all windows and restart the computer.

Appendix D: Center/Computer Check

The center/computer check is an automated series of tests to determine computer test readiness:

- The operating system and certain settings are checked to verify that they meet the requirements for test delivery.
- Upload and download speeds are tested to determine whether the Internet bandwidth currently available to the computer is sufficient for testing.
- Based upon the bandwidth available during the check, an estimate is provided of the number of users that can test concurrently in a lab of computers having the same specifications as the computer tested.

Running the center/computer check is a quick, easy process, which you begin by going to the TOEIC testing website and clicking the **Center/Computer Check** link. After you enter some required information and select to run the check, the automated series of tests will be performed and the results displayed to you.

Some of the tests simply collect information; others compare the information to a set of system requirements and determine if the computer meets the requirements. These tests are either Pass/Fail or Pass/Warn. The system passes if all Pass/Fail tests are passed, and fails if one or more Pass/Fail tests are failed. The Pass/Warn tests are not used as part of the overall Pass/Fail status but are helpful in troubleshooting if users are experiencing problems with certain computers.

Note: The center/computer check does not provide a microphone/audio check nor does it include the audio browser installation and check (see “Appendix B: Software Installation Procedures” and “Appendix C: Headset Procedures, System Check, and Audio Troubleshooting”).

When to Run a Center/Computer Check

When preparing for a test center’s first administration, run a center/computer check on each computer soon after you have installed and checked the audio browser (see Appendixes B and C). It is recommended to run the check at approximately the same time of day as when you plan to run the actual test administration so that bandwidth at the time of the administration can be estimated. A center/computer check should be run on each computer to verify that the results are similar for all computers to be used for the administration. If you use multiple test centers, a center/computer check must be run at each location.

On the day of each test administration, run a center/computer check again to confirm that the estimated number of concurrent users is similar for all computers and is not less than the number of examinees scheduled to test.

If new hardware/computers are installed or changes are made to the network/Internet connection, you must run another center/computer check.

How to Run a Center/Computer Check

1. Open Internet Explorer and go to the TOEIC testing website <http://toeicsw.ets.org> .

2. Click the **Center/Computer Check** link on the right hand side of the screen. The computer check screen appears:

3. Enter the required identifying information. Then click **Run the Check**. The checks will be performed automatically, as shown in the following screens:

Checking upload speed.

Checking download speed.

4. Review the **Test Results** screen. A sample is shown below.

If all areas of the check are green and all statuses are either **“Passed”** or **“Supported,”** the computer will be capable of delivering the tests.

Technical Details about the Center/Computer Check

Appendix E: Audio Quality Verification

Audio Quality Verification Procedures

To prepare for a test center's first TOEIC administration, it is necessary to verify the audio quality on **ALL** testing workstations as follows:

1. Contact TOEIC Technical Support (TOEICTech@ets.org) to obtain TOEIC demo codes, which will be required to launch the test on each computer.
2. Launch the TOEIC Speaking and Writing Demo test.
3. Record audio responses to **ALL** of the Speaking items. It is recommended that you read aloud a newspaper or a magazine article to provide the audio samples. **Note:** ETS verifies that all speaking items were completed, and a missing response will be interpreted as a failure.
4. Logout of the test by pressing the key combination **Shift +Ctrl+Alt+ F10**.
5. After delivering the demo tests on all testing workstations, e-mail the used demo codes to TOEIC Technical Support.
6. TOEIC Technical Support will evaluate the audio quality and notify you of the results. If there is a problem with the audio quality, TOEIC Technical Support will work with you to resolve it.
 - Important:**
 - If you use multiple test centers, audio quality verification must be performed at each location.
 - It is important to perform the verification on each type of hardware used at your center(s).
 - Audio quality verification must be performed again if hardware changes, such as replacement of a sound card or headset, take place.
 - Keep track of which computer each demo code is used on. This will help target specific computers if problems occur.

Appendix G: Handling and Reporting Technical Problems

Common Technical Problems and Solutions

Listed below are some common technical problems and their solutions.

Windows Media Player Not Set as Default

Issue: A media player *other than* Windows Media Player is installed and set as the default player. In this case, no audio playback is heard during the test.

Resolution: Install Windows Media Player and make it the default player. See “Installing Microsoft Windows Media Player” in Appendix B: Software Installation Procedures.

Browser Check Recording Problem

Issue: User cannot record their voice.

Resolution: After plugging in the headset:

1. Click the **Start** button in the bottom left corner of the screen.
2. Point to **All Programs**, point to **Accessories**, and then click **Windows Explorer**.
4. When the window opens, look under **My Computer**, and click on **Local Disk (C :)**.
5. Open the **Program Files** folder.
6. Open the **ITS** subfolder.
7. Open the **Audio Browser** subfolder.
8. Open the **Configure Audio Browser.exe** file.
9. When the window appears, make sure that **Automatic** is selected next to **Configuration**. **Note:** You can also try selecting **Default** or **Custom** to see if they work better for your computer.
10. Click **Record**, say something into the microphone, and click **Stop**.
11. Click **Playback**. If the words you just recorded are played back, the problem is solved.

Test Window Won't Open/“Action Cancelled” Message

Issue: Security programs can block access to the test window. In that case, the test window may not open at all or may display messages such as **Action Cancelled**, **Access to this webpage has been blocked**, or **Access to this webpage has been denied**, or the screen may go totally white and not display any message.

Resolution: Here are some things to check:

1. Is Norton Internet Security installed on this computer? If so, add the TOEIC testing website to the list of safe sites, close the browser, and try again.
2. Is any other firewall program installed? If so, you may need to disable it before delivering the test.
3. Is any security program installed (e.g., Norton Internet Security, MacAfee, F-Secure, etc.)? Drag the mouse pointer over the icons on the bottom right corner of the screen (to the left of the clock) and look for any security programs. If any are present, “Disable” or “Turn Off” the programs before delivering the test.
4. Is this computer on a public network such as a library, school, or business? If so, it is possible that they have a firewall program at the network level. You will need to contact your IT department to add the TOEIC testing website to the list of allowed or safe sites.

Navigation -02 or Navigation-03 Errors

Issue: A “Navigation-02” or “Navigation-03” error occurs whenever the connection to the Internet slows down, causing the session to time out or disconnect.

Resolution:

1. Clear the browser cache by going to **Internet Options> General Tab>Temporary Internet files> Delete Files**.
2. Restart the computer, login again, and restart your test. No information will be lost, and the test should resume from where it was interrupted.
3. If the same error message occurs again, you may need to contact your Internet Service Provider. You can also try to access the test at a different time or from a different computer that uses a different Internet connection.

Runtime Error

Issue: If Internet connectivity is interrupted while an examinee’s response is being uploaded to the ITS server, a **Runtime Error** will occur.

Resolution: Reboot the computer and restart the test.

Loss of Internet Connectivity

Speaking test: If an Internet error message page appears on the computer screen, the Speaking test may be restarted after connectivity is restored.

Writing test: If an Internet error message page appears on the computer screen, the TCA must stop the Writing test and offer the examinee two options: a retest or a refund. Restarting a Writing test is not allowed in the event of an Internet error message page.

For additional information, see also “Policy on Loss of Internet Connectivity During the Tests” on page H-1.

When completing your Post-Administration Technical Feedback Report, include the following information: If the Internet error message occurred during the Speaking test, state whether the examinee was able to complete testing. If it occurred during the Writing test, state whether the examinee chose to get a refund or a retest.