

TOEFL[®] Essentials[™]

INFORMATION BULLETIN

2021–2022



 **ETS** TOEFL[®] Essentials[™]

Effective: July 1, 2021

The TOEFL® Essentials™ Test

Please read this *Bulletin* carefully and completely before you take the *TOEFL® Essentials™* test. The contents, terms and conditions of this *Bulletin* form a legally binding contract between you and ETS, and by registering for and/or taking the test, you agree to be bound by these terms and conditions.

The *TOEFL®* Program does not operate, license, endorse or recommend any schools or study materials that claim to prepare people for the test in a short time or that promise them high scores on the test. The TOEFL Program does not endorse and is not responsible for the unauthorized activities of any independent enterprise that purports to offer local services to facilitate registration for the test. The TOEFL Program assumes no liability for the failure to provide any unauthorized services.

The policies and procedures explained in this *Bulletin* are effective only for the 2021-22 testing year and supersede previous policies and procedures. The fees, terms and conditions in this *Bulletin* are subject to change without notice. **Always check the TOEFL Essentials website for the most up-to-date information at ets.org/toefl/essentials.**

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General Information

The *TOEFL®Essentials™* test measures academic and general English skills using a multistage adaptive design.

The test is available to everyone who is properly registered, regardless of race, color, creed or national origin (subject to U.S. sanctions and embargoes).

The TOEFL Essentials Test

The *TOEFL Essentials* test takes about 1 ½ hours to complete and has 4 scored sections and the Personal Video Statement:

- **Listening** measures your ability to understand conversations and talks set in academic, personal, and public contexts – approximately 21–34 minutes; 30–45 questions
- **Reading** measures your ability to understand both academic and non-academic texts – approximately 22–33 minutes; 30–45 questions
- **Writing** measures your ability to write, review, and edit texts in English for different communication purposes, such as emails and online discussions – approximately 24–30 minutes; 15–19 questions and 2 tasks
- **Speaking** measures your ability to speak and communicate effectively in a variety of situations – approximately 13 minutes; 3 tasks with 9 responses
- **Personal Video Statement** It will be a Personal Video Statement of yourself; The Personal Video Statement allows you to share additional insights about yourself and showcase your unique personality to institutions approximately 5 minutes; 2 questions

The test you take may include extra questions in the Listening and Writing sections, or the Reading section, that do not count toward your score. These questions are used to make scores comparable across test administrations, or they may be new questions being used to determine how they will function in an actual testing environment.

After completing the scored portions of the test, you will record a Personal Video Statement responding to 2 questions in English. The recorded responses are not scored. The first question is always, “What

would you like to tell people about yourself?” For the second question, you will choose 1 of 2 randomly selected topics and give your opinion. Completing the unscored video takes about 5 minutes.

The test can be taken at home from almost anywhere in the world with a reliable internet connection. Before you register for the test verify you meet the equipment and environment requirements.

Test Preparation

- To get an idea of the different types of questions on the test, try the free practice test, available at www.ets.org/s/toefl-essentials/test-takers/prepare/.

Test Takers with Disabilities or Health-related Needs

- Testing accommodations are available for test takers with disabilities or health-related needs who meet ETS requirements. If you are requesting accommodations, you must have them approved before you can register for the test.
- If seeking accommodations, submit your request as early as possible. Documentation review takes approximately four to six weeks once your request and complete paperwork have been received at ETS.
- The 2021-22 *Bulletin Supplement for Test Takers with Disabilities or Health-Related Needs* contains contact information, a list of some of the accommodations ETS most frequently approves and provides, and procedures for requesting them. The *Supplement* should be used together with this *Bulletin*.
- The *Supplement* can be downloaded at www.ets.org/s/toefl-essentials/rsc/pdf/toefl-essentials-bulletin-supplement.pdf and the *Bulletin* can be downloaded at www.ets.org/s/toefl-essentials/rsc/pdf/toefl-essentials-bulletin.pdf.
- See “Tips for Test Takers with Disabilities” at www.ets.org/disabilities/tips.
- To request a large-print copy of the *Bulletin* and *Supplement*, contact ETS Disability Services. See page 6 for contact information.

Contact Information

There are various options available for you to contact us. Go to www.ets.org/toefl/essentials/contact to see the options that are available in your location and what services they offer. From the drop-down menu, select the country or location where you plan to take the test.

Use the information below to contact ETS for specific questions, or if your country/location is not listed on the Contact web page. In email or other written correspondence, please include your full name, mailing address and phone number.

TOEFL® Services

Contact TOEFL Services for test registration-related issues, and questions/issues regarding payment and score reporting.

Email

toefl@ets.org

Phone

1-877-863-3546 (toll free for test takers in the U.S., U.S. Virgin Islands, Puerto Rico and Canada)

+1-609-771-7100 (all other locations)

September – May

Monday–Friday 8am–7:45pm U.S. Eastern Time, excluding U.S. holidays

June – August

Monday–Friday 8am–5:45pm U.S. Eastern Time, excluding U.S. holidays

Fax

+1-610-290-8972

Mail

TOEFL Services

ETS

PO Box 6151

Princeton, NJ 08541-6151 USA

Courier/Delivery Service

TOEFL Services (25Q-310)

Distribution and Receiving Center

225 Phillips Boulevard

Ewing, NJ 08618-1426 USA

Website

www.ets.org/toefl/essentials/contact

Chat

Test Taker can contact customer service via the Chat option on the website.

ETS Disability Services

Contact ETS Disability Services to obtain information and registration materials.

Email

stassd@ets.org

Phone

1-866-387-8602 (toll free for test takers in the U.S., U.S. Virgin Islands, Puerto Rico and Canada)

+1-609-771-7780 (all other locations)

Monday– Friday 8:30am–5pm U.S. Eastern Time

Fax

+1-609-771-7165

Mail

ETS Disability Services

PO Box 6054

Princeton, NJ 08541-6054 USA

Website

See “Test Takers with Disabilities or Health-related Needs” at www.ets.org/toefl/essentials/disability-accommodations

ProctorU®

For information and troubleshooting help, visit the ProctorU Test-taker Resource website at

www.proctoru.com/live-plus-resource-center.

If you have technical issues immediately before your test, contact ProctorU:

Live Chat: [Live Chat](#)

Phone: +1-855-772-8678

Email: support@proctoru.com

Contact Information (continued)

Test Administration Comments

If you have comments about the test administration, please submit them to ETS in writing by email, mail or fax. Provide all pertinent details and include the name and address of the test center and the test date. Comments must be submitted or postmarked **no later than 5 days after your test**.

Email

toefl@ets.org

Fax

+1-609-771-7710

Mail

ETS
TOEFL iBT Complaints
MS 16-Z
Rosedale Road
Princeton, NJ 08541-6163 USA

Test Question Inquiries

If you think there is an error in a test question and the error affected your response, send a letter, or send a fax. Your inquiry must be submitted or postmarked **no later than 2 days after you take the test**.

Fax

+1-609-683-2600

Mail

TOEFL Test Question Inquiries
ETS
Rosedale Road
Princeton, NJ 08541-0001 USA

In your inquiry, state the name and address of the test center, the test date and name of the test, the question number and content of the question, if possible, and the section of the test where it appeared.

Registration Information

Registration Checklist

There are several steps for you to consider before you register, while you prepare, and on the day you take the TOEFL test. Use the information in the chart below to help you organize your testing strategy and gather all the information you need to register, prepare for and take the test.

Note: The information below is for planning purposes only. It is important that you read and understand the entire *Bulletin* for more detailed information about what you need to do before you take the TOEFL Essentials test.

✓	Task	Refer to
	Review this Information Bulletin.	
	If you have a disability or health-related need that requires you to have additional equipment, beverages or snacks during the test or to take extra or extended breaks, follow the accommodation request procedure outlined in the <i>Bulletin Supplement for Test Takers with Disabilities or Health-related Needs</i> .	"Test Takers with Disabilities or Health-related Needs" on page 5.
	Review the fees, payment methods, cancellation and rescheduling policies.	"Fees" on page 11. "How to Cancel or Reschedule Your Test" on page 13.
	Verify that your computer and testing room meet the equipment and environment requirements.	Equipment and Environment Requirements at www.ets.org/s/toefl-essentials/test-takers/policies-procedures/equipment-environment/
	Before you can register, you'll need to create an ETS account for TOEFL, if you don't already have one. You can do this online at www.ets.org/mytoefl . Be sure that the spelling of the name you use when you register exactly matches the name printed on the ID document you'll present on test. Read the specific requirements for your location, if any, and have your ID ready when you register for the test.	"Your ETS Account" on page 9. "Identification (ID) Requirements" beginning on page 15.
	Register for the test.	"Registration Deadlines" on page 11.
	Review free test preparation resources.	"Test Preparation" on page 5.
	Review the procedures and regulations for test day.	"On Test Day" beginning on page 15.

Registration Information (continued)

Your ETS Account

Online

- You will need to create an ETS account, if you don't already have one.
- You'll create an account profile. Be sure to complete all the required sections; they are highlighted with an asterisk(*). The information you provide will be kept completely confidential.
- Provide the identifying information and answer the background questions.
- Create your user name and password and select your security questions and answers.
- Confirm your profile— you'll see a confirmation page showing all the information you submitted.
- Your account is not transferable.
- Once you enter your name and date of birth, you can't change those fields. Make sure the information you enter **exactly matches** the identification (ID) document you will present on the day of the test
- If you need to make a name change, contact TOEFL Services (see page 6) before you take the test.

By phone

- Your account will be created for you using the information you give us over the phone.
- Once your account has been created, you will be sent an email that includes a user name and a temporary password.
- Log in to your account using your user name and the temporary password – you will be prompted to change your password.

Services available through your account

You will be able to:

- register for the test
- view your test appointment details
- cancel or reschedule your test
- view scores and orders

- download and print a PDF copy of your test taker score report
- order score reports and other services
- update the information in your profile
- pay an outstanding balance

How to Register

No matter which registration method you use, read the following information in this *Bulletin*:

- “Important Things to Know When You Register” on page 10
- “Your ETS Account” on this page

Online

- Registration is available 24 hours a day, 7 days a week.
- See page 12 for information on payment methods and policies.
- Regular online registration closes 7 full days before the test date. Late online registration closes 2 days before the test date. Late phone registration is available until close of business on the day before the test. The late registration fee is US\$20 six days prior to the test date.
- Be sure to keep your order confirmation email safe until test day, because it contains the link to start your test.

By phone

- You can register by phone using a credit/debit card, or an electronic check (e-check) in U.S. dollars. See “Payment Policies” on page 13.
- Regular phone registration closes 7 full days before the test date. Late phone registration is available until close of business on the day before the test. The late registration fee is US\$20.
- To take the test in the U.S., U.S. Virgin Islands, Puerto Rico or Canada, call +1-443-751-4862 or 1-800-GO-TOEFL (1-800-468-6335).
- If you are not a U.S. citizen and want to take the test in the U.S., call +1-443-751-4862.

Registration Information (continued)

- For testing at any location outside the U.S., U.S. Virgin Islands, Puerto Rico or Canada, contact the Regional Registration Center (RRC) serving the country or location where you plan to take the test. See contact information for your location at www.ets.org/toefl/essentials/contact.
- When you call, we will give you an appointment number. Be sure to write the number down in case you need it to contact TOEFL Services for any reason. You will also be given your test date and time.
- If you want to designate score recipients when you register, have the codes for the institutions ready when you call. Codes are available on the TOEFL website. Check the registration form at www.ets.org/s/toefl-essentials/rsc/pdf/toefl-essentials-reg-form.pdf to see what other information you will need when you call.

By mail

- You can register by mail with the test registration form, which is available for download at www.ets.org/s/toefl-essentials/rsc/pdf/toefl-essentials-reg-form.pdf.
 - Enter all the information on the form. Be sure to indicate 4 test dates and time choices.
 - Include credit/debit card information, or a check or money order in U.S. dollars. For more details, see “Payment Policies” on page 13.
 - You can also use Western Union Quick PaySM – when you complete the form, use the following under “Pay To:” Company Name: Educational Testing Service; City Code: TOEFLPROGRAMNJ; Country: U.S.A. You must send the original receipt marked “Agent’s Copy” with your form. Copies, facsimiles or receipts marked “Customer’s Copy” cannot be accepted.
 - Mail the completed form to the address shown on the form, or to the appropriate RRC for your location (see www.ets.org/toefl/essentials/contact). The form must be received at least 4 weeks before your earliest test date choice.
- You will be assigned a test date and time based on the information you provide on the form.
 - If we cannot register you for one of the dates you request, you will be scheduled for the next available test date unless you indicate on the form that you don’t want to be rescheduled. If you choose not to be rescheduled, your payment will be returned.
 - If you are rescheduled, we will assign you a test date and time as close as possible to your choices. If you can’t take the test on the assigned date, contact TOEFL Services or the appropriate RRC within 24 hours after you receive confirmation of your new appointment. You’ll be able to reschedule one time without paying the reschedule fee.
 - If you do not receive confirmation of your registration, call the location where you mailed your form **at least 3 full business days** before the registration deadline for your earliest test date choice.

Important Things to Know When You Register

- Information regarding test date availability is subject to change. The most current information regarding test dates and other registration information is available online through your ETS account.
- During registration, you can select up to 20 score recipients. See “Choosing Score Recipients” on page 11.
- Register early; test dates can fill up quickly.
- Take the test as soon as possible so your scores will be received in time to be considered with your application(s).
- Registration is not transferable. You can’t let someone else use your test appointment.
- Return to your ETS account the day before your test to check your appointment details.

Registration Information (continued)

Important Identification (ID) Information

- When you register, be sure that the name you use **exactly matches** the name printed on the identification (ID) document you will present to the Proctor on the day of the test. If the information doesn't match, you may not be able to take the test and your test fee will not be refunded.
- Make sure the ID you present to the Proctor is the same ID you use when you register for the test. If you bring a different ID, you may not be able to take the test and your test fee will not be refunded.
- If you have a multiple-part first/given name or a multiple-part last/family name, enter it exactly as it appears on the ID you will present to the Proctor (excluding accents and apostrophes). Enter your names so they read in the same order as they do on your ID document. For example, if your first/given name is "Jean Louis," enter both names in the "First/Given Name(s)" field.
- If you have only a first/given name and do not have a last/family name, or you have only a last/family name and do not have a first/given name, enter your name in the "Last/Family Name" field and check the box near the field.

Test Dates

The TOEFL Essentials test is offered around the clock, 1–3 days per week. Available test dates can be viewed in your ETS account.

Registration Deadlines

- Test dates can fill up quickly, so early registration is recommended to get your preferred test date. Registration opens approximately 6 months before the test date.
- Regular online registration closes 7 full days before the test date. Late online registration closes 2 days before the test date, after which you may register by phone until close of business on the day before the test. You'll be charged a late fee of US\$20 six days prior to the test date. For example, if the test date you want is a Saturday, the last day you can

register is Thursday. If you register after the regular 7-day deadline, you'll be charged a late fee of US\$20.

Choosing Score Recipients

- You can send scores to as many institutions as you want, at no additional charge. There is a limit of 20 score reports per transaction. You may change the score recipients you select when you register for the test any time until 10 pm local appointment time on the day before the test.
- Institution codes are available during registration and on the website at www.ets.org/toefl.

Fees

The TOEFL Essentials test fee varies by location. To find out what the fee is where you plan to take the test, go to the TOEFL website and select your country or location at www.ets.org/s/toefl-essentials/test-takers/take/.

Fees for Additional Services

Service	Fee
Late registration	US\$20
Rescheduling	US\$30
Reinstatement of cancelled scores	US\$20

Fees are subject to change without notice. All fees are exclusive of any value-added tax or similar taxes that ETS is liable to pay. In jurisdictions where the customer is required to pay any taxes on test fees and services, the tax will be added to the order when it is placed.

If your payment is declined by your bank or your card provider, you will be charged a fee of US\$20.

Acceptable forms of payment

Important Note: Be sure to check the TOEFL website to see if there are any payment method restrictions for your location. Accepted currencies and forms of payment are subject to change without notice.

- Credit/debit card — American Express®, Discover®, JCB®, China UnionPay®, Diners Club®, MasterCard®, VISA®, and RuPay®. Any card branded with one of these card logos can be used.

Registration Information (continued)

- When you select “Credit Card” as your payment method, after entering your credit card account number and selecting Process Payment, you may be given the option to pay in the currency supported by your card issuer or in USD.
- ETS processes payments with your security in mind. This may impact your on-line experience. Visa Secure/Verified by Visa, MasterCard SecureCode, American Express SafeKey, and Discover ProtectBuy are 3D Secure (3DS) online fraud prevention measures used by card companies as an added layer of security to protect cardholder account information. During the payment process you may be asked by your card issuing bank to verify cardholder identity by entering an authentication code known only to the cardholder and the bank. Failure to enter the required information or entry of invalid information will result in the sale being rejected. If you don't know your 3D-Secure passcode or password, and you are not being given the option to enroll online in the bank's pop up screen, then you will need to contact your bank.
- PayPal® account
- Electronic check (e-check) — drawn on a bank in the United States, U.S. Virgin Islands, Puerto Rico or Canada, in U.S. dollars only. An e-check can be used to register online or by phone.
- Paper checks and money orders can be accepted in U.S. dollars only.
- **Note:** TOEFL Vouchers are available for purchase in local currency in some locations. If you have an issue with payment, see www.ets.org/toefl/essentials/contact to find out if vouchers are available in your location.

Unacceptable forms of payment

- Cash or demand drafts
- Post-dated checks
- Receipts for bank checks
- UNESCO coupons
- Paper checks or money orders in any currency other than U.S. dollars

Paying by electronic check (e-check)

Provide the following information found at the bottom of your paper check:

- Bank account number
- Bank (or American Banking Association) routing/transit number
- Your bank account may be debited the same day we receive your request. You won't receive a cancelled check. When you pay with an e-check, you authorize ETS to make a one-time deduction from your checking or savings account.

Paying by paper check or money order

All payments by check or money order must:

- be made in full
- be dated within 90 days of the date of receipt (post-dated checks are not accepted)
- have the correct numeric and written payment amount
- have the appropriate signature(s)
- be in U.S. dollars
- be made payable to ETS-TOEFL Essentials

The following information must be preprinted:

- Bank name and address
- Check or money order number
- Payer's name and address
- Typewritten payer name and address in place of a signature is not acceptable

You can also use Western Union Quick PaySM — when you complete the form, use the following under “Pay To:” Company Name: Educational Testing Service; City Code: TOEFLPROGRAMNJ; Country: U.S.A. You must send the original receipt marked “Agent's Copy” with your form. Copies, facsimiles or receipts marked “Customer's Copy” will not be accepted.

Registration Information (continued)

Payment Policies

- Services may be withheld for non-payment of fees. If you don't submit the correct fee, your registration form or order will be returned to you. Your scores won't be released if a payment can't be processed for any reason.
- Do not send cash or demand drafts. Receipts for bank checks are not acceptable. UNESCO coupons are not accepted at this time. Unless an e-check is used, the actual negotiable check must be sent with your request for service.
- ETS reserves the right to add, modify, or remove a payment method at its own discretion and without notice. All payments must be for the full amount due.
- All outstanding balances with ETS must be paid in full before you can register for any ETS test or order any service.
- Refunds of test fees are made in U.S. dollars only. See "Test Fee Refunds" on page 14 for more information.

How to Cancel or Reschedule Your Test

If you need to reschedule or cancel your test appointment, you must do so at least 4 days before your test date. For example, if your test appointment is on Saturday, you must reschedule or cancel by Tuesday. If we don't receive your request at least 4 days in advance, your test fee won't be refunded. Proctors can't make schedule changes for you. To reschedule your test, you must provide:

- your appointment number
- the exact name you used when you registered
- the fee for rescheduling is US\$30. The fee must be paid before you can register for a new test date.
- If you are testing in the U.S., U.S. Virgin Islands, Puerto Rico or Canada, you can use the online registration system, or call +1-443-751-4862 or 1-800-GO-TOEFL (1-800-468-6335) to reschedule or cancel your test.
- If you are testing at any location outside the U.S., U.S. Virgin Islands, Puerto Rico or Canada, you can use the online registration system or call the appropriate Regional Registration Center (RRC) to reschedule or cancel your test appointment. Go to www.ets.org/toefl/essentials/contact to see contact information for your local RRC.
- Test appointments can't be rescheduled or cancelled by regular mail or email.

Registration Information (continued)

Test Fee Refunds

If you cancel your test appointment by the 4-day deadline, you'll automatically receive a refund of 50% of your test fee you paid.

Refunds are in U.S. dollars only. Cash refunds are not available. No refund will be given if you could not take the test because you didn't follow proper registration procedures or because you failed to present valid, acceptable ID at the test center. Note: For test takers in Korea, see specific refund policy later on this page.

Refunds for payments by credit/debit card, PayPal account or e-check

Refunds are processed automatically when you cancel your test appointment and are credited back to the original credit/debit card, PayPal account or bank account.

Refunds for payments by check or money order

Refunds are processed automatically. Allow 8 weeks after your cancellation for your refund to be processed.

Refund policy for test takers in Korea

If you are taking the test in Korea, you have 7 days after you register to receive a full refund:

Cancellation Date	Refund Amount
0–7 days after you register	100% test fee
8 days after you register — 3 days before your test date	50% test fee
Less than 3 days before your test date	None

If you paid a late fee when you registered, that amount will also be refunded. If your test is on a Saturday, you cannot test again until Tuesday.

Test Re-take Policy

There is no limit to the number of times you can take the TOEFL Essentials test, but you cannot take it more than once in a 3-day period. This applies even if you canceled your scores from a previous test. If you already have a test appointment, you cannot register for another date that is within 3 days of your existing appointment.

On Test Day

Before Your Test Session

Before your test session begins, there are a few important things you should do:

- Run the ProctorU® Equipment Check. **All issues must be resolved before your appointment time.**
- Close all applications and browsers, and make sure other internet devices are not running. This can help prevent bandwidth issues while you test.
- Make sure any other devices in your household that use internet are not running.
- Gather the materials you'll need for your test session. (All other materials are prohibited.)
 - Passport or other acceptable ID
 - Acceptable note taking materials, such as a whiteboard or plastic transparency sheet, that can be erased in view of the proctor
 - Cellphone or hand-held mirror for check in.
- Make sure your testing area meets all environmental requirements at www.ets.org/s/toefl-essentials/test-takers/policies-procedures/equipment-environment/ including:
 - The room is quiet and well lit.
 - The table and surrounding area are clear.
 - Position your table and chair so that the door to the room is visible to the proctor.
- **Check your ID document** — See “Identification (ID) Requirements” beginning on this page to be sure your ID document will be accepted. You won't be able to test without proper documentation. Be sure the name you used when you registered **exactly matches** the name on your ID document.
- Review the general guidelines and the environment requirements.
- Dress comfortably and appropriately, with your ears and face visible to the proctor. Avoid wearing any jewelry or other accessories. Come prepared for varying room temperatures.

Checking In

- At your appointment time, click the “start your test” link in your appointment order confirmation email or on the Appointment Details page in your ETS account. You will have 12 minutes after your scheduled time to check in.
- If you have not checked in by your scheduled time, your test will be canceled, and your fee will not be refunded.
- Select Start my test and complete the authentication steps, which include showing your ID to the proctor. The name on your ID must match the name on your ETS account.
- The proctor will review the exam rules and request access to your computer screen for monitoring purposes.
- The proctor will ask you to use either a hand-held mirror or cell phone to show your computer screen.
- The proctor will ask you to move the camera on your computer to show a 360-degree view of the room, including your tabletop surface, and any other places in the room the proctor may wish to inspect.
- The proctor will launch the ETS Test Browser and enter the ETS ID and password to access the test.
- The check-in process will take about 20 minutes to complete.

Identification (ID) Requirements

You are responsible for presenting a valid, acceptable ID each time you take the test. It's your responsibility to provide the correct documents and to make sure they're up to date on test day.

You must present a valid government-issued photo ID to test. Please read the following specific sections for acceptable primary and supplemental ID documents. Go to the TOEFL Essentials website and select the country or location where you plan to take the test. Please read the following specific

On Test Day (continued)

sections for acceptable primary and supplemental ID documents and any allowed exceptions for your location.

- You are responsible for ensuring that the name you use when you create your ETS account exactly matches the name on the ID document you present to the proctor. If the names don't match, you may not be able to take the test, or your scores may be withheld and/or cancelled.
- If the proctor questions your ID, you may be required to also provide supplemental ID. If positive confirmation of your identity can't be made, you may not be able to take the test, or your test scores may be withheld and/or cancelled.
- You are encouraged to have at least 2 forms of acceptable ID each time you report to a test center, if you can. Prior admission to a test based on a given ID document doesn't guarantee that the same document will still be considered acceptable – the ID requirements may have changed.
- Admission to the test does not guarantee that the ID you provided is valid or that your scores will be reported. All reported cases of questionable ID are subject to review and approval by the ETS Office of Testing Integrity. ETS reserves the right to withhold and/or cancel your scores if ID requirements aren't met.
- If your ID document is not written in English-language letters and the proctor can't read it, you may be required to also provide supplemental ID.
- Your test fee won't be refunded if you aren't able to take the test or if your scores are withheld or cancelled because of invalid or unacceptable ID.

ID document requirements

With few exceptions, ID documents must meet **all** of the following requirements. Each ID document:

- must be an **original** document – photocopied documents are not acceptable, and documents cannot be presented on a phone or any other device
 - must be a **government-issued** national/state/province identity card that is recognized by the country or location where you are a citizen or a permanent resident
 - must be **valid**; expired documents (showing expiration dates that have passed) are not acceptable
 - must show your **full name**; the first/given name and the last/family name on your ID must **exactly match** the name you used when you registered for the test
 - must include a recent **photograph** that clearly matches your appearance
 - must show your **signature** – the name on your ID and the signature name must match
- See “Exceptions and requirements” on page 18 if:**
- you have a multiple-part first/given name or a multiple-part last/family name (such as “Smith-Davis” or “Miller Thomas”)
 - you only have a first/given name and no last name, or you only have a last/family name and no first name
 - you're in the process of updating your driver's license
 - you're taking the test outside the location where you are a citizen or permanent resident
 - you're not a U.S. citizen and you are testing within the U.S.
 - you're testing in Mainland China, Hong Kong, Macau, the Philippines, Bangladesh, India, Nigeria, Pakistan, Saudi Arabia, Taiwan, the United Arab Emirates or Canada
 - you're testing in a European Union/Schengen Zone/Gulf Cooperation Council (GCC) Arab country or a Mercosur country
 - you are 15 years of age or younger
 - you are in the U.S. military
 - you have any questions about being able to meet the ID requirements

On Test Day (continued)

Primary ID documents

The following government-issued ID documents are acceptable for admission to the test session:

- Passport
- Passport Card – U.S. only, and must be accompanied by a supplemental ID
- Driver's license
- State or Province ID card – including those issued by motor vehicle agencies
- National ID card
- Military ID card

If your primary ID doesn't include your signature, you can also present a supplemental ID that shows your photograph and signature, or a government-issued ID with your photograph, as long as they're in the same name you used when you registered.

Supplemental ID documents

- You may be required to provide supplemental ID if the proctor questions your primary ID document and/or if your primary ID is otherwise valid and acceptable but is missing your full name, photograph, or signature. If you can't provide a supplemental ID that shows your signature, you can present 2 government-issued IDs with photographs, as long as they're in the same name you used when you registered.
- Supplemental ID documents **cannot** be used to resolve last/family name discrepancies. The last/family name on your primary ID **must** match the name you used when you registered.

The following documents are generally acceptable as supplemental ID:

- **Government-issued ID card** – including, but not limited to, those listed under "Primary ID Documents" earlier in this section
- Student ID card
- **Confirmation of identity letter from your educational institution.** This letter must be typed or printed on the original letterhead of the educational institution you attend(ed) and,

in addition to meeting all of the ID document requirements that are listed earlier in this section, must include your date of birth and the date issued. Additionally, a school official's signature and the school seal must be present, and both must overlap your photograph. Such letters are valid for 1 year from the date issued.



Unacceptable ID documents

The following documents are not acceptable as primary or supplemental ID under any circumstances:

- Any document that is photocopied or expired
- Any document presented on a phone or any other electronic device
- Any document that does not show your first/given name and your last/family name exactly the same as the name you used when you registered
- International driver's license
- Draft classification card
- International student ID
- Credit/debit card of any kind
- Notary-prepared letter or document
- Birth certificate
- Social Security card
- Employee ID card
- Any temporary ID – excluding driver's license, Resident Card, and Employment Authorization Card renewals
- Diplomatic, consulate, or embassy ID card
- Any document that is not recognized by a government agency

On Test Day (continued)

Exceptions and Requirements:

Multiple-part names

- If the ID document you present to the proctor contains a multiple-part last/family name or a multiple-part first/given name (for example, Smith-Davis or Miller Thomas), the name shown on your ID must exactly match the name you used to register for the test (excluding accents and apostrophes). Supplemental IDs cannot be used to resolve last name discrepancies.

Single name (no First/Given Name or no Last/Family Name)

If you only have a first/given name and no last/family name, or you only have a last/family name and no first/given name, enter your name in the “Last/Family Name(s)” field and check the box near the field. As long as the name in your account is exactly the same as the name on your ID document, you’ll be able to take the test.

Driver’s license renewals

If your driver’s license has expired, but you present it along with your original Department of Public Safety renewal certificate, these 2 documents together are acceptable if the names on both documents match exactly. If a provisional driver’s license is issued in lieu of a renewal certificate, this will be accepted as a primary document if it includes your photo, signature and an expiration date.

U.S. Military

- If your military ID doesn’t include your signature, you must present a supplemental ID.
- If you are in the U.S. military and the expiration of your driver’s license has been extended or deferred by the issuing state, the license can be used as a supplemental ID along with your U.S. military ID. Depending on the state, the extension or deferral may consist of either a sticker affixed to the license with the designation “military” printed in place of an expiration date, or a separate document carried with the license, usually with a notation that the driver’s license is valid until a specific time period after discharge from service.

Testing outside your location of citizenship/ U.S. non-citizen testing within the U.S.

- You must present a current, valid passport with your name, photograph, and signature as your **primary ID** document. See www.ets.org/s/toefl-essentials/test-takers/policies-procedures/id/ for details.
- The first/given name and the last/family name on the ID you present at the test center must match the name in your ETS account.
- If you are not a U.S. Citizen and you are testing within the U.S., you must present a passport that meets all of the ID document requirements listed earlier in this section.
- If your passport is not written in English-language letters, you must also present at least 1 document listed under “Supplemental ID Documents” on page 17. The document must also contain your name; a recent, recognizable photo; and be written in English. If you do not have a supplemental ID or the proctor can’t read the language in which your ID is written, you may not be able to take the test and your test fee won’t be refunded.
- A diplomatic or embassy ID cannot be used as your primary ID instead of a passport.
- The following documents can be used instead of a passport if presented along with at least 1 of the documents listed under Primary or Supplemental ID Documents earlier in this section:
 - Permanent Resident Card/Resident Alien Card
 - Temporary Resident Card
 - Employment Authorization Card
 - Mexican Border Crossing Card – this form of ID can be accepted only at test centers within 25 miles of the Mexican border

Testing in Mainland China (not Hong Kong, Macau or Taiwan)

- **Residents of Mainland China** must present a valid Second Generation National Resident ID card as primary ID. There can be no exceptions to this

On Test Day (continued)

policy. According to relevant Chinese Laws, any Chinese citizen, regardless of age, can apply for an ID at the police station where the residency record is kept .

- **Residents of Taiwan** must present a Travel Permit to Mainland China.
- **Residents of Hong Kong and Macau** must present a current, valid passport or citizenship card.
- Citizens of **all other countries and locations** must present a current, valid passport.

Testing in Hong Kong and Macau

- **Residents of Mainland China** must present a valid Hong Kong-Macau Travel Permit.
- Citizens of **all other countries and locations** must present a current, valid passport.

Testing in Taiwan

- **Residents of Mainland China** must present a valid Travel Permit.
- Citizens of **all other countries and locations** must present a current, valid passport.

Testing in the Philippines

You may present a Social Security System ID card issued by the Republic of the Philippines that includes your name, photograph and signature, along with an acceptable supplemental ID.

Testing in Bangladesh, India, Nigeria or Pakistan

You must present a current, valid passport with your name, photograph and signature as your primary ID. There can be no exceptions to this policy.

Testing in Saudi Arabia

If you are working in Saudi Arabia and are not a citizen, you can use your employer-sponsored Iqama Residence ID along with a supplemental ID with name, photograph and signature.

Testing in United Arab Emirates

A government-issued passport is required if you're taking the test in a country or location where you are not a citizen.

You may present your government-issued Emirates Identity Card, driver's license, or military ID card.

Testing in Canada

- If you're taking the test in Canada and are not a Canadian citizen, you must present a valid, current passport, if possible.
- If you can't present a passport, you can present 1 of the following documents.
 - Record of Landing/Permanent Resident Card
 - Notice of Decision or Refugee Protection Claimant Document
- If your alternative document is missing your photo or signature, you must also present a supplemental ID in the same name you used when you registered, such as a driver's license, student ID card, letter of identity from a school or sponsoring agency, or a Canadian Health Card.

Testing in European Union/Schengen Zone/Gulf Cooperation Council (GCC) Arab Countries or Mercosur Countries

If you're testing in a European Union, Schengen Zone, Arab States of the Gulf (GCC), or Mercosur country other than the one where you live, you can use your valid national or European identity card, if you have one. The card must include your name, a recognizable photograph, your date of birth and your signature. If the ID does not contain all of these items, you'll need to present a supplemental ID.

Unable to meet ID requirements

If you have been granted political asylum, have refugee status, or are otherwise unable to meet the identification requirements, you **must** contact the ETS Office of Testing Integrity (OTI) at least 7 days **before you register** for the test. You will need to receive approval from OTI before you can register. You should also be prepared to submit any requested documents to OTI for review prior to receiving approval. If you don't contact OTI before you register, and as a result you are not permitted to take the test or your test scores are withheld and/or cancelled, your test fee won't be refunded.

On Test Day (continued)

Email: TSReturns@ets.org

Phone: 1-800-750-6991 (toll free for test takers in the U.S., U.S. Virgin Islands, Puerto Rico, Canada)

+1-609-406-5430 (all other locations)

Monday–Friday 7:30am–5:30pm U.S. Eastern time, except U.S. holidays

Fax: +1-609-406-9709

Questions About ID Documents

For general questions about acceptable ID, call TOEFL Services at:

1-877-863-3546 (toll free for test takers in the U.S., U.S. Virgin Islands, Puerto Rico, Canada)

+1-609-771-7100 (all other locations)

Test Day Procedures and Regulations

General guidelines

By submitting your registration for a TOEFL Essentials test, you agree to follow all procedures and policies in this *Bulletin*, on the TOEFL website, or communicated to you by the proctor on test day.

- The entire test session will be recorded by ProctorU® and monitored by a human proctor, and your photo will be taken.
- The test session will be actively monitored by the proctor via video camera and your computer screen to ensure you are following all testing procedures.
- During the test, make sure that you can be seen by the proctor at all times. Avoid doing anything that may look suspicious, like talking out loud to yourself, or looking away from the screen.
- Don't use any unauthorized materials, including mobile devices, prewritten notes or textbooks at any time during the test
- Personal recording devices of any kind are strictly prohibited.
- You must disable any screen-sharing or remote-access software (such as Zoom™, Skype™, TeamViewer™, Microsoft Teams™ and Apple

Remote Desktop™) prior to the test. It must remain disabled throughout the test. Make sure that the software will not open automatically during the test.

- Don't communicate with anyone other than the proctor.
- If at any time during the test you have a problem with your computer or the proctor for any reason, and need to contact the proctor during the test, speak to their attention and/or use the LogMeIn chat.
- If a technical issue prevents you from completing the test, immediately notify your proctor and contact TOEFL Services to reschedule.
- If you fail to follow the instructions of the proctor, you won't be permitted to test, and your test fee won't be refunded. Any violation of these procedures during the test or during breaks may result in your dismissal from the test session, cancellation of your test scores, and/or banning you from future ETS tests.
- Discussion or sharing of test content or answers is prohibited – this includes during the test session and after the test is completed.

Clothing and appearance

Your ears must remain visible throughout the test, not covered by hair, a hat or other items. Religious headwear is permitted if your ears remain visible during the test.

Dress appropriately for your test. You'll be monitored via camera by the proctor, and your photo will be shared with institutions that receive your scores.

Avoid wearing such items as jewelry, tie clips, cuff links, ornate clips, combs, barrettes, headbands and other hair accessories.

Testing room guidelines

- You must be alone in a room with no one else entering during the test.
- You cannot take the test in a public space such as a park, internet café or restaurant.
- Your computer and keyboard must be on a desk or other tabletop surface.

On Test Day (continued)

- The tabletop surrounding area must be clear of all items not approved for use during the test, including cell phones (except when used for check in), cameras, notes and study materials.
- You must sit in a standard chair; you cannot sit or lie in bed, couch, or overstuffed chair.
- Food and beverages are not allowed during the test.

Note-taking materials

- You may not take notes on regular paper, for security purposes.
- You may use 1 of the following to take notes:
 - 1 small desktop white board with erasable marker, no pencil or pen
 - 1 sheet of paper inside a transparent sheet protector, with erasable marker
- At the end of the test, you will need to show the proctor that all notes have been erased.

Dismissal from the Test Administration

The proctor is authorized to dismiss you from the test session, and/or your scores may be withheld and ultimately cancelled, for any action that violates any of the policies and procedures contained in this *Bulletin*, on the TOEFL website, or communicated to you by the proctor. If you are dismissed for a violation, your test fee will not be refunded. Violations include, but are not limited to, the following:

- Taking or attempting to take the test or part of the test for someone else or having or attempting to have someone else take the test or part of the test for you.
- Failing to provide acceptable identification as described in this *Bulletin*, including refusing to allow your photograph to be taken.
- Obtaining improper access to test content, a part of the test, or information about the test. This includes having test questions or answers in advance of the test administration and bringing pre-knowledge of any test information in any form, including but not limited to ID documents, prohibited devices and any other item used as an aid in connection with the test.
- Using any object as an aid in connection with the test including, without limitation, phones, tablets, watches, pens, scan pens or other scanning devices, calculators, books, pamphlets, notes, unauthorized note taking material, rulers, highlighter pens, dictionaries, test preparation materials, translators, and any electronic, scanning, listening, recording, photographic or wearable device.
- Attempting to give or receive assistance – communication in any form is not permitted during the test session. Discussion or sharing of test questions or answers is prohibited during the test session, during breaks, and after the test is completed, including communication via text messages, email or photographs.
- Removing or attempting to remove test content – under no circumstances may test content or any part of the test content be removed, reproduced, transmitted and/or disclosed by any means (for example, hard copy, verbally, electronically) to any person or entity.
- Failing to show to the proctor that you have erased all notes taken prior to ending the test session.
- Leaving the testing area vicinity without permission during the test.
- Taking unscheduled breaks during the test.
- Failing to follow any of the test administration regulations contained in this *Bulletin*, on the TOEFL website, given by the proctor, or specified in any test materials.
- ETS and the TOEFL Program reserve the right to take any and all actions — including, but not limited to, barring you from future testing and/or withholding or cancelling your scores— for failure to comply with test administration regulations or the proctor’s directions. If your scores are cancelled, they won’t be reported, and your test fee won’t **be refunded**.

On Test Day (continued)

- Reports of cheating or fraud will be investigated thoroughly, and offenders may be prosecuted to the full extent of applicable law.
- ETS and the TOEFL Program reserve the right to take appropriate action and/or notify appropriate authorities, including but not limited to law enforcement, if a test taker responds in a threatening or disturbing way to an essay or speaking question or communicates with ETS or other individuals either verbally or in writing in a threatening or disturbing manner, or by using profanity.

Unofficial Scores

At the end of the test, you'll be able to view your scores for the Listening and Reading sections. These scores are not your official scores until your score reports are posted in your ETS account, approximately 6 days after you take the test – however, these unofficial scores will give you an idea about how you did on the test.

Cancelling Scores

At the end of the test, you have the option to either have your scores reported or cancel them.

- If you choose to have your scores reported, they become part of your record and will be reported to you and any score recipients you designated. Once you choose to report your scores, they cannot be canceled.
- If you choose to cancel your scores, they won't be reported to you or to any score recipients. You won't receive a refund if you cancel your scores. See "How to Reinstate Your Scores" on page 24 if you cancel and then change your mind.

Cancellation/Rescheduling of a Test Session

If it becomes necessary for ETS or the TOEFL Program to cancel a test session for reasons beyond its control, a cancellation announcement will be posted as soon as possible on the TOEFL website at www.ets.org/toefl/essentials. Fees that you paid will be transferred to a new test appointment or credited back to your ETS account. It's important that you keep the contact information in your ETS account up to date, especially your phone number and email address, so you can be contacted quickly if needed.

Unless ETS or the TOEFL Program cancels a test session, it will be conducted as scheduled, barring circumstances preventing prior notification of cancellation. If you miss a test administration that has not been officially cancelled, you'll be considered absent and won't receive a refund or credit of any kind.

- If your appointment is rescheduled by ETS before you take the test, you can select a different test date and won't be charged the rescheduling fee.
- If you take the test and your scores are cancelled by ETS, ETS will determine, at its sole discretion, whether or not you are eligible to re-test at no charge or to receive a refund.

When you contact TOEFL Services, have the appropriate receipts available and be prepared to provide all of the following information:

- Name
- Date of birth
- Mailing address
- Daytime phone number
- Email address
- Original test date
- TOEFL appointment number
- A description of the problem

On Test Day (continued)

Test Question Inquiries

Although ETS employs extensive quality control checks throughout the development of test questions and the preparation of final tests, typographical errors or flaws in questions can still occur. If you suspect a problem and want to question a test item for any reason, contact ETS as shown below. Your inquiry must be received or postmarked **no later than 5 days** after you take the test.

Fax: +1-609-683-2600

Mail: MS42N-208

TOEFL Test Question Inquiries

ETS, Rosedale Road

Princeton, NJ 08541-0001, USA

Please include the following information:

- Name of the test
- Test date
- Section of the test
- Question number, if possible

Reporting Suspicious Behavior

ETS takes test security very seriously. Although TOEFL tests are administered under strict supervision and security measures, testing irregularities can still occur. Please contact ETS **as soon as possible if you have knowledge of irregular behavior** that is either observed or reported to you — for example, taking a test or part of a test for someone else, having access to test questions or answers before the test session, or using notes or unauthorized aids. Any information you report will be held in the strictest confidence. Reports of cheating or fraud will be investigated thoroughly, and offenders may be prosecuted to the full extent of the law.

Email: report_cheating@toefl.org

Phone: 1-800-353-8570 – toll free for test takers in the U.S., U.S. Virgin Islands, Puerto Rico and Canada
+1-609-406-5430 – all other locations

Fax: +1-609-406-9709

Score Reporting

Test Taker Score Report/Official Score Reports

Your TOEFL Essentials test fee entitles you to:

- your scores posted to your ETS account. If you need a paper copy of your scores, select that option when you register or at any time until 10pm, local test center time, on the day before you take the test.
- your *MyBest*® scores along with the traditional scores from your selected test date. This feature combines your best scores for each section from all your valid TOEFL Essentials scores from the last 2 years, allowing you to show your best performance in each skill area.
- access to a PDF of your test taker score report that you can download and print.
- you can send scores to as many institutions as you want, at no additional charge. There is a limit of 20 score reports per transaction. You may change the score recipients you select when you register for the test any time until 10 pm local appointment time on the day before the test.

Score Report Posting and Mailing

Scores are posted online approximately 6 days after you take the test. If you provided a valid mail address during registration, you'll receive an email letting you know when your scores are available.

The PDF version of your test taker score report will be available within 8 days after your test.

Once your scores are available, log in to your account online and select **View Scores** on your Home page.

Note: Official score reports will be sent to your designated recipients within 11 days after your test – or sooner, depending on what score delivery method each specific institution uses. However, if we mail the score report, keep in mind that ETS has no control over mail delivery to various locations around the world. Allow another 7–10 days for mail delivery in the U.S., and 4–6 weeks for mail delivery to other locations. For information specific to your postal system, contact your post office for an estimated arrival time for mail from the U.S.

You can order additional score reports for institutions you didn't identify before test day. You can order online through your ETS account.

How to Interpret Your Scores

For each of the four test sections you will receive a band score from 1 to 12. An overall band score is calculated as the average of the four section band scores. The overall band score ranges from 1 to 12 in increments of 0.5, rounded to the nearest whole or half band.

You can have an additional score report sent to yourself and can do so for a fee of US\$20. Your score report also includes *MyBest* scores. These scores are the highest section scores achieved in any test administration within the last two years. The overall band score for *MyBest* scores reflects the average of the highest section scores.

In addition, the score report provides information about two *foundational skills*, Vocabulary Knowledge and Sentence Construction. These foundational skills underlie broad areas of language ability, and information about your performance is reported in the form of a percentile value. The percentile indicates that you performed better than that percentage of all those who took the test. For example, a percentile value of 75 means that you performed better than 75% of all test takers.

How to Reinstate Your Scores

If you cancel your scores at the end of your test but then change your mind, your cancelled scores can be reinstated if your request arrives at ETS **within 60 days** after your test date. You can order online through your ETS account.

The reinstatement fee is US\$20. Your scores will be reinstated and reported within 3 weeks after receipt of your request and payment.

Note: This applies only to scores cancelled by you. If your scores were cancelled by ETS, they can't be reinstated.

Score Reporting (continued)

How to Order Additional Score Reports

You can have additional score reports sent to as many institutions as you want, at no additional charge. There is a limit of 20 score reports per transaction. Score reports can be ordered online. Designated institutions can't be changed or deleted after you submit your request.

You can have an additional score report sent to yourself for a fee of US\$20.

Your order can't be processed until your scores have been posted, approximately 6 days after you take the test. Score reports are mailed 3–5 business days after we receive your request, or longer if you submit your order before your scores have been posted.

ETS has no control over mail delivery times to various locations around the world. Allow 7–10 days for mail delivery in the U.S., and 4–6 weeks for mail delivery to other locations. For information specific to your postal system, contact your post office for an estimated arrival time for mail from the U.S.

TOEFL scores are measurement information and are subject to all restrictions on release of information in this *Bulletin*. They are not the property of the test taker. The information in your posted scores is the same as what is printed on your score reports.

Scores are valid for 2 years

- TOEFL scores remain valid for 2 years after the test date. Because language proficiency can change considerably in a short period of time, TOEFL scores more than 2 years old can't be reported or verified.

Score Validation

Institutions have the ability to verify scores sent directly to them by test takers. If there is a discrepancy between the official scores recorded at ETS and scores you submit, the institution or agency will be asked to provide ETS with a copy of what you submitted.

At the request of the institution or agency, ETS will report the official scores as well as any previous scores recorded for you within the last 2 years. ETS or its authorized representative will also provide your score information at the request of any institution or agency that has a copy of your score posting or your test taker score report.

Online Score Verification Services

The following terms and conditions supplement all other terms and conditions, disclosures, policies and agreements relating to TOEFL test scores reported by ETS, including but not limited to the ETS privacy and security policy, ETS Scoring Policies and the TOEFL Essentials *Information Bulletin*, all as amended from time to time (collectively, "TOEFL Documents").

You can view the current version of the ETS privacy and security policy at www.ets.org/legal/privacy. The current version of the ETS Scoring Policies is available on the TOEFL website at www.ets.org/s/toefl-essentials/test-takers/policies-procedures/equipment-environment under Test Takers, Scores, Scoring Policies.

The TOEFL Online Score Verification Service ("OSVS", "the Service") allows entities that contract with ETS for access, including governmental immigration offices (the "Organization"), to verify the scores of tests provided by ETS under the TOEFL trademark. The TOEFL Essentials test is designed by ETS to measure a test taker's academic and general English skills.

TOEFL scores indicate how the test taker performed on the test, and the score data provided through the OSVS provides identifying information about the test taker. Some test takers provide their TOEFL score information directly to Organizations; the OSVS allows these Organizations to access or verify the scores.

By registering for a TOEFL test, downloading a TOEFL *Bulletin*, completing the confidentiality agreement on test day after having an opportunity to review it, by signing the supplement, or by providing your TOEFL

Score Reporting (continued)

test appointment number, your scores, or your test taker score report to an organization, you agree to all the terms and conditions of this supplement without modification by you .

If you do not agree, do not provide your TOEFL appointment number for a past or future test, or your test taker scores, or your test taker score report to any Organization. Unless you give them your information, the Organization should not be able to use the OSVS to access your score data.

Terms and Conditions

1. **Your Initiation of the OSVS.** If you provide your TOEFL appointment number to an Organization, that Organization will be able to sign up for the OSVS and access your scores and related data, so long as it also has your name and date of birth. Some Organizations will already have access to some of that information, but they should not have your TOEFL appointment number unless you give it to them. Do not provide it unless you want to allow the Organization to access your score data using the OSVS.
2. **Score Data; Organization Access.** Using the Service, a member Organization will be able to view, copy and use your name, gender, photograph, date of birth, appointment number, ID information including passport number or national ID number, test date and test scores (including your total score and your scores for the Reading, Listening, Speaking and Writing sections) and listen to a speech sample from one of your speaking responses (collectively, the “Score Data”). ETS reserves the right to determine whether more or less data should be provided from time to time in its good-faith discretion. Any use of your score data by the Organization should be pursuant to its privacy and security policy, if any, rather than to the ETS policy. ETS contracts with these Organizations to use the information only to verify the TOEFL scores, but ETS does not control the Organizations.
3. **Limitations.** You acknowledge that if you give an Organization your appointment number for a TOEFL test that is more than 2 years old, the Organization will not be able to verify your scores. You agree that ETS supplies the Service and the Score Data AS IS and with all faults. All disclaimers, damage and remedy exclusions, and limitations and other provisions of the TOEFL Documents, apply to the OSVS and the Score Data.
4. **Other.** Except as impacted by the OSVS, the terms and conditions of the TOEFL Documents will remain in full force and effect. ETS reserves the right to share data with institutions and agencies for verification purposes outside of the OSVS. You agree that ETS may amend or change these terms and conditions from time to time in its discretion by providing notice in the TOEFL section of the website at www.ets.org or in any of the TOEFL Documents, or by emailing or otherwise giving notice to you. If you provide your TOEFL information to an Organization after the effective date of an amendment; or if, before the effective date, you fail to withdraw your TOEFL information from an Organization or otherwise fail to instruct it not to access your score data, you will be deemed to have consented to the amendment. The foregoing does not restrict ETS from using another method for amendment under any of the TOEFL Documents.

ETS Score Cancellation Policies

ETS and the TOEFL Program strive to report scores that accurately reflect the performance of every test taker. Accordingly, ETS’s standards and procedures for administering tests have 2 primary goals: giving test takers equivalent opportunities to demonstrate their abilities and preventing any test takers from gaining an unfair advantage over others. To promote these objectives, ETS reserves the right to cancel any test score, whether or not it has already been reported, and to take such other actions as ETS deems

Score Reporting (continued)

appropriate, including banning the test taker from taking any future ETS test and referring the matter to law enforcement authorities, when, in ETS's judgment, a testing irregularity occurs; there is an apparent discrepancy in a test taker's identification; the test taker may have engaged in misconduct, including without limitation having someone else take the test for him/her, obtaining improper access to test questions or answers via the internet, email, SMS, text messaging or posting; disclosing test questions or answers to third parties in chat rooms, message boards or forums, SMS text message, or any other method, plagiarism, or copying or communication; or the score is invalid for another reason. ETS reserves the right to share any and all information in its possession about a test taker and the terms and conditions of test taking with any third party, including but not limited to (a) any entity which ETS recognizes as an authorized user of test scores, including without limitation any entity to which ETS reports test scores at the test taker's request, and (b) any government agency with responsibility for administration or enforcement of U.S. criminal and/or immigration laws. When ETS cancels a test score that has already been reported, it notifies score recipients that the score has been canceled and may also explain why the score has been canceled.

Testing irregularities

"Testing irregularities" refers to problems with the administration of a test. Testing irregularities can result from the actions of test takers, proctors, ETS, or natural or man-made causes. When testing irregularities occur, they may affect an individual or groups of test takers. Such problems include, without limitation, administrative errors such as improper timing, defective materials such as improper test forms, improper access to test content, and other disruptions of test administrations such as natural disasters or other emergencies. When testing irregularities occur, ETS may decline to score the test or cancel the test scores. When it is appropriate to do so, test takers will be given the opportunity to take the test again without charge as soon as reasonably possible.

Holding/cancelling scores

- If there is information that ETS considers sufficient to indicate that you have engaged in any activity that affects score validity, ETS may hold your scores for investigation. If your scores are held, you can't send score reports to any institution or agency until the investigation is complete.
- In addition, when information exists that ETS considers sufficient that the administration of a test did not comply with test administration regulations, some or all scores from that administration may be held or cancelled.
- ETS reserves the right to take any action — including, but not limited to, dismissing you from the test, holding or cancelling your scores, and banning you from future testing — for failure to comply with test administration regulations or the proctor's instructions. If you're dismissed from the test or your scores are cancelled, those scores won't be reported and your test fee won't be refunded.
- ETS will also exercise its right to cancel any test score when, in its sole judgment, substantial evidence of pre-knowledge of test content is found.
- The retake test policy will be enforced even if a violation is not immediately identified (e.g., inconsistent registration information). If the violation is identified after registration but before the test administration, the testing appointment will be cancelled, and test fees will be forfeited. If the violation is identified after test scores have been reported, the invalid scores will be canceled, score recipients will be notified of the cancellation and test fees will be forfeited.

Identification discrepancies

When, in the judgment of ETS or of the test center administrator, there is a discrepancy in your ID information, you may be dismissed from the test. In addition, ETS may decline to score your test or may hold or cancel your test scores if the documents

Score Reporting (continued)

from test day can't be validated, or if ETS has evidence that you were not the person who appeared for the test or didn't take the entire test yourself.

ETS will also cancel scores, ban the test taker from any future testing, and notify any score recipients of the cancellation if fraudulent activity is detected after your scores have been reported. If your scores are cancelled, your test fee won't be refunded.

Misconduct

When ETS or a proctor finds that there is misconduct in connection with a test, test takers may be dismissed from the test and/or ETS may decline to score their tests or may withhold and ultimately cancel their scores. If your scores are cancelled, your test fee won't be refunded. Misconduct includes, but is not limited to, non-compliance with the "Test Day Procedures and Regulations," beginning on page 20 of this *Bulletin*.

Plagiarism

ETS reserves the right to cancel your scores if, in its judgment, there is evidence that a writing or speaking response or task submission includes text that is substantially similar to that found in other TOEFL responses, or quotations or paraphrasing of language or ideas from published or unpublished sources, including sources from the internet or sources provided by any third party, is used without attribution. Such responses don't reflect the independent speaking or compositional writing skills that the test is designed to measure.

Invalid scores

ETS may also cancel scores if, in its judgment, there is substantial evidence that they're invalid for any other reason. "Substantial evidence" means evidence that is sufficient to persuade a reasonable person. The substantial evidence standard is lower (meaning it requires less proof) than the "beyond a reasonable doubt," "clear and convincing," or "preponderance of the evidence" standards. Evidence of invalid scores can include, without limitation, discrepant photographs, unusual answer patterns, or inconsistent performance on different parts of the test.

Before cancelling scores pursuant to this paragraph, ETS notifies the test taker in writing about its concerns, gives the test taker an opportunity to submit information that addresses those concerns, considers any such information submitted, and offers the test taker a choice of options. The options may include voluntary score cancellation, a free re-test, a voucher for a future test, or arbitration in accordance with the ETS standard Arbitration Agreement. The arbitration option is only available for tests administered in the United States, U.S. Virgin Islands, Puerto Rico or Canada.

More information about how and why ETS questions scores is available on the TOEFL website at

www.ets.org/s/toefl-essentials/test-takers/policies-procedures/id/.

Liability

ETS shall have no liability to any test taker for damages or claims of any kind whatsoever that a test taker may assert against ETS for holding or cancelling scores, for not reporting scores, for banning the test taker from future testing, or for disclosure of test taker information pursuant to ETS's rights as set forth in this document.

Confidentiality of Information

Privacy

ETS and the TOEFL Program take the privacy of our test takers seriously and recognize your right to control the information about you that is stored by us. Our policies are designed to safeguard that information from unauthorized disclosure.

Because of laws protecting confidentiality and privacy, only you can register yourself for a test or make inquiries regarding your registration or your test scores. ETS takes reasonable precautions to protect the integrity of your personal information provided in connection with the registration process, as well as any information generated internally that is specifically pertinent to you, and to keep this information secure.

Your private information will not be made available to anyone but you; ETS (including the employees, agents, contractors, or professional advisors of ETS); the educational institutions or agencies you indicate before you take the test; and any person or entity required or authorized by law to receive this information.

At the Test Administration You must show the required ID to test, and your photograph will be taken. See "Identification (ID) Requirements" beginning on page 15.

Consent

Notwithstanding anything to the contrary in any other ETS or ETS affiliates ("ETS," "we," "us," "our") materials or agreements with you, you consent to the terms and conditions herein by registering for or taking an ETS test, creating an account or using our app or our website, providing survey information, requesting one of our services, or completing an order or submitting payment information .

You agree that we have the right to obtain, store, use, and transmit your personal information, including your full name, home address, email address, phone number, passport number, biometric data such as fingerprints, audio recordings and video files, your answers to background information questions, the test you're taking, test date, payment information, and how you specifically use our website or our mobile app ("Personal Information").

Purpose and Use of Personal Information and Photographs

Your personal information can be used to:

- complete any registration, purchase or other transaction you request
- improve our products and services, and identify, develop and offer new or expanded products and services
- improve and personalize your experience on the website
- notify you about updates, products, services and/or special offers from ETS, its affiliates and selected third parties
- ask you to participate in brief surveys or provide other information
- generate aggregate statistical studies and conduct research ourselves or jointly with others related to our products and services and the use of our website and app

Based upon your specific relationship(s) with us, we may use your personal information in ways described in more detail in one or more other agreements.

Additionally, you consent to the transfer of your personal information within and outside of your country of residence and outside of the location where you take the test.

We disclose your personal information to certain third parties with whom we have a direct or indirect business or contract relationship, to provide products and services you have requested.

You will have the ability to opt out of receiving certain communications from us, including voicemail or email. If you don't opt out immediately, but later decide that you would prefer not to receive email communications from us, please contact the TOEFL Program through **www.ets.org**. Remember, however, that we may still send you email or call you in order to provide a product or service that you request.

Confidentiality of Information (continued)

Disclosure

Your personal information may be disclosed to those third parties who provide services to ETS, provided that they have contractually agreed to use the personal information only as needed to provide the services.

By electing to report your scores at the end of your test, you authorize ETS to report your scores to you and to any entity or person authorized or required by law to receive this information.

Unless you cancel your scores at the end of the test, your scores will be reported. Any information you provided as part of registration may be used to report your scores or to contact you regarding test- or program-related issues.

Security and Retention

ETS, the TOEFL Program and their service providers shall at all times protect your personal information with operational, administrative, technical and physical security safeguards.

ETS will retain your scores for 2 years from the test date. After 2 years, all test taker information and scores are removed. If you took the TOEFL test more than 2 years ago, you'll need to take the test again to have scores provided to you, an institution or an agency.

Individual Rights

At any time, you can:

- request access to and correction of your Personal Information
- make any inquiries, requests, or complaints about the use of your Personal Information
- withdraw your consent to the processing of your personal data; however, if you exercise this right, you may not be able to take any further tests and your scores may be cancelled

Requests, inquiries, or complaints should be directed to TOEFL Services. See "Contact Information" on page 6.

Score Information

Your score information is intended only for you and your designated score recipients.

ETS will not release your score information at the request of institutions or agencies except:

- for use in research studies, scoring and statistical analyses approved by the TOEFL Program and that preserve your anonymity
- when information is required under compulsion of legal process, in which case your score record and the documents that are retained at ETS (including, but not limited to, photos and documents completed at check-in on test day) may be released to third parties such as government agencies, parties to a lawsuit, etc., if requested pursuant to a subpoena or required by applicable laws

Note that whenever ETS has confirmed that you have submitted a TOEFL score directly to any educational institution or agency in satisfaction of one of their requirements, ETS will respond to requests from that recipient for score verification.

Your responses may be used for rater training and in the development of new test preparation materials. Test taker information, such as your name and address, is not included when scored responses are used for these purposes. Rater training is essential to ensure that tests are scored in a fair and consistent manner. The use of your responses will benefit future test takers by helping to improve the training of raters, just as the scoring of your test will benefit from the use of prior test takers' responses.

Institution and Department Codes

Institution Codes

Codes for the institutions and agencies accepting TOEFL scores can be found on the website at <https://www.ets.org/toefl/test-takers/> and available during registration online. If an intended score recipient isn't listed, contact the institution or agency directly to get the code number before you register. Using official destination codes ensures your score reports are sent to the correct locations.

Note: If you are applying for graduate study, see the Department Code list below. Use the correct code to be sure your scores go to the correct location at the institution.

Department Codes

Use the following codes when selecting institutions, agencies or programs to receive your scores. Using official department codes will ensure your score reports are sent to the correct locations at the institutions.

00 – Undergraduate and all other test takers not applying for Graduate Study, Graduate Schools, or Business or Law Schools

02 – Graduate Schools of Management

03 – Law Schools

99 – Use this code for any department not listed below.

HUMANITIES

26 Art History
13 Classical Languages
28 Comparative Literature
53 Dramatic Arts
14 English
29 Far Eastern Languages and Literature
15 Fine Arts, Art, Design
16 French
17 German
04 Linguistics
19 Music
57 Near Eastern Languages and Literature
20 Philosophy
21 Religious Studies or Religion
22 Russian/Slavic Studies
23 Spanish
24 Speech
10 Other foreign languages
98 Other humanities

SOCIAL SERVICES

11 Archaeology
27 American Studies
81 Anthropology
82 Business and Commerce
83 Communications

84 Economics
85 Education (including M.A. in Teaching)
01 Educational Administration
70 Geography
92 Government
86 History
87 Industrial Relations and Personnel
88 International Relations
18 Journalism
90 Library Science
91 Physical Education
97 Planning (City, Community, Urban, Regional)
89 Political Science
93 Psychology, Clinical
09 Psychology, Educational
58 Psychology, Experimental/Developmental
79 Psychology, Social
08 Psychology, other
94 Public Administration
50 Public Health
95 Social Work
96 Sociology
80 Other social sciences

NATURAL SCIENCES

31 Agriculture
32 Anatomy
05 Audiology
33 Bacteriology
34 Biochemistry
35 Biology
45 Biomedical Sciences
36 Biophysics
37 Botany
38 Dentistry
39 Entomology
46 Environmental Science
40 Forestry
06 Genetics
41 Home Economics
25 Hospital and Health Services Administration
42 Medicine
07 Microbiology
74 Molecular and Cellular Biology
43 Nursing
77 Nutrition
44 Occupational Therapy
56 Pathology
47 Pharmacy
48 Physical Therapy

49 Physiology
55 Speech/Language Pathology
51 Veterinary Medicine
52 Zoology
30 Other biological sciences

PHYSICAL SCIENCES

54 Applied Mathematics
12 Architecture
61 Astronomy
62 Chemistry
78 Computer Sciences
63 Engineering, Aeronautical
64 Engineering, Chemical
65 Engineering, Civil
66 Engineering, Electrical
67 Engineering, Industrial
68 Engineering, Mechanical
69 Engineering, other
71 Geology
72 Mathematics
73 Metallurgy
75 Oceanography
76 Physics
59 Statistics
60 Other physical sciences

County and Region Codes

Use this list when indicating the code for the country or location where you're currently living (your mailing address), the code for your country or location of citizenship, and the code for your native country (the country or location where you were born).

UND – Use this code for any country/region not listed below.

AFG	Afghanistan	COK	Cook Islands	IRL	Ireland	NLD	Netherlands	ESP	Spain
ALA	Aland Islands	CRI	Costa Rica	ISR	Israel	ANT	Netherlands	LKA	Sri Lanka
ALB	Albania	CIV	Cote d'Ivoire	ITA	Italy		Antilles	SDN	Sudan
DZA	Algeria	HRV	Croatia	JAM	Jamaica	NCL	New Caledonia	SUR	Suriname
ASM	American Samoa	CUB	Cuba	JPN	Japan	NZL	New Zealand	SJM	Svalbard & Jan Mayen
AND	Andorra	CYP	Cyprus	JOR	Jordan	NIC	Nicaragua		
AGO	Angola	CZE	Czech Republic	KAZ	Kazakhstan	NER	Niger	SWZ	Swaziland
AIA	Anguilla	DNK	Denmark	KEN	Kenya	NGA	Nigeria	SWE	Sweden
ATA	Antarctica	DJI	Djibouti	KIR	Kiribati	NIU	Niue	CHE	Switzerland
ATG	Antigua and Barbuda	DMA	Dominica	PRK	Korea, Democratic People's Republic of	NFK	Norfolk Island	SYR	Syrian Arab Republic
ARG	Argentina	DOM	Dominican Republic			MNP	Northern Mariana Islands	TWN	Taiwan, China
ARM	Armenia	ECU	Ecuador	KOR	Korea, Republic of	NOR	Norway	TJK	Tajikistan
ABW	Aruba	EGY	Egypt	KOS	Kosovo, Republic of	OMN	Oman	TZA	Tanzania, United Republic of
AUS	Australia	SLV	El Salvador	KWT	Kuwait	PAK	Pakistan		
AUT	Austria	GNQ	Equatorial Guinea	KWZ	Kyrgyzstan	PLW	Palau	THA	Thailand
AZE	Azerbaijan	ERI	Eritrea	KGZ	Kyrgyzstan	PSE	Palestine Territories	TLS	Timor-Leste
BHS	Bahamas	EST	Estonia	LAO	Lao, People's Democratic Republic	PAN	Panama	TGO	Togo
BHR	Bahrain	ETH	Ethiopia			PNG	Papua New Guinea	TKL	Tokelau
BGD	Bangladesh	FLK	Falkland Islands (Malvinas)	LVA	Latvia	PRY	Paraguay	TON	Tonga
BRB	Barbados	FRO	Faroe Islands	LBN	Lebanon	PER	Peru	TTO	Trinidad and Tobago
BLR	Belarus	FJI	Fiji	LSO	Lesotho	PHL	Philippines		
BEL	Belgium	FIN	Finland	LBR	Liberia	PCN	Pitcairn	TUN	Tunisia
BLZ	Belize	FRA	France	LYB	Libya	POL	Poland	TUR	Turkey
BEN	Benin	GUF	French Guiana	LIE	Liechtenstein	PRT	Portugal	TKM	Turkmenistan
BMU	Bermuda	PYF	French Polynesia	LTU	Lithuania	PRI	Puerto Rico	TCA	Turks and Caicos Islands
BTN	Bhutan	ATF	French Southern Territories	LUX	Luxembourg	QAT	Qatar		
BOL	Bolivia	MAC	Macao, China	MDG	Madagascar	REU	Reunion	TUV	Tuvalu
BIH	Bosnia and Herzegovina	MKD	Macedonia, Former Yugoslav Republic of	MWI	Malawi	ROU	Romania	UGA	Uganda
BWA	Botswana	GMB	Gambia	MDV	Maldives	RUS	Russian Federation	UKR	Ukraine
BVT	Bouvet Island	GZS	Gaza Strip	MLI	Mali			ARE	United Arab Emirates
BRA	Brazil	GEO	Georgia	MLT	Malta	RWA	Rwanda		
IOT	British Indian Ocean Territory	GRE	Greece	MHL	Marshall Islands	SHN	Saint Helena	GBR	United Kingdom
BRN	Brunei Darussalam	DEU	Germany	MTQ	Martinique	KNA	St. Kitts and Nevis	USA	United States
BGR	Bulgaria	GHA	Ghana	MYS	Malaysia	LCA	St. Lucia	URY	Uruguay
BFA	Burkina Faso	GIB	Gibraltar	MDL	Maldives	SPM	Saint Pierre & Miquelon	UMI	U.S. Minor Outlying Islands
BDI	Burundi	GRC	Greece	MLT	Malta	VCT	St. Vincent and the Grenadines	UZB	Uzbekistan
KHM	Cambodia	GRL	Greenland	MHL	Marshall Islands			VUT	Vanuatu
CMR	Cameroon	GRD	Grenada	MTQ	Martinique	WSM	Samoa	VEN	Venezuela
CAN	Canada	GLP	Guadeloupe	MRT	Mauritania	SMR	San Marino	VNM	Vietnam
CPV	Cape Verde	GUM	Guam	MUS	Mauritius	STP	Sao Tome and Principe	VGB	Virgin Islands (British)
CYM	Cayman Islands	GIN	Guinea	MYT	Mayotte	SAU	Saudi Arabia	VIR	Virgin Islands (U.S.)
CAF	Central African Republic	GNB	Guinea-Bissau	MEX	Mexico	SEN	Senegal	WLS	Wallis & Futuna Islands
TCD	Chad	GUY	Guyana	FSM	Micronesia, Federated States of	SRB	Serbia		
CHL	Chile	HTI	Haiti	MDA	Moldova, Republic of	SYC	Seychelles	WBA	West Bank
CHN	China	HMD	Heard & McDonald Islands	MCO	Monaco	SLE	Sierra Leone	ESH	Western Sahara
CXR	Christmas Island	VAT	Holy See (Vatican City State)	MNG	Mongolia	SGP	Singapore	YEM	Yemen
CCK	Cocos (Keeling) Islands	HND	Honduras	MNE	Montenegro	SVK	Slovakia	ZMB	Zambia
COL	Colombia	HKG	Hong Kong, China	MNT	Montenegro	SVN	Slovenia	ZWE	Zimbabwe
COM	Comoros	HUN	Hungary	MSR	Montserrat	SLB	Solomon Islands		
COD	Congo, The Democratic Republic of	ISL	Iceland	MAR	Morocco	SOM	Somalia		
COG	Congo	IND	India	MOZ	Mozambique	ZAF	South Africa		
		IDN	Indonesia	MMR	Myanmar	SGS	South Georgia & South Sandwich Islands		
		IRN	Iran, Islamic Republic of	NAM	Namibia				
		IRQ	Iraq	NRU	Nauru	SSD	South Sudan		

Native Language Codes

Use this list when indicating the code for your native language.

UND – Use this code for any language not listed below.

AFR	Afrikaans	FIN	Finnish	KUR	Kurdish	SAT	Santali
AKA	Akan	FRE	French	KUS	Kusaiean	SRP	Serbian
ALB	Albanian	FUL	Fulah	LAO	Lao	SNA	Shona
AMH	Amharic	GAA	Ga	LAV	Latvian	SND	Sindhi
ARA	Arabic	GLG	Galician	LIN	Lingala	SIN	Sinhalese
ARM	Armenian	LUG	Ganda	LIT	Lithuanian	SLO	Slovak
ASM	Assamese	GEO	Georgian	LUA	Luba-Lulua	SLV	Slovenian
AYM	Aymara	GER	German	LUO	Luo	SOM	Somali
AZE	Azerbaijani	GRE	Greek	LTZ	Luxembourgish	SPA	Spanish
BAM	Bambara	GRN	Guarani	MAC	Macedonian	SUN	Sundanese
BAK	Bashkir	GUJ	Gujarati	MAD	Madurese	SWA	Swahili
BAQ	Basque	GWI	Gwichin	MLG	Malagasy	SWE	Swedish
BEL	Belarusian	HAU	Hausa	MAY	Malay	TGL	Tagalog
BEM	Bemba	HEB	Hebrew	MAL	Malayalam	TGK	Tajik
BEN	Bengali	HIL	Hiligaynon	MLT	Maltese	TAM	Tamil
BER	Berber	HIN	Hindi	MAN	Mandingo	TAT	Tatar
BIK	Bikol	HUN	Hungarian	MAR	Marathi	TEL	Telugu
BOS	Bosnian	IBO	Igbo	MAH	Marshallese	THA	Thai
BUL	Bulgarian	ICE	Icelandic	MEN	Mende	TIB	Tibetan
BUR	Burmese	ILO	Iloko	MIN	Minangkabau	TIR	Tigrinya
CAT	Catalan	IND	Indonesian	MON	Mongolian	TON	Tonga
CEB	Cebuano	IPK	Inupiaq	MOS	Mossi	TUR	Turkish
NYA	Chichewa (Nyanja)	ITA	Italian	NAU	Nauru	TUK	Turkmen
CHI	Chinese	JPN	Japanese	NEP	Nepali	TWI	Twi
CHV	Chuvash	JAV	Javanese	NOR	Norwegian	UIG	Uighur
HRV	Croatian	KAN	Kannada	ORI	Oriya	UKR	Ukrainian
CZE	Czech	KAU	Kanuri	ORM	Oromo	URD	Urdu
DAN	Danish	KAS	Kashmiri	PAU	Palauan	UZB	Uzbek
DUT	Dutch	KAZ	Kazakh	POL	Polish	VIE	Vietnamese
DYU	Dyula	KHM	Khmer	PON	Pohnpeian	WOL	Wolof
EFI	Efik	KIK	Kikuyu	POR	Portuguese	XHO	Xhosa
ENG	English	KIN	Kinyarwanda	PAN	Punjabi	YAP	Yapese
EST	Estonian	KOK	Konkani	PUS	Pushto	YID	Yiddish
EWE	Ewe	KOR	Korean	RUM	Romanian	YOR	Yoruba
FAS	Farsi	KOS	Kosraean	RUS	Russian	YPK	Yupik
FIJ	Fijian	KRU	Kurukh	SMO	Samoan	ZHA	Zhuang
						ZUL	Zulu



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