

Supervisor's **MANUAL**

The TOEFL ITP[®] Assessment Series

WHAT THIS MANUAL IS ABOUT

This manual provides specific information about the general procedures and security responsibilities of the *TOEFL ITP*[®] test administrator, including procedures that administrators must follow before, during, and after each testing session. Critical procedures are outlined to help the administrator carry out these responsibilities smoothly and effectively.

You can help ensure that the test administration is efficient, fair, and secure by following these directions exactly. Test scores will be meaningful only if all administrators follow the same testing procedures and give the same instructions to all test takers.

The procedures outlined in this manual represent the highest standard for secure test administrations. It is extremely important that test takers understand the general test directions. If the local ETS TOEFL ITP associate feels it is appropriate, the general test directions may be translated into the local language, and the test administrator may read the translated directions to the test takers.

As test administrator, you must be primarily concerned with safeguarding all aspects of test security, conducting the test efficiently and quietly, protecting the test takers from disturbance, and ensuring protection of the test materials from loss or unauthorized access. The test administrator is responsible for the security of all tests from the time they are received until they are promptly returned to ETS or the local ETS TOEFL ITP associate. This means that no one is to have the opportunity to examine any test book at any time except the test taker taking the test. Also, no one may be permitted to copy or retain copies of the test questions.

Please inform your assistants of the importance of security and see that they enforce all security rules without exception.

If you have any questions prior to or on the day of the test, contact your local ETS TOEFL ITP associate or ETS.

Communicating with ETS:

TOEFL Institutional Services:

Phone: 609-771-7550

Fax number: 973-735-1903

Email: **ITP@ets.org**

Mailing address:

TOEFL Institutional Services

ETS

PO Box 6156

Princeton, NJ 08541-6156, USA

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OVERVIEW OF THE TOEFL ITP® PROGRAM

The TOEFL ITP Assessment Series offers colleges and universities, English language learning programs and other organizations the opportunity to administer a convenient, affordable and reliable assessment of English language skills.

TOEFL ITP tests are paper based and use 100 percent academic content to evaluate the English-language proficiency of nonnative English speakers. All questions are in multiple-choice format with four answer choices per question. The tests evaluate skills in three areas:

- **Listening Comprehension** measures the ability to understand spoken English as it is used in colleges and universities.
- **Structure and Written Expression** measures recognition of selected structural and grammatical points in standard written English.
- **Reading Comprehension** measures the ability to read and understand academic reading material written in English.

TOEFL ITP offers two tests — Level 1 (formerly TOEFL ITP) and Level 2 (formerly Pre-TOEFL). The Level 1 test evaluates students' knowledge of English at the intermediate to advanced levels of English language studies. The Level 2 test evaluates students' knowledge of English at the high beginning to intermediate levels. It measures the same language skills as the Level 1 test but is less difficult and requires less testing time. There are minor differences in the question types between Levels 1 and 2.

Reliability Study

Reliability is an important criterion to measure the quality of an assessment product. Tests with high reliability yield consistent scores across different test forms. Refer to the **TOEFL ITP reliability table (PDF)** for further details.

Test Structure

Level 1

Section	Number of Questions	Administration Time	Score Scale
Listening Comprehension	50	35 minutes	31–68
Structure and Written Expression	40	25 minutes	31–68
Reading Comprehension	50	55 minutes	31–67
TOTAL	140	115 minutes	310–677

Level 2

Section	Number of Questions	Administration Time	Score Scale
Listening Comprehension	30	22 minutes	20–50
Structure and Written Expression	25	17 minutes	20–50
Reading and Vocabulary	40	31 minutes	20–50
TOTAL	95	70 minutes	200–500

TIPS FOR PREVENTING SECURITY BREACHES

Test Materials

- Never leave test materials unattended.
- Distribute and collect test books individually.
- Ensure that no test taker leaves the room with test materials.
- Ensure that no test taker copies, removes, records or photographs any portion of the test materials.

Impersonation

- Check test takers' identification and documents thoroughly at the time they enter the assigned testing rooms and as they return the completed test materials.
- Limit the number of test takers permitted to leave the testing room at the same time.

Copying

- Never allow test takers to select their own seats.
- Randomly assign test takers to specific seats in each testing room.
- Seat test takers a minimum of 1.5 meters apart.
- Seat all test takers facing the same direction in each room.
- Document in writing the test taker seating plan, showing test taker name, seat location, and serial number of test book.
- Observe and check answer sheets throughout the testing session to ensure that they are being properly gridded with a No. 2 or HB (soft lead) pencil.

Collecting Answer Sheets

- Check the first four letters of the gridded name against the first four letters of the printed name when collecting each answer sheet.
- Check test takers' identification documents thoroughly at the time they return the completed test materials.

ACTIVITIES BEFORE TEST DAY

As test administration supervisor, you assume full responsibility for all details of the test administration at your institution. Therefore, you should be thoroughly familiar with the instructions in this manual before the testing session. **Uniform procedures are essential in standardized testing; the scores of all individuals tested at institutional administrations will be comparable only if all supervisors adhere to the same schedule and administer the test in the same way.** It is important that you follow these instructions to ensure the comparability of the scores; statistical data for interpreting scores are based on results obtained from tests administered according to these directions.

Selecting Your Staff

Types of Assistants

Depending on the number of test takers expected for a particular administration, you may require the help of assistants, either as associate supervisors or room proctors.

All of your assistants must be:

- familiar with the contents of this manual
- reliable and capable of attending to details
- representative of the group being tested
- knowledgeable about testing procedures for individuals with disabilities or health-related needs
- able to communicate with test takers in the common language of the institution

During the testing session, test administration staff must not read (for their own amusement), engage in conversation, correct papers, or perform any other task that is not related to their test administration duties. In addition, they must not examine the contents of any test book unless they are inspecting it for a possible defect reported by a test taker. **Under no circumstances should test administration staff take the TOEFL ITP test during the testing session.**

Associate supervisors are responsible for the test administration in the room(s) assigned to them. In their testing rooms, they perform the same function and bear the same responsibilities as the test administration supervisor. They must read this manual before the day of the test, be thoroughly familiar with all procedures, be of unquestionable integrity, and be mature and able to handle groups of test takers in an effective and friendly manner. Associate supervisors should not be allowed to

administer the test to someone they know personally, other than as a student at the institution.

Proctors help with test administration duties but do not administer the test. They may be professional personnel; responsible administrative, secretarial or clerical staff; or graduate students. Although the actual duties of each proctor depend on the type of assistance required, proctors generally assist with or perform the following functions:

- post directional signs in the building where the test will be administered, or direct test takers to their assigned rooms
- check test takers' identification
- seat test takers according to the instructions
- distribute test materials to each test taker
- walk around the testing room frequently to ensure the quality of the audio recording, guard against misconduct, verify that every test taker is working on the appropriate section of the test and make sure that test takers are gridding their answer sheets properly
- collect test materials at the end of the test administration

The number of proctors you will need depends on the number of individuals you plan to test in each room. It is important to have at least two staff members in each room. This allows verification by a second staff member in cases of test booklet discrepancies or suspected cheating. It also assures that should an emergency occur, there is someone to monitor the room while the room supervisor deals with the emergency. Please use the following table to determine the number of proctors you will need.

Test Taker/Proctor Ratios	
Number of Test Takers per Room	Number of Proctors
1-25	1
26-50	2
51-75	3
76-100	4

If more than 25 test takers are tested in one room, you will need one proctor for every 25 test takers. You may excuse proctors if you find that you are overstaffed due to test taker absenteeism. Proctors must be assigned to rooms randomly. They should not be assigned to rooms in which they work or which they use on a regular basis.

Training Your Staff

You are responsible for training your staff before the test date to effectively fulfill their test administration duties as prescribed in this manual. You must ensure that they know the specific test administration procedures, are aware of security-related issues, and understand the importance of safeguarding the test materials at all times.

Security of Test Materials

Receiving and Storing Test Materials

ETS and your local ETS TOEFL ITP associate assure all test takers that no one but the test takers themselves will be permitted to open or examine test books. You are responsible for enforcing this rule from the moment you receive the test materials until you return them in accordance with the instructions in the materials sent to you.

To meet this responsibility, you must:

- Have all test materials shipped directly to you or another designated representative.
- Alert your receiving office that the shipment is expected and arrange to have it delivered to you upon receipt.
- Arrange for secure conditions for receiving test materials. Test materials must be securely locked in a container, compartment or area to which only one or two authorized people have access. Verify that the locks on the secure storage area are not on a master key system which would allow a variety of staff, including janitorial, etc., to have access to the materials.

Checking Test Materials

Within 24 hours of receipt, open all boxes or envelopes containing test materials and have two people check the contents for counting or packing errors. If you do not check the test materials within 24 hours of receipt, you may not have sufficient time to resolve problems prior to the test administration. If there is any discrepancy, contact ETS or your local ETS TOEFL ITP associate immediately. After confirming that you have all the necessary materials, reseal the boxes or envelopes with tape, sign your name across the tape and on the boxes or envelopes as added insurance against tampering, and store them in a secure area to which only you or another authorized person have access. **Test materials must never be left unattended when they are outside a locked storage area.**

Selecting Test Center Facilities

Selecting Testing Rooms

The success of any test administration depends, to a great extent, on the suitability of the test site. It is more difficult for test takers to concentrate on the test if noise, poor lighting, inadequate writing surfaces, extreme temperatures or humidity distracts them. Although certain adverse conditions may be beyond the control of the supervisor on the day of the test, careful planning will minimize the possibility of such distractions. When selecting testing rooms, test supervisors must personally inspect the rooms, choosing the best rooms based on overall suitability. The following suggestions may be helpful in deciding what rooms to use.

Size of Testing Rooms

Using large rooms such as lecture halls and cafeterias to test large numbers of test takers is often more efficient than using small rooms. Therefore, if large rooms are available and there are no administrative problems testing large groups, these rooms are appropriate to use. On the other hand, you may prefer to use small rooms if you think they provide more comfortable conditions for the test takers, allow for better security, or if acoustics in the available large rooms are inadequate. As the test supervisor, the final choice of the testing room(s) is yours. However, whatever room size you choose, the testing rooms must be arranged so that all test takers face the same direction. There must be 1.5 meters between test takers.

Physical Requirements of Testing Rooms

- The temperature and ventilation should be appropriate for the season. Arrange in advance, if possible, for heating or cooling units to be turned on early on testing day.
- Lighting must be adequate for reading and for marking answer sheets. Check lighting conditions in all testing rooms early on the day of the test.
- Each testing room must have a clock, preferably at the front of the room. At regular intervals, post the amount of test time remaining.
- Rest rooms should be located nearby and should be easy to find. Post directional signs if needed. Check the rest rooms before the test for any materials test takers may have stored there. **Test takers taking a rest room break must not be allowed to use a cell phone or any other electronic device.**
- The testing rooms should be located in a section of the building least likely to be affected by noise from construction work, parties, sports events, motorcycles, buses or other traffic.

Audio Playback Equipment and CDs

The listening part of the TOEFL ITP test requires high fidelity audio playback equipment. Be sure to check the playback equipment before the day of the test to make sure it functions properly. You will need to check the tone, volume and fidelity as well as the acoustics in the room(s) in which the equipment will be used. For each test administration, supervisors must have at least two CDs for the audio part of the test, in case a CD malfunctions, is damaged by equipment, or is lost. Keep in mind that the CDs are secure test material, just like a test book. CDs must be counted and verified by a second staff member before being stored after the test. Be careful to check for CDs left in the playback machine.

Test Taker Handbook and Admission Form

Well in advance of the scheduled test date, you should give each person planning to take the test a copy of the Test Taker Handbook and an admission form. The admission form is on the inside back cover of the Handbook; check each Handbook to be certain that the form is attached. Before you distribute the Handbooks, post a notice giving the date, time and place of the test and other instructions. In addition, instruct the test takers to complete their admission forms before reporting to the testing room, and tell them to bring their completed admission form and several sharpened medium-soft (No. 2 or HB) black lead pencils with them on the day of the test. Also, remind them that the use of books, dictionaries, recording or photographic devices, or papers of any kind will not be permitted and that these items should not be brought to the testing room.

Test Takers with Disabilities or Health-related Needs

Every effort must be made to accommodate test takers who require special testing conditions. If a test taker with a disability or health-related need will be taking the TOEFL ITP test at your testing site, please make arrangements in advance for special testing accommodations. If a test taker requires accommodations (for example, extra time, assistance with completing the answer sheet, someone to read the test questions aloud), contact ETS or the local ETS TOEFL ITP associate prior to the administration to request specific materials. If a request is a relatively minor one that you can accommodate easily, such as accommodations for a wheelchair, seating near a window for natural lighting, permission to leave the room at intervals in order to eat a snack, you may, at your discretion, accommodate the test taker provided that he or she understands that the test is to be administered under standard conditions and that he or she will be required to adhere to all administrative procedures, requirements, and timing regulations.

ACTIVITIES ON THE DAY OF THE TEST

Supervisors and associate supervisors must read this section carefully before administering the tests. It is also suggested that room proctors read this section.

Test Day Preparations

Humanizing the Test Administration

Humanizing the testing process is important to the success of the administration. You may find the following suggestions helpful.

- Greet the test takers courteously to ease their anxiety. Your words and behavior show the test takers that they are welcome and that you are there to help them. Stress the importance of this attitude with your staff.
- Make testing staff visible. Have them wear badges, name tags, caps, ties or other identification that will enable test takers who are lost, confused or in need of assistance to find them easily.
- Post directional signs for the testing room(s) and rest rooms before test takers arrive. In addition, if your testing site is large, post directional signs at strategic locations on the grounds to direct test takers to the proper building(s).
- Treat all test takers equally. Test takers may be nervous or sensitive during this important examination. You will want to make certain that none of your procedures makes one test taker feel different from any other.
- Tolerate some nervous noise before the test starts. Many people under stress relieve their anxiety through talk and movement.
- Be patient in responding to questions before the test begins. Most questions are sincere. As long as test takers confine their questions to the mechanics of testing, do your best to answer them.
- Be prompt and sympathetic in responding to a question or procedure during the test. A test taker who raises a hand and whispers a request for additional help in understanding test procedures should receive your courteous, unobtrusive attention if he or she clearly needs it.
- Be reasonable about requests to leave the room.
- Isolate anyone who is suspected of cheating or disturbing others. This should be done without disrupting the testing session or the other test takers. Treat him or her reasonably and firmly, as described later in this manual, and carry on with the test in your usual way.

Materials Checklist

Be sure you have enough of the following testing materials:

- This manual
- Test books
- Answer sheets
- CDs (verify that the test form designation on the CD is the same as on the test books)
- Code lists (Native Country and Native Language Codes are in the Test Taker Handbook)
- Supervisor's Report Form
- Supervisor's Comment Sheet
- Violations Notice
- Background Questionnaires, if applicable (see page 15)
- Pencils (No. 2 or HB) and erasers

Inside the Testing Room

Set up the CD player with speakers located in the appropriate places and test the equipment in the testing room. Run the CD to the beginning of the voice segment.

Equipment/Facilities Checklist

Check:

- Lighting
- Room temperature
- Room ventilation
- Location of outlets
- Audio recording equipment
- Distribution of tables/desks and chairs
- Location of blackboard
- Location of clock
- Rest rooms for concealed materials

Problematic Conditions

If a last-minute change in testing rooms becomes necessary, station a proctor at the original location to direct test takers to the new location. Before testing begins, if you are aware of a potential noise problem (bands playing, heating systems banging, cheering at a sports event, scheduled maintenance or repair work, etc.), move the administration to another building or to another room, if possible. In other situations, wherever practical, ask people outside the testing room to leave the area or talk more quietly. Even if it is impossible to totally avoid the noise, a few words from you will let the test takers know that you are aware of the problem and have made an effort on their behalf.

Test Center Procedures and Regulations

Visitors

Except for observers authorized by ETS and/or your local ETS TOEFL ITP associate, visitors are not permitted to enter the room while testing is in progress. If a member of the facility staff or maintenance worker requires access during testing, check his/her identification and have a proctor accompany the person the entire time he or she is in the testing room.

Conduct and Prohibited Materials

Testing aids — While taking a test, test takers may have nothing on their desks except their test books, answer sheets, pencils and erasers.

Use of the following is strictly prohibited:

- cell phones or smart phones that can access the internet
- books
- pamphlets
- pagers or beepers
- mechanical pencils or pens
- highlighter pens
- stereos or radios with headphones
- watch alarms (including those with flashing lights or alarm sounds)
- personal digital/electronic recording or photographic devices
- dictionaries, including electronic translators
- papers of any kind (for example, notes, scratch paper)
- BlackBerry®, tablet PC, or any other electronic device

Before the test takers are admitted to the testing room and after they are seated, the test administrator must thoroughly scan the room for any prohibited materials. See “Test Taker Misconduct and Dismissal” on this page for procedures to follow if test takers are caught using aids in the testing room. Before taking any action, be sure the test taker has fully understood the instructions prohibiting the use of aids.

Note taking — test takers cannot bring scratch paper into the testing room or make notes on their answer sheets. They can take notes in the blank areas of their test books during the listening parts of the test. Test takers may not remove pages from their test books for any purpose.

Illegal recordings — you must also be alert for any attempt to record audio portions of the test. People with recording equipment, whatever their purpose, must not be allowed to remain near the testing area. A proctor must periodically check the hallways around the

testing room to be certain no unauthorized persons are lingering in the area. Because of the risk of test takers recording the test, require all test takers to leave coats, backpacks, briefcases, pagers, cell phones and other belongings in a designated area of the testing room, away from the test taker seats. Be on the lookout for electronic devices of any kind.

Smoking, eating and drinking are not permitted. This applies to staff members as well as test takers.

Test taker misconduct and dismissal — because of the need to maintain order as well as security at the test center, you have the authority to dismiss a test taker for misconduct. If a test taker’s behavior during testing has the potential to prevent others from doing their best work, warn the test taker that he or she will be dismissed if the disruptive behavior continues. In certain cases you may be reluctant to dismiss a test taker for fear of embarrassment, further disturbing other test takers, or physical reprisal. You should dismiss when warranted, but use your best judgment in handling each situation. You can also have the test taker sign a Violations Notice (see sample in Appendix C) to acknowledge that he or she has been warned. Be sure to describe such incidents in detail on the Supervisor Report Form.

Warn a test taker who:

- Gives or receives assistance of any kind
- Uses a prohibited aid
- Disturbs other test takers
- Looks through the test book before the start of the test
- Looks at the wrong test section
- Removes a page or any part of a page from the test book
- Works longer than permitted for the test
- Refuses to adhere to any other testing regulation

If the test taker does not heed your warning, dismissal is warranted. Collect the test taker’s test materials and dismiss him or her from the room. Advise the test taker only that failure to adhere to testing procedures after receiving a warning has made your action necessary, and that you are required to report the matter to ETS or the local ETS TOEFL ITP associate. Provide full information regarding the incident and the action taken by you or your staff on the Supervisor Irregularity Report form. When you return the report, attach the test taker’s test book and answer sheet.

Admission Procedures

Institutional Administration

You are to administer ITP tests only to applicants/ students enrolled at your institution. Do not admit anyone who does not have the recommended photobearing identification document, unless they are known to you as a student of the institution. (See “Identification.”) Each test taker should present a completed admission form. As you admit test takers to the testing room, inspect their admission forms. **Both parts of the form must be completed. Do not accept** any admission form that has not been signed by the test taker in the examination record section of the form. Remove the examination records from the forms and place them where the test takers will not have access to them. Return the top parts of the admission forms to the test takers. They will need them when they are asked to complete the test taker identification section of the answer sheet. You must retain the examination record part of each admission form. The forms may be used for comparison with the signatures on the answer sheets as well as with the signatures on student records at the institution. The forms also provide addresses for mailing the test takers copies of the score records. It is the responsibility of the institution to make sure that each test taker receives a copy of his or her score record; ETS or the local ETS TOEFL ITP associate will mail the test results, including test taker score records, only to the institution administering the test. As you admit each test taker to the testing site, check his or her identification against the test taker roster. Compare the test taker to the photograph on his or her identification document.

Public Administration

You and your staff must ask for ID (See “Identification”) from every test taker on the day of the test. Each test taker must present a completed admission form. As you admit test takers to the testing room, inspect their admission forms. **Both parts of the form must be completed. Do not accept** any admission form that has not been signed by the test taker in the examination record section of the form. Remove the examination records from the forms and place them where the test takers will not have access to them. Return the top parts of the admission forms to the test takers. They will need them when they are asked to complete the test taker identification section of the answer sheet. You must retain the examination record part of each admission form. The forms may be used for comparison with the signatures on the answer sheets as well as with the signatures on student records at the institution. The

forms also provide addresses for mailing the test takers copies of the score records. As you admit each test taker to the testing site, check his or her identification against the test taker roster. Compare the test taker to the photograph on his or her identification document.

Identification

All test takers are required to present valid and acceptable identification each time they report to a test center. Staff alertness and careful checking of the test takers’ identification documents should help to prevent an individual from succeeding with an attempt to take the test for someone else. It is the test taker’s responsibility to ensure that his or her ID documents are up-to-date and available on the day of the test.

When ID documents are presented, they must be examined carefully by the staff member responsible for admitting the test takers. In addition to checking the name on the ID against the admission document, the staff member must also check the photograph against the presenter.

Identification (ID) Requirements

Acceptable ID documents vary according to the location of the test administration. Therefore, you should use your best judgment regarding the authenticity of the ID documents presented by individuals who are not known to you personally. However, with few exceptions, ID documents must meet all of the following requirements.

Each ID must:

- be an **original** document; photocopies will not be accepted
- be **valid**; expired documents (bearing expiration dates that have passed) are not acceptable
- include the test taker’s **full name, matching exactly** the name used to register, excluding accents or spaces
- include a recent **photograph** that clearly matches the test taker’s appearance
- include the test taker’s **signature** (the name and signature on the ID document must match)

Acceptable Primary ID Documents

The following ID documents are acceptable for admission to a test center **within the test taker’s country of citizenship**:

- **Passport** with name, photograph and signature
- **Driver’s license** with photograph and signature
- **State or Province ID card**, including those issued by motor vehicle agencies, with photograph and signature

- **National ID** with photograph and signature
- **Military ID** with photograph and signature

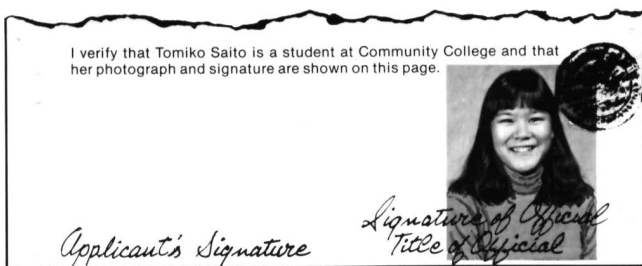
Acceptable Supplemental ID Documents

You may require a test taker to provide a supplemental ID in addition to their primary ID if you question their primary ID document for any reason, or if the primary ID document is otherwise acceptable but is missing the test taker's full name, photograph or signature.

Supplemental ID documents **cannot** be used to resolve name discrepancies. The name on the primary ID **must exactly match** the name used to register, excluding accent marks and spaces. If a test taker cannot provide a supplemental ID listed below that contains a signature, they can present 2 government-issued IDs with photographs, as long as they are in the same name used to register.

The following ID documents are generally acceptable as supplemental ID:

- **Government-issued ID** including, but not limited to, those listed under **Acceptable Primary ID Documents** (see page 11)
- **Student ID**
- **Confirmation of Identity Letter from the test taker's educational institution:** If a test taker does not have a passport, or if the passport does not include their signature and photograph, a letter on official letterhead from the school they most recently attended is an acceptable supplemental ID document. The letter must have a photograph glued (not stapled) to it, and the title, signature and seal of the official who issued the letter must overlap the photograph, as shown below. Student letters are valid for one year after date of issue.



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 that does not match exactly the name used to register

- International driver's license
- Draft classification card
- International student ID
- Credit/debit card of any kind
- Notary-prepared letter or document
- Birth certificate
- Any temporary ID card
- Employee ID card
- Diplomatic, consulate or embassy ID card

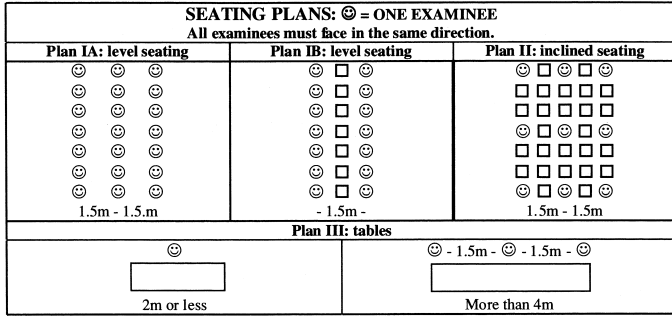
Seating Procedures

When you assign seats to test takers as they enter the testing room, please observe the following important rules.

- You and your assistants must have unimpeded access to every test taker.
- To prevent copying, test takers must be seated so that they cannot look at their neighbors' responses or exchange information.
- To avoid cheating, direct test takers to their seats. Do not allow them to select their own seats.
- Test takers must be randomly assigned to specific seats as they enter the testing room. This should separate friends who have arrived at the test center together and prevent them from communicating for any purpose during the test.
- Seating the test takers in approximate alphabetical order is another method that may be used to separate friends or associates. However, if you use this method, make certain that test takers with the same family name are not seated next to each other.
- Regular seating patterns that could be anticipated and circumvented by the test takers (such as asking test takers to sit on alternate sides of the room as they are admitted) are not acceptable.
- Left-handed test takers should be seated in a separate row or in the last seat of each row of right-handed test takers. If you cannot avoid using chairs with right-hand tablet arms, seat left-handed test takers with a vacant chair to their left for use as a writing surface.
- Test takers must face the same direction in any level seating arrangement and must be separated on each side by a minimum of 1.5 meters.
- In an inclined seating arrangement such as in an auditorium, there must be a 1.5 meter separation in front of and behind each row of test takers as well. See Test Taker Seating Plan on the following page.

Test Taker Seating Plan

A test taker seating plan must be completed and returned with the test materials. The plan must show a map of the seating arrangements indicating the name, location, and test book serial number of each test taker.



Krista Abernathy Seat 1A 123456		Gayle Boston Seat 2A 123457		Karen Cox Seat 3A 123458
Susan David Seat 1B 123459		Rex Egland Seat 2B 123460		Heather Franks Seat 3B 123461
Sean Grant Seat 1C 123462		Melissa Hect Seat 2C 123463		Elizabeth Jones Seat 3C 123464
Barbara Kraft Seat 1D 123465		Gina Long Seat 2D 123466		Trina Michaels Seat 3D 123467
Maurice Nova Seat 1E 123468		Rhonda Orlando Seat 2E 123469		No Show

Closing the Testing Room

At the designated time for the testing session to begin, and after all test takers present have been seated, close the doors to the testing room and begin the test instructions. Any test takers arriving late may be admitted at your discretion up until the test itself begins. Be certain the late test taker has an opportunity to read and understand any directions, has time to properly grid the test taker information section of the answer sheet, and describe the late admission on the Supervisor Report Form.

ACTIVITIES DURING THE TEST

Distributing and Accounting for Test Materials

Distributing Answer Sheets

After all test takers have been admitted and seated and you are ready to begin, be sure the test takers have only their admission document and pencils on their desks before you distribute the answer sheets.

Instructions for gridding the answer sheet are given before the actual test begins. "Grids" are sets of circles on the answer sheet that test takers fill in to enter information about themselves and to record their answers to the test questions. They must completely fill in the intended circles with dark marks so the letters inside the circles cannot be seen. Light or partial marks may not be scored properly, and, if the required information is not gridded accurately, an individual's score record may not be accurate. It is important that test takers fully understand how to grid the answer sheet. Supervisors and room proctors should carefully monitor this activity to ensure that test takers are using only medium-soft lead pencils and are gridding the answer sheets correctly.

Please note the examples that follow: make sure test takers fill in the circles the **correct** way.



See the sample answer sheet on page 32 to become familiar with the information students will enter on their answer sheets. After the test takers have filled in the identification portion of the answer sheets, they will be told to put their admission documents away.

Distributing Test Books

Hand a test book and answer sheet directly to each test taker. Give them to test takers one at a time, in seating order, as you go along a row. Distribute test books in serial number order. Distributing and collecting test books in the same order within each testing room will facilitate accounting for all test materials and enable you to document the seating arrangement(s). If more than one testing room is used, keep a record of the test books (number, test form, serial number, etc.) issued to each supervisor.

Test takers must not be asked or allowed to pass test materials to other test takers when you distribute

or collect test materials. Test materials must not be distributed until all test takers have been seated and the doors to the testing room have been closed. Only the test taker may break the seal on a test book, and only when told to do so by the supervisor.

Maintaining Security

While you are giving test takers preliminary instructions, one of your proctors must account for all test books. To do so, the proctor adds the number of test takers present, the number of unused test books, and the number of defective books (if any); together they must equal the number of books you received from ETS or the local ETS TOEFL ITP associate.

If there is a discrepancy, inform the test takers that one of them was given an extra test book and request that it be returned. When the book is handed in, proceed with your instructions. Record the circumstances on the Supervisor Irregularity Report (Appendix C).

If the book is not handed in, start the test, place the room in a proctor's charge, and report the circumstances to ETS or the local ETS TOEFL ITP associate. If you cannot reach ETS or the local ETS TOEFL ITP associate, ensure the accuracy of your detailed seating chart for position, name, and test book serial number of each test taker in the room.

To prevent attempts to copy or remove pages from test books, have each proctor monitor a designated area in the testing room.

You are responsible for returning all test books; therefore, you must account for every test book. You may find it helpful to use the Supervisor Report Form (Appendix C).

Posting the Time

If the testing room does not have a clock that is clearly visible to all test takers, post the amount of time remaining at regular intervals throughout the testing session.

Test takers must be given the prescribed amount of time to work on each section of the test. Follow the timing instructions on page 19. If you do not do so, comparison of scores obtained by test takers at your institution with scores obtained by TOEFL ITP test takers at standard administrations will not be meaningful.

Background Questionnaire

A copy of the Background Questionnaire is on page 29 of this manual. The Background Questionnaire is located on the reverse side of the Answer Sheet. When test administration staff instructs the test takers to complete the Questionnaire, they will be able to read the questions themselves and mark their responses on their answer sheets.

Test Taker Comments

Test takers are always encouraged to express concerns, complaints or questions to ETS or the local ETS TOEFL ITP associate office about the test administration or the actual test questions. If during the test administration a test taker has a complaint about a test question, ask the test taker to continue with the test and report the complaint on a Test Taker Comment Form. Allow time at the conclusion of the testing session, after test books have been collected, for the test taker to fill out the form. Complaints about the test administration, including the conditions under which a test was taken, can often be prevented by careful planning and preparation, training of test administration staff, and adherence to instructions.

INSTRUCTIONS FOR ADMINISTERING THE TESTS

The directions for completing the identification portion of the answer sheet are identical for both TOEFL ITP tests. The timing of the two tests is different; therefore, the directions for the **actual tests** are given separately for each test. Supervisors must read aloud to the test takers all directions printed in **boldface** type, pausing where four dots appear to allow time for the procedure described to be carried out. The directions should be read slowly, and they may be repeated if necessary. However, do not depart from these directions or answer any questions about the content of either test. When everyone has been admitted and seated according to your prearranged seating plan, say:

Remove everything from your desk except your admission form, pencils, and erasers. Place all other materials where they cannot be seen. . . . In a moment you will be given an answer sheet. You must use a pencil with medium-soft black lead to mark your answer sheet; pens, colored pencils, or liquid lead are not permitted. It is not possible to score your answer sheet if you use a pen. DO NOT WRITE ANYTHING ON THE ANSWER SHEET UNTIL I TELL YOU TO DO SO.

Distribute one answer sheet to each test taker individually. A sample answer sheet is shown on page 32 for your convenience when reading the following instructions. When everyone has an answer sheet, say:

When I tell you to do so, you can begin writing in the area labeled "Name." When you are ready, look at me. . . . Look at area 1 on your answer sheet, "Name." Print your name in the boxes exactly the same way you printed it on your admission form. First print your family name (surname), then your first (given) name, and then your middle name. Beneath each box in which you put a letter, fill in the circle that contains the same letter. Each circle you fill in must correspond to the letter you printed in the box above. Your name will appear on your score record that is sent to this institution after the administration exactly as you mark it on your answer sheet. Be sure each of your marks is dark enough to completely cover the letter within the circle. You must not be able to see the letter. If you

make a mistake, erase the mistake completely. Do not make any extra marks on your answer sheet. After you have filled in the appropriate circles beneath your name, look up from your desk. . . .

If test takers at your institution have been assigned numbers that you wish to have reported on the score roster you receive from ETS, read the directions for area 2. If you are not using student numbers, go on to the directions for area 3. Refer to Appendix B for the Background Questionnaire to complete area 9. Read the questions and responses exactly as they appear on the questionnaire.

In area 2, copy your student number from your admission form. In the column beneath each number you copied, fill in the circle that contains the same number. Mark zeros just as you mark other numbers. . . . In area 3, "Date of Birth," copy the numbers of your birth date from your admission form in the boxes at the top of the group of columns. Then, beneath each box, fill in the circle that contains the same number. . . . In the boxes at the top of areas 4 and 5, copy from your admission form the code numbers for your native country and native language. Then, below each box, fill in the circle containing the same number. . . . In area 6, "Sex," fill in the appropriate circle. . . . In area 7, fill in the circle that corresponds with the test you are taking today, Level 1 or Level 2. . . . In area 8, print the name of the institution. . . . Area 9 is marked "Background Questionnaire Responses." The TOEFL ITP Background Questionnaire can be found on the reverse side of your answer sheet. The questionnaire asks about your educational, English language, and TOEFL ITP experience. The responses enable the TOEFL Program to learn more about the people who take the test and the factors that affect TOEFL ITP scores and improvement in English ability. You are encouraged to answer all of the questions. Your responses to the questionnaire are kept confidential and do not in any way affect your TOEFL ITP scores. In section 9 of the answer sheet, questions 1–4, you are to fill in the circle that corresponds to the same question and answer

choice of the background questionnaire. If you have any questions about any of the questions or answer choices, raise your hand. . . . In area 10, enter today's date and, on the lines below the date, WRITE, do not print, the statement you see there. Then sign your name as you would sign a letter or other important document. When you have finished, look up from your desk. . . . I am now going to give out the test books. When you get your book, read the directions on the back cover. Do not break the seal until I tell you to do so.

Open the sealed bags containing test books and give one test book to each test taker individually. Do not ask test takers to assist you. When you have finished, say:

After you have read the directions, look up from your desk. . . .

When everyone is ready, say:

On the front of your test book, in the box provided in the middle, print with a pencil your full name, with your family or surname first, exactly as you did on your answer sheet. Then look up from your desk. DO NOT BREAK THE SEAL ON YOUR TEST BOOK. . . . Look at the number printed in the upper right-hand part of your test book. This is the test book number. Copy this number in the "Test Book Number" box on your answer sheet. . . . In the next box, "Test Form," copy the letters and numbers exactly as they appear after the word "Form" on the front cover of your test book. . . . If you have any questions, raise your hand. . . . Remember, do not open the test book. You will be instructed to open your test book when I start the recording.

After you have answered any questions and the test takers are ready, continue with the directions.

Now remove your admission form from your desk. . . . You may have only your test book, answer sheet, pencils, and erasers on your desk during the test. Note paper may not be used. You can take notes in your test book during the listening parts of the test. You will receive credit only for answers marked in the proper places on your answer sheet. Remember, be sure all your marks are dark enough to completely cover the letters within the circles. You must not be able to see the letters. If you make a mistake, erase the mistake completely. Try to answer every question, but do not be concerned if you cannot answer all of them. There is no penalty for guessing. If you are not sure of the correct answer to a question, make the best guess you can and go on to the next question. The test is divided into three sections. You may not omit any part or section. Each section has a different time limit. Remember, during the time allowed for each section, you must work only on that section. You must not go back to a section you have already worked on, and you must not start the next section until you are told to do so. It is an act of cheating if you work on a section other than the one you are instructed to work on. If you fail to follow these instructions you will be required to turn in your test materials, and your answer sheet will not be scored. Even if you finish a part or section before time is called, you must stay in your seat. There will be no rest break before the end of the test. When you have finished the entire test, stay in your seat until all the test materials have been collected and accounted for and you are dismissed. You are not to read aloud or talk once the test has begun, and you may not ask any questions. If you find something wrong with your test book or answer sheet during the test, raise your hand.

Answer any questions test takers may have about procedures; then proceed.

The first section of the test is Listening Comprehension. All the directions for this section are given on the recording you will hear in a moment. I will begin the recording now.

Start the recording. Make any necessary adjustments or seating changes after the completion of the introductory statements on the recording. These statements may be replayed if necessary. It is very important that you make any necessary adjustments at this time so all students can hear the recording clearly. Supervisors and room proctors should walk around the room as soon as test takers begin working on Section 1 (and at the beginning of Sections 2 and 3) to be sure everyone is working on the correct section and marking the answers in the appropriate areas on the answer sheet. Section numbers are printed at the top of each page of the test book to distinguish the sections and to help supervisors and proctors ensure that everyone is working on the same section. For Level 1, Section 1 numbers are printed in squares, Section 2 numbers are in circles, and Section 3 numbers are in triangles.

For Level 2, the numbers at the top of each page for Section 1 are printed on a gray band, the numbers for Section 2 are printed in black, and the numbers for Section 3 appear as white numbers in a solid black band. During the time allowed for each section of the test, test takers must work **on that section only**.

At the conclusion of Part C, Section 1, you will hear the speaker say “end of recording.” The timing for Section 1 may vary by several minutes from test to test depending on the length of the recording. Section 2 should be started as soon as the recording for Section 1 is completed. It is very important that the specified timing be followed exactly for Sections 2 and 3. Please be sure that you are following the timing for the test you are administering — Level 1 or Level 2. The next two pages include instructions for Level 1 and Level 2. More institutions use Level 1 than Level 2. If you are not sure which level ITP tests you are administering, it is probably a Level 1 test. Descriptions of these two Levels can be found on page 4 of this manual. The heading of each column identifies the correct set of instructions for each test.



The timing for the two tests are different

LEVEL 1	
Section	Administration time
Listening Comprehension	35 minutes
Structure and Written Expression	25 minutes
Reading and Vocabulary	55 minutes
TOTAL	115 minutes

LEVEL 2	
Section	Administration time
Listening Comprehension	22 minutes
Structure and Written Expression	17 minutes
Reading Comprehension	31 minutes
TOTAL	115 minutes

Turn off the recording and say:

For Level 1

Stop work on Section 1. During the next 25 minutes you may work only on Section 2. You may not read or work on any other section during this time. Turn to Section 2 in your test book. The number 2 is printed across the top of each page in this section. Now read the directions for Section 2 and begin work.

Immediately set your watch for the exact reset watch time of 00:00.

When it reads 00:25, say:

— At 00:25 —

Stop work on Section 2. You will have 55 minutes to work on Section 3 only. You may not read or work on any other section during this time. Turn to Section 3 in your test book. The number 3 appears across the top of each page. Now read the directions for Section 3 and begin work.

Immediately set your watch to the exact reset watch time of 00:25.

When it reads 01:15, announce:

— At 01:15 —

You will have 5 minutes to complete this section.

When your watch reads 01:20, say:

— At 01:20 —

Stop work and put your pencil down. You may not make any more marks on your answer sheet. If you do, it will be considered cheating. Close your test book, and keep it closed. Do not put your answer sheet inside the test book. Place your identification document on your desk. I must check your identification document to see that the name on your document matches the gridding of your name on the answer sheet. I am going to collect the test books first and then the answer sheets. No one may leave the room until all materials have been collected and counted. You must remain in your seat and you may not talk until you are dismissed.

Turn off the recording and say:

For Level 2

Stop work on Section 1. During the next 17 minutes you may work only on Section 2. You may not read or work on any other section during this time. Turn to Section 2 in your test book. The number 2 is printed across the top of each page in this section. Now read the directions for Section 2 and begin work.

Immediately set your watch for the exact reset watch time of 00:00.

When it reads 00:17, say:

— At 00:17 —

Stop work on Section 2. You will have 31 minutes to work on Section 3 only. You may not read or work on any other section during this time. Turn to Section 3 in your test book. The number 3 appears across the top of each page. Now read the directions for Section 3 and begin work.

Immediately set your watch to the exact reset watch time of 00:30.

When it reads 00:56, announce:

— At 00:56 —

You will have 5 minutes to complete this section.

When your watch reads 01:01, say:

— At 01:01 —

Stop work and put your pencil down. You may not make any more marks on your answer sheet. If you do, it will be considered cheating. Close your test book and keep it closed. Do not put your answer sheet inside the test book. Place your identification document on your desk. I must check your identification document to see that the name on your document matches the gridding of your name on the answer sheet. I am going to collect the test books first and then the answer sheets. No one may leave the room until all materials have been collected and counted. You must remain in your seat and you may not talk until you are dismissed.

ACTIVITIES AFTER THE TEST

Collecting Test Materials and Dismissing Test Takers

When the Test is Over, Do the Following:

- Ask test takers to take out their ID documents again. Collect the test books individually from each test taker in the same order in which you handed them out.
- As you pick up the answer sheets, check the test takers' ID documents against what has been entered on the answer sheets. This ensures you are receiving a single answer sheet from each test taker. **Do not** have answer sheets passed to you along rows.
- Handle answer sheets carefully. Keep them flat and do not damage the edges. Do not attach paper clips to them or staple anything to them.
- Once you are certain you have all the test booklets, collect and count the answer sheets in the same manner. Then collect any Test Taker Comment Forms.
- Next, to ensure test book security, count the test books. Make sure test takers have not left their answer sheets inside the books.
- When all of the test books, answer sheets, and CDs (used, unused and defective) have been accounted for and verified by a second staff member, place them where they will not be accessible to test takers. In particular, do not leave test books near the exits that test takers will use or where test site maintenance or cleaning staff can have access to them. Test takers are not permitted to examine any test materials after they have been collected.
- Thank the test takers for their cooperation.
- Dismiss the test takers.
- Protect all test materials as the test takers leave the room.

After you have dismissed the test takers at the end of the testing session and put the test materials in a safe place, make a final check of all testing rooms to be certain nothing has been left behind.

Forms to be completed (see Appendix C)

A completed Supervisor's Report Form must be returned with the answer sheets. A copy of the Supervisor's Report Form can be printed from the following website http://www.ets.org/s/toefl_itp/pdf/supervisor_report_form.pdf. The front side of the form provides spaces for recording quantities of test materials received, used, unused, and returned. The Supervisor Irregularity Report (SIR) may be used for reporting irregularities. A copy of the SIR may be found on the following website http://www.ets.org/s/toefl_itp/pdf/supervisor_irregularity_report.pdf. The Supervisor Comment Sheet may be used for making comments and/or suggestions about the test or the testing program. A copy of the Supervisor Comment Sheet may be found on the following website http://www.ets.org/s/toefl_itp/pdf/supervisor_comment_sheet.pdf. Be sure that the number of used answer sheets being returned is the same as the number of examination record forms (lower part of the admission form) you collected as test takers were admitted to the testing room, plus any defective answer sheets. The number of used and unused test books being returned must equal the number of test books you received.

Returning Materials

To prevent any delays or errors in returning materials, please adhere strictly to the following instructions. We suggest you use the checklists to be certain everything necessary has been done. Return the test materials listed to ETS or the local ETS TOEFL ITP associate via a traceable carrier, within the predetermined time frame after the testing session.

Return these materials in the boxes or envelopes provided. Follow the Test Material Return Instructions on page 22. If you use more than one envelope or box, please mark each piece in sequence, for example "1 of 2," "2 of 2."

Special Instructions

- Keep answer sheets and test books from test takers who had requested special accommodations separate from other test materials.
- Hand scoring materials must be returned with the used answer sheets (US only).

Test Material Return Instructions

Institutions in the United States

Returning Answer Sheets and Forms

Checklist

- Used and unused answer sheets
- Completed Supervisor Report Form and Comment Sheet
- Supervisor Irregularity Report (if applicable)
- Defective test books and audio materials (if applicable)
- Violation Notices (if applicable)
- Hand-scoring Materials (US only)

Return the test materials to the following address via UPS 2-Day label:

Educational Testing Service
ATTN: ITP Room
1425 Lower Ferry Road
Ewing, NJ 08618

Returning Test Books and Audio Materials

Checklist

- Used and unused test books
- Audio materials

Return the test materials to the following address via UPS Ground label:

TB Returns
200 Ludlow Drive
Ewing, NJ 08638

Please keep your copies of the shipping receipts for at least 3 months.

Institutions in All Other Countries

Return the boxes or envelopes to the local ETS TOEFL ITP associate from whom you ordered the materials or to ETS by using the shipping box or envelope provided.

Returning Answer Sheets and Forms

Checklist

- Used and unused answer sheets
- Completed Supervisor Report Form and Comment Sheet
- Supervisor Irregularity Report (if applicable)
- Defective test books and audio materials (if applicable)
- Violation Notices (if applicable)

Return the test materials to the following address via UPS Express Waybill:

Educational Testing Service
ATTN: ITP Room
1425 Lower Ferry Road
Ewing, NJ 08618

Returning Test Books and Audio Materials

Checklist

- Used and unused test books
- Audio materials

Return the test materials to the following address via UPS Express Waybill:

TB Returns
200 Ludlow Drive
Ewing, NJ 08638

Please keep your copies of the shipping receipts for at least 3 months.

If your label or waybill is missing, contact UPS. If a courier is unavailable, ship your materials registered first-class (surface) mail. Please include your institution name and complete shipping address, including a contact name and phone number.

APPENDIX A

Irregularities and Exceptional Situations

Reporting Irregularities

No manual can deal with all situations that might arise during testing. From time to time, questions or emergencies may occur that are not adequately addressed in this manual. ETS and your local TOEFL ITP associate rely on you, as the person responsible for all aspects of the administration, to handle any emergency or exceptional situation at your test center. ETS and your local TOEFL ITP associate will support your actions if they are consistent with established ETS policies and procedures. There may be times, however, when you will have to go beyond established policies and procedures to deal with particular problems. ETS and your local TOEFL ITP associate will support your decisions if, in light of the circumstances, your actions are reasonable, sound, and designed to assure score validity and a satisfactory testing environment.

The information below provides procedures for documenting testing irregularities and responding to situations that could potentially arise during the course of the test administration. The guidelines in “Handling Specific Irregularities” beginning on page 24 are provided as a general framework to facilitate your handling of nonroutine or emergency situations.

It is extremely important that you use the Supervisor Irregularity Report form (SIR) to report information concerning any possible security breaches, misconduct, or other incidents at the test center. Facts that may seem of little consequence at the time may later assume considerable significance when ETS or your local TOEFL ITP associate must decide whether further action is justified. ETS thoroughly reviews all SIRs and takes appropriate action. In certain cases, because of confidentiality or privacy factors, it may not be possible for ETS or your local TOEFL ITP associate to report back to supervisors regarding actions taken. Please include as much detailed information as possible on your SIRs. ETS and your local TOEFL ITP associate can take appropriate action to address issues only if enough specific information is provided.

All reports should be complete, explicit, and include a detailed description of the following:

- overview of the incident or irregularity
- identification of the individuals involved, including the names and telephone numbers of all test administration staff who might provide relevant information about any tests that might be affected
- the length of time each incident was observed
- details regarding what happened
- when it happened
- what action was taken

A report filed by an associate supervisor should be signed by the assistant and countersigned by the test center supervisor, who should add any additional information that might also be useful to ETS and your local TOEFL ITP associate for resolution of the problem. **The report should be completed by test administration staff only.**

Procedures for handling specific irregularities are grouped under four categories:

- Test Material Flaws
- Group Irregularities
- Individual Irregularities
- Security and Conduct Irregularities

Handling Specific Irregularities

Test Material Flaws The following irregularities involve errors in printing and assembly of test books and answer sheets, problems with CDs and playback equipment, and problems with individual test questions, such as typographical errors and ambiguities.	
Irregularity	Action
Defective test book	<p>If discovered BEFORE testing begins:</p> <ul style="list-style-type: none"> • Collect the defective test book. • Give the test taker a new, unused test book. • Direct the test taker to write his/her identifying information on the new test book and answer sheet. The test taker must use the new answer sheet to record all responses. <p>If discovered AFTER testing has begun:</p> <ul style="list-style-type: none"> • Collect the defective test book. • Give the test taker a new, unused test book with the same test form code. The test taker should continue with the new test book and answer sheet, starting with the same question he or she was working on when the defect was noticed. <p>If you cannot provide another test book with the same test form code, dismiss the test taker and inform him or her that ETS or the local TOEFL ITP associate will arrange a makeup test.</p>
Defective or missing answer sheet	<p>If an answer sheet is defective:</p> <ul style="list-style-type: none"> • Replace with a new answer sheet from a new, unused test book with the same test form code. Give the test taker time to complete all necessary information on the new answer sheet before you resume testing. • Direct the test taker to complete identifying information and continue working. • If an extra answer sheet is not available, the test taker may circle the answers in the test book. <p>NOTE: With the exception of specific authorization for non-standard testing, this is the only situation in which ETS and your local TOEFL ITP associate will accept answers in a test book for scoring.</p>
Defective CD or playback equipment	<p>If a CD or playback equipment is found to be defective <i>on the day of the test</i> and the test is being administered in more than one room at the same site, you may delay the test until the CD or playback equipment can be transferred from one room to another. If a CD is defective, try to use a different one. If no CD works, dismiss the test takers without giving any portion of the test and inform them that ETS or the local TOEFL ITP associate will arrange a makeup test.</p> <p>If CDs or playback equipment are found to be defective <i>during the test administration</i>, follow the above procedure if possible.</p> <p>Be certain to resume testing at exactly the same point at which it was stopped so test takers do not listen to the same testing material more than once.</p>
Test question ambiguities and errors	Report any typographical errors or possible ambiguities.

Group Irregularities

The following irregularities may affect all or most of the test takers in a testing room or at a testing site.

Irregularity	Action
Mistimings	<p>For an UNDERTIMING:</p> <ul style="list-style-type: none"> • Whenever possible, correct an undertiming before test takers are dismissed. • If additional testing time is warranted, offer all test takers the same amount of extra time for the test or test section. <p>For an OVERTIMING:</p> <ul style="list-style-type: none"> • No adjustment can be made in the case of an overtiming. • Never deduct the extra time from a subsequent section or test.
<p>Emergencies <i>Storms, floods, power failures, or other disruptions beyond your control</i></p>	<p>Even after careful planning, an emergency may occur on the administration date. For example, a storm may prevent test takers from reaching the test center, a power failure may affect power in the building, or construction may prove distracting to test takers. Should something like this happen, decide whether to cancel or delay the administration or find an alternate location.</p> <p>Cancellation of a test administration should take place only in the most extreme cases. If you must cancel an administration, arrange a makeup administration with the client organization or the test taker as soon as possible. In some emergency cases, nervous or excited test takers may ask for a makeup date. Under the same circumstances, however, other test takers who have traveled a considerable distance to the center may want to continue testing. Once again, you will be the best judge of what to do. In case of an emergency evacuation, the primary concern should be the physical safety of the test takers and the test administration staff.</p> <p>When an emergency occurs, you must immediately:</p> <ul style="list-style-type: none"> • Note the time testing was interrupted and, if time permits, ask test takers to put their answer sheets inside the test books and close them. • Evacuate the test takers. • Collect the test books and place them in a secure location, if time permits. • Contact ETS or your local TOEFL ITP associate. <p>On rare occasions, a disturbing situation may arise in the testing room. Someone may faint or have a nosebleed, and other test takers may stop their work to help. Remedy the situation in the most practical way. If necessary, ask the test takers to close their test books while two of them help the affected person from the room. Keep track of the time lost and add that amount of time to the end of the section. Proceed calmly. If you must move to another room, be sure to keep track of the time lost and make it up. Do not allow test takers to talk during the move.</p>
<p><i>Emergency Evacuation</i></p>	<p>Your primary concern should be the safety of test takers and your staff. When an emergency occurs, you should immediately:</p> <ul style="list-style-type: none"> • Note the time of the incident and, if time permits, have test takers insert their answer sheets in their test books and close them. • Evacuate the test takers. • Collect the test books and place them in a secure location, if time permits. • Contact ETS or your local TOEFL ITP associate as soon as possible.

Disturbances <i>Disturbances in the testing room</i>	If possible, reduce or eliminate the source of the disturbance (loud noise, excessive heat/cold, etc.) or move test takers to another room.
<i>Disturbances due to illness or medical emergency</i>	Remedy the situation in the most practical way. <ul style="list-style-type: none"> • Keep test takers calm to the extent possible. • Ask test takers to insert their answer sheets in their test books and close the books until the situation is resolved. • Record any time loss and subsequent adjustments in testing time. • If moving to another testing room is necessary, collect and later redistribute test materials.
Individual Irregularities The following irregularities are usually limited to one or a few test takers in a testing room or site.	
Irregularity	Action
Misplaced answers <i>Misplaced answers on the answer sheet</i>	If a test taker has marked answers on the wrong part of the answer sheet: <ul style="list-style-type: none"> • Give the test taker an unused answer sheet and instruct him or her to continue in the appropriate place. • Assure the test taker that you will notify ETS or the local TOEFL ITP associate and that every effort will be made to give proper credit. • If an extra answer sheet is not available, follow procedures for “Defective answer sheet.”
Ink used on answer sheet <i>During Testing</i>	If it has been discovered during testing that a test taker is marking answers on the answer sheet in ink: <ul style="list-style-type: none"> • The test taker may keep the answers in ink on the current answer sheet (the answers may be transferred at the end of testing; see below). Then, give the test taker a new, unused answer sheet and instruct him or her to resume taking the test from the place where they left off, using a No. 2 or HB pencil. • At the end of testing, under the supervision of staff, allow the test taker to transfer the previous inked answers from the original answer sheet onto the new answer sheet in pencil, filling in the answers exactly as they were filled in on the original answer sheet. • Please complete a Supervisor Irregularity Report and provide detailed information. • If an extra answer sheet is not available, continue using the original answer sheet, marking the answers with a No. 2 or HB pencil. • Assure the test taker that you will notify ETS or the local TOEFL ITP associate and that every effort will be made to give proper credit.
Ink used on answer sheet <i>After Testing</i>	If a test taker has marked answers on the answer sheet in ink: <ul style="list-style-type: none"> • At the end of testing, provide the test taker with a new answer sheet. Under the supervision of staff, allow the test taker to fill in the answers exactly as they were filled in on the original answer sheet, using a No. 2 or HB pencil. • If an extra answer sheet is not available, please return the answer sheet to ETS as is. • Assure the test taker that you will notify ETS or the local TOEFL ITP associate and that every effort will be made to give proper credit. Please complete a Supervisor Irregularity Report and provide detailed information.

Security and Conduct Irregularities

The following irregularities involve test security incidents and possible test taker misconduct.

Irregularity	Action
Loss or theft of test books <i>Before the test</i>	When cartons of test materials arrive and are opened and checked, if any materials are missing or if you detect any evidence of tampering with the cartons or the contents, call ETS or your local TOEFL ITP associate as instructed in "Receiving and Storing Test Materials" on page 7. On the day of the test, if any materials are missing or there is evidence of tampering when you reopen and recheck the cartons of materials, call immediately for instructions.
<i>During the test</i>	After distributing test books, you must account for them. If you find a discrepancy in the test book count, follow procedures in "Distributing and Accounting for Test materials" on page 14. At any time, if a test taker leaves the testing room with a test book or any part of a test book, notify ETS or your local TOEFL ITP associate as soon as possible.
Misconduct <i>Disruptive Behavior</i>	If a test taker's behavior disturbs others and may prevent them from doing their best work, warn the test taker that he/she will be dismissed if the behavior continues. You can have the test taker sign a Violations Notice (see Appendix C) to acknowledge that he or she has been warned. You may wish to isolate the offender in a way least disturbing to others. If, after receiving a warning from you or a staff member, a test taker's disruptive behavior continues, dismissal is warranted.
<i>Testing Aids</i>	Use of the following is strictly prohibited: <ul style="list-style-type: none">• cell phones or smart phones that can access the Internet• books• pamphlets• pagers or beepers• mechanical pencils or pens• highlighter pens• stereos or radios with headphones• analog watches, digital watches or smart watches• personal digital/electronic recording or photographic devices• dictionaries, including electronic translators• papers of any kind (for example, notes, scratch paper)• BlackBerry®, tablet PC, or any other electronic device Anyone found using such aids during testing should be warned and, if the activity continues, should be dismissed from the test.
<i>Referring to the wrong test section</i>	Inform any test taker referring to the wrong test section that this is a violation of ETS testing regulations. Remind them that they are to work only on the announced test section. Also advise that any subsequent violation is grounds for dismissal from the test center. If, after receiving a warning from you or a staff member, a test taker continues to work on the wrong test section, dismissal is warranted.
<i>Using scratch paper or removal of pages or portions of a page</i>	The use of scratch paper is prohibited. No credit will be given for answers marked in the test book for multiple-choice questions. Test takers may not remove pages or portions of a page from their test books for any purpose.
<i>Giving or receiving information of any kind</i>	Change seating and take no further action until you are sure that information has been shared. Have an assistant witness any suspected misconduct. If the situation persists after a warning from you or a staff member, dismissal is warranted.

<p><i>Leaving the testing room before the test session is dismissed (except for unscheduled break during a session)</i></p>	<p>Test takers may not leave the testing room before the test ends and they are dismissed. If you become aware that test takers would like to leave the testing room early, inform them that their test scores will be canceled if they leave.</p>
<p><i>Rest Room Use</i></p>	<p>A test taker may leave the testing room briefly during the actual testing time to go to the rest room. If two or more test takers need to leave the testing room at the same time, a proctor should accompany them to prevent consultation about the test. If a test taker receives permission to leave the testing room to use the rest room, collect the test book, answer sheet, and ID document(s) as the test taker leaves the room, and hand them back when he/she returns. Check the test taker's photo ID before returning the materials. Test takers are not permitted to take excessive or extended unscheduled breaks during the test session. Remind test takers that they will not be allowed extra testing time for such an absence.</p> <p>There is no need to report brief rest room breaks on the SIR. However, excessive or extended breaks must be reported. Use of phones or other electronic devices is not permitted during breaks and is grounds for dismissal.</p>
<p>Test Taker-Requested Score Cancellation</p>	<p>Test taker requests to cancel scores must be honored, provided the test taker notifies you before leaving the testing room. In accordance with ETS policies, you must be sure that the test taker understands that scores can be canceled only for the entire test (all sections) and that once scores are canceled, they cannot be reinstated and reported at a later date. Write "cancel scores" on the answer sheet and ask the test taker to verify the request by signing the answer sheet again in the margin. Report the test taker's name and the reason for canceling the scores.</p>

Appendix B: TOEFL ITP Background Questionnaire

1. Before today, how many times have you taken a TOEFL ITP test?
 - a. None
 - b. One
 - c. Two or more

Note: There is no option D for this question.
2. Reason for taking a TOEFL ITP test
 - a. To demonstrate my proficiency in English for placement in an English language program
 - b. To demonstrate my proficiency in English upon completing a program in English as a foreign language
 - c. To enter a short-term, non-degree program in an English-speaking country
 - d. To enter a degree program in a non-English speaking country where English is not the dominant medium of instruction
 - e. To enter a collaborative international degree program where English language training will be a feature of the program
 - f. To obtain an indication of my English language proficiency for my own information
 - g. Scholarship (Please note that due to the current inventory level, the answer sheets you receive may not immediately reflect this change.)
3. What is your current level of study?
 - a. Elementary school
 - b. Middle school
 - c. High school
 - d. 2 year college/community college
 - e. 4 year undergraduate college
 - f. Graduate/post-graduate college
 - g. Other
4. How much time have you spent studying English in a middle/high school or a college/university?
 - a. None
 - b. Less than 1 year
 - c. 1 year or more, but less than 2 years
 - d. 2 years or more, but less than 5 years
 - e. 5 years or more, but less than 10 years
 - f. 10 years or more

Appendix C: Forms

Please print copies of the following forms as needed from this website

http://www.ets.org/toefl_itp/administration_scoring/test_procedures/



SUPERVISOR COMMENT SHEET

We would appreciate your suggestions for improving our procedures and making the testing program more effective. Test supervisors have given us many helpful ideas that we have incorporated into our publications and procedures. We review all comments and answer specific questions.

If you have suggestions or questions, please write them in the space below and fill in the information requested at the bottom of the page. Return the page with your used answer sheets.

_____ Name (please print)		_____ Test administration date	
_____ Institution name		_____ Test center number	
_____ City	_____ State/Province	_____ ZIP/Postal Code	_____ Country
_____ Phone Number		_____ Email	

_____ Date

_____ Name of Institution

_____ City _____ State/Province/Country

Administration Date

Order Number

	Quantity	Serial Numbers
I. a. Test Books Received		_____ to _____ incl. _____ to _____ incl. _____ to _____ incl. _____ to _____ incl.
b. Answer Sheets Received		N/A
c. Recordings Received		N/A
II. a. Used Answer Sheets Returned		N/A
b. Used Test Books Returned		_____ to _____ incl. _____ to _____ incl. _____ to _____ incl. _____ to _____ incl.
c. Unused Test Books Returned		_____ to _____ incl. _____ to _____ incl. _____ to _____ incl. _____ to _____ incl.
d. Unused Answer Sheets Returned		N/A
e. Total Number of Test Books Returned		
f. Recordings Returned (Please return defective materials with used answer sheets.)		N/A

Comments

This test was administered in exact accordance with instructions.

Signature of Supervisor

Print Name

Email

Phone number

ETS use only

(Attach a separate sheet if you have additional comments or questions.)

Date Answer Sheets Received _____ Date Test Books Received _____



INSTRUCTIONS TO SUPERVISOR:

- Return this form ONLY if irregularities occur. See manual.
Write total number of SIRs if submitting more than one for this administration.
Attach defective test books and answer sheets to the SIR.
Check test taker's ID at the time the irregularity occurs.

TESTING SITE INFORMATION:

Institution Name:
City: State/Province: ZIP/Postal Code:
Country: Administration Date:

TEST ADMINISTRATION INFORMATION:

Test Code/Form Code: Test Section:
Test Level: Test Book Serial Number: Room Number:

A. GROUP MISTIMINGS/OTHER GROUP IRREGULARITIES: Check the box in front of each case that applies. Write the names and registration numbers of involved test takers on a separate sheet, and attach it to this form. Use the COMMENTS section on the back to describe all events and actions.

Overtiming: minutes
Undertiming: minutes
Defective materials
Disturbance/Interruption
Other
Number of Affected Test Takers:

B. INDIVIDUAL TEST TAKER IRREGULARITIES: Check the box in front of each case that applies. Use the COMMENTS section on the back to describe all events and actions.

Test Taker's Name:
Registration #: Male Female Test Taker Dismissed

Shipping Error

Missing or wrong test materials (books, answer sheets, ancillary materials)

Check-in Issue

DS: No paperwork for accommodations
DS: Test taker changed from standard to nonstandard with approved accommodations

Test Taker Misconduct

Questionable/Unacceptable ID
Impersonation (attempted to take test for someone else)
Worked after timed called: minutes
Worked on wrong section: minutes
Used unauthorized aid
Left early/Left without permission
Gave or received help (provide other test taker's name in COMMENTS section)
Used cell phone or other electronic device
Removed or attempted to remove test materials
Serial #:
Obtained improper access to test/part of test
Failed to follow other test regulations (Describe in COMMENTS section)

Timing

Overtiming: minutes
Undertiming: minutes
Late/Early start due to site staff
Late/Early start due to test taker(s)

Testing Site Staff Issue

Behavior was distracting
Distributed incorrect material
Gave incorrect instructions
Did not post signs or directions
Did not give breaks
DS: Did not give approved accommodations

Defective Materials:

Test Book
Answer Sheet
CD

Test Taker Issue

Smudges/Ink blots
Holes in test books
Torn pages
Missing pages
Pages repeated
Pages stuck together
Duplicate/Missing serial number
Serial number in wrong spot
Incorrect directions
Other:
Ink used on answer sheet
Misplaced/Misgridded answers
Answers recorded in test book
Second answer sheet needed
Essay written in ink
Test taker became ill
Test taker canceled scores
DS: Test taker waived accommodations

Test Center Environment

Problem (lighting, temperature, noise)

Test Question Ambiguity or Error (Describe in COMMENTS section)

No correct answer
More than one correct answer
Ambiguous wording
Not enough information to answer question
Other:

If defective test book, provide: Serial #: Page #(s):

If defective CD, provide: Test Section: Question #(s):

SUPERVISOR IRREGULARITY REPORT (SIR)

TEST QUESTION AMBIGUITY INFORMATION: Please fill in the fields below, and use the **COMMENTS** section to completely describe the test taker’s concern.

Test Taker’s Email Address: _____

Test Taker’s Mailing Address: _____

Serial #: _____ Test Section: _____ Test Question #: _____

COMMENTS: Explain irregularity or test taker’s concern. If irregularity, fully describe events and actions taken.

SUPERVISOR INFORMATION: Please fill in the fields below so that we can contact you if we need further information.

Name: _____

Email: _____

Phone: _____ Mobile Phone: _____

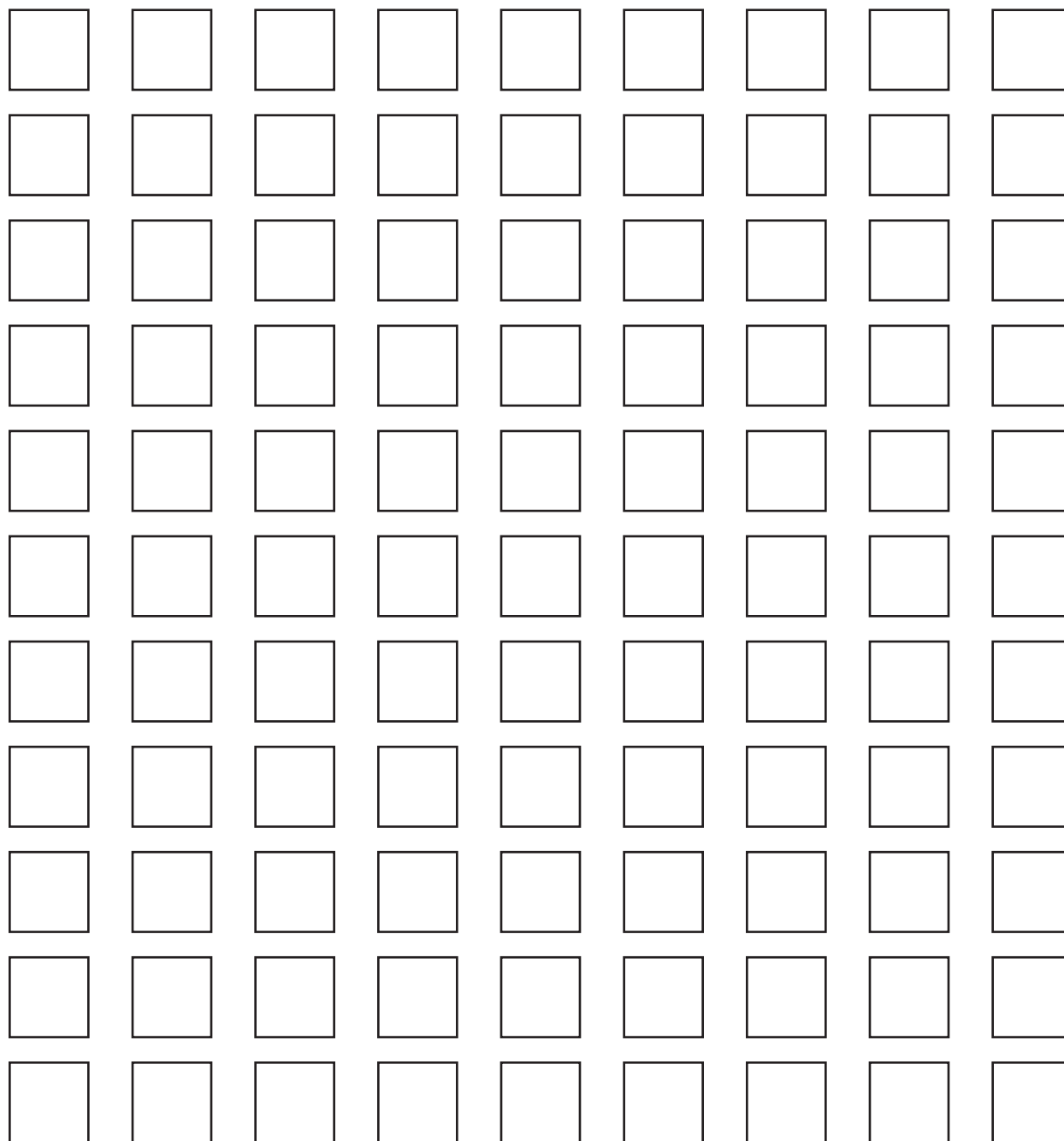
Supervisor Signature: _____

TOEFL ITP SEATING CHART

Test Book Serial # Range: _____ to _____

To construct a seating chart, use the diagram below to indicate how test books were distributed in your testing room. Proctors may complete the diagram(s).

Rear



Supervisor's
Desk

Front (test takers face this direction)

Name of person completing the diagram _____ Date _____

You have not followed the supervisor's instructions. This is a violation of TOEFL ITP testing procedures, as described in the *Test Taker Handbook*. If you do not follow instructions, the supervisor has the authority to cancel your scores.

VIOLATION:

- Giving or receiving assistance
- Creating a disturbance
- Working on the wrong section
- Not following instructions
- Other

CANCEL SCORES

Write and sign your name in the spaces below to show that you have read this notice and understand that you must follow TOEFL testing procedures.

Test Taker Name

Test Taker Signature

SUPERVISOR: Please complete a Supervisor Irregularity Report (SIR). Before signing this notice, read Appendix B of the Test Administration Manual.

Reset Watch

Date

Supervisor's Signature

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You have not followed the supervisor's instructions. This is a violation of TOEFL ITP testing procedures, as described in the *Test Taker Handbook*. If you do not follow instructions, the supervisor has the authority to cancel your scores.

VIOLATION:

- Giving or receiving assistance
- Creating a disturbance
- Working on the wrong section
- Not following instructions
- Other

CANCEL SCORES

Write and sign your name in the spaces below to show that you have read this notice and understand that you must follow TOEFL testing procedures.

Test Taker Name

Test Taker Signature

SUPERVISOR: Please complete a Supervisor Irregularity Report (SIR). Before signing this notice, read Appendix B of the Test Administration Manual.

Reset Watch

Date

Supervisor's Signature

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You have not followed the supervisor's instructions. This is a violation of TOEFL ITP testing procedures, as described in the *Test Taker Handbook*. If you do not follow instructions, the supervisor has the authority to cancel your scores.

VIOLATION:

- Giving or receiving assistance
- Creating a disturbance
- Working on the wrong section
- Not following instructions
- Other

CANCEL SCORES

Write and sign your name in the spaces below to show that you have read this notice and understand that you must follow TOEFL testing procedures.

Test Taker Name

Test Taker Signature

SUPERVISOR: Please complete a Supervisor Irregularity Report (SIR). Before signing this notice, read Appendix B of the Test Administration Manual.

Reset Watch

Date

Supervisor's Signature

TEST TAKER COMMENT FORM

Please indicate the question number and state as clearly and briefly as possible your comments, using a separate box for each question. If additional space is needed, comments concerning a single question may be made in more than one box, but do not comment on more than one question in a single box. The TOEFL ITP program will review your comments.

TEST FORM CODE	
-----------------------	--

<u> </u> Question Number	<u> </u> Question Number
<u> </u> Question Number	<u> </u> Question Number
<u> </u> Question Number	<u> </u> Question Number

Return this form to the test supervisor.

DO NOT REMOVE FROM THE TESTING ROOM.

NAME

Signature

Date

DUTIES OF ROOM PROCTORS

It is very important that standard procedures be followed at all TOEFL ITP administrations. Your major duties are listed on these two pages. Ask the room supervisor for assistance if you have any questions about procedures.

Before the Test

1. Help the supervisor prepare the testing room(s).
2. Assist the supervisor in admitting test takers to the testing room. Each test taker must show the required photobearing identification unless he or she is known personally by you or the supervisor.
3. Direct test takers to their seats according to the supervisor's instructions. Test takers must not be permitted to select their own seats.
4. Be sure test takers do not have cell phones, recording, photographic or other electronic devices, or books or papers of any kind in the testing room.
5. Be sure each test taker has a No. 2 or HB pencil to use on his or her answer sheet.

During the Test

1. Assist the supervisor in distributing the test materials. Do not permit test takers to help.
2. Help test takers fill out their answer sheets as the instructions are given. For each answer sheet, *be sure* that the name and student number printed in the boxes are the same letters and numbers as those in the circles the test taker fills in.

(continued on the other side)

3. Each test taker is responsible for filling in the circles on the answer sheet correctly.
 - Test takers must mark *only one* answer to each test question. If a test taker marks more than one answer to a single question, that question will not be scored.
 - The circle must be completely filled with a dark mark so that the letter inside the circle cannot be seen. Light or partial marks may not be scored correctly.

CORRECT	WRONG	WRONG	WRONG	WRONG
(A) (B) ● (D)	(A) (B) ✓ (D)	(A) (B) ✗ (D)	(A) (B) ● (D)	(A) (B) ● (D)

4. Walk around the room during the test to be sure every test taker is working on the correct section of the test and is using the correct section of the answer sheet. Tell a test taker who is working on the wrong section to work on the correct section of the test; have the test taker sign a Violations Notice and give the notice to the supervisor.
5. Guard against attempts to cheat. A test taker must not look at another person's answer sheet. Watch for attempts to give information by tapping a pencil, or by hand or body movements.

After the Test

1. Assist the supervisor in collecting the test materials.

Collect an answer sheet from each test taker. Look at the test taker's identification document(s) and verify the test taker's identity. Check to see that the name written in the boxes on the answer sheet and gridded in the circles beneath the boxes is the same as the name on the identification document(s). This is essential to guard against one person attempting to take the test for another.
2. Be sure that no one takes a copy of the test book, or any other test materials, when the test takers are dismissed from the testing room.

COUNTRY AND REGION CODES

Use this list when indicating the code for the country where you are currently living (your mailing address) and the code for the country where you were born (your native country).

Afghanistan.....	001	China, People's Republic of.....	457	Guinea-Bissau	234	Malawi	355	Portugal	475	Tunisia	580
Albania.....	003	Colombia	120	Guyana	235	Malaysia.....	360	Puerto Rico.....	474	Turkey	585
Algeria	005	Comoros	122	Haiti	240	Maldives	361	Qatar.....	477	Turkmenistan	584
American Samoa.....	007	Congo, The Democratic Republic of.....	630	Holy See (Vatican City State).....	597	Mali	363	Reunion	482	Turks and Caicos Islands	586
Andorra.....	008	Cook Islands.....	126	Honduras	245	Malta.....	365	Romania	483	Tuvalu	587
Angola	010	Costa Rica	130	Hong Kong.....	250	Marshall Islands.....	368	Russian Federation ..	484	Uganda.....	590
Anguilla.....	011	Côte D'Ivoire	290	Hungary.....	251	Martinique.....	366	Rwanda	487	Ukraine	589
Antigua and Barbuda	012	Croatia	133	Iceland.....	255	Mauritania.....	369	St. Kitts and Nevis ..	486	United Arab Emirates	591
Argentina	015	Cuba	135	India.....	260	Mauritius.....	370	St. Lucia.....	521	United Kingdom.....	588
Armenia	016	Czech Republic	130	Indonesia	265	Mexico	375	St. Maarten (Dutch Part)	502	United States	592
Aruba.....	017	Dominican Republic.....	155	Iran, Islamic Republic of.....	270	Micronesia, Federated States of	107	St. Vincent and the Grenadines.....	522	Uruguay	595
Australia.....	020	Ecuador	165	Iraq	273	Moldova, Republic of.....	376	Samoa	620	Uzbekistan.....	594
Austria	025	Egypt	170	Ireland.....	275	Monaco.....	378	San Marino	488	Vanuatu	596
Azerbaijan.....	029	El Salvador	175	Israel.....	280	Mongolia.....	379	Sao Tome and Principe.....	489	Venezuela.....	600
Bahamas	035	Equatorial Guinea....	183	Italy	285	Montenegro.....	354	Saudi Arabia	490	Vietnam	605
Bahrain	040	Eritrea	182	Jamaica	295	Montserrat	381	Senegal	497	Virgin Islands (British)	077
Bangladesh.....	045	Estonia.....	184	Japan.....	300	Morocco.....	380	Serbia	494	Virgin Islands (U.S.)	607
Barbados	050	Ethiopia.....	185	Jordan.....	305	Mozambique.....	385	Sierra Leone.....	500	West Bank	611
Belarus	094	Falkland Islands.....	188	Kazakhstan.....	308	Myanmar.....	090	Singapore	505	Yemen.....	623
Belgium.....	055	Faroe Islands.....	187	Kenya.....	310	Namibia	388	Slovakia	503	Zambia.....	635
Belize.....	056	Fiji	190	Kiribati.....	312	Nauru.....	386	Slovenia.....	504	Zimbabwe	480
Benin	058	French Guiana.....	203	Korea, Democratic People's Republic of	314	Nepal.....	387	Solomon Islands.....	506		
Bermuda.....	060	French Polynesia	202	Korea, Republic of ..	315	Netherlands	390	Somalia.....	507		
Bhutan	063	Gabon.....	204	Kosovo, Republic of	317	Netherlands Antilles	395	South Africa.....	510		
Bolivia	065	Gambia.....	205	Kuwait	320	New Caledonia	396	Spain	515		
Bonaire, Saint Eustatius and Saba	067	Gaza Strip	206	Kyrgyzstan	323	New Zealand	405	Sri Lanka	520		
Bosnia and Herzegovina	069	Georgia.....	208	Lao People's Democratic Republic.....	325	Nicaragua	420	Sudan	525		
Botswana.....	070	Germany.....	210	Lao People's Democratic Republic.....	325	Niger	425	Suriname	527		
Bouvet Island	071	Ghana.....	215	Latvia	328	Nigeria	430	Swaziland	530		
Brazil.....	075	Greece.....	220	Lebanon.....	330	Niue	433	Sweden.....	535		
Brunei Darussalam	081	Greenland.....	225	Lesotho.....	333	Northern Mariana Islands	367	Switzerland	540		
Bulgaria	085	Grenada.....	227	Liberia.....	335	Norway.....	435	Syrian Arab Republic.....	545		
Burkina Faso	593	Guadeloupe.....	228	Lithuania.....	344	Oman.....	443	Taiwan (Republic of China).....	555		
Burundi	092	Guam.....	229	Luxembourg.....	345	Pakistan	445	Tajikistan.....	556		
Cambodia	307	Guatemala	230	Macao.....	347	Palau	447	Tanzania, United Republic of.....	560		
Cameroon.....	095	Guinea.....	233	Macedonia, Former Yugoslav Republic of.....	348	Palestinian Territories.....	211	Thailand.....	565		
Canada	100			Madagascar.....	350	Panama	450	Timor-Leste.....	566		
Cape Verde.....	106					Papua New Guinea ..	400	Togo.....	567		
Cayman Islands.....	110					Paraguay	455	Tonga	570		
Central African Republic.....	113					Peru	460	Trinidad and Tobago.....	575		
Chad.....	114					Philippines	465				
Chile	115					Poland.....	470				

Use 999 for any country/region not listed.

NATIVE LANGUAGE CODES

Afrikaans.....	101	Czech	413	Hindi	323	Lithuanian	453	Pohnpeian.....	613	Tibetan.....	379
Akan	104	Danish	416	Hungarian	443	Luba-Lulua.....	148	Portuguese	461	Tigrinya.....	179
Albanian.....	405	Dutch	419	Igbo.....	136	Luo.....	153	Punjabi.....	355	Tonga.....	622
Amharic	107	Dyula	418	Icelandic	447	Luxembourgish	358	Pushto.....	357	Turkish.....	484
Arabic	501	Efik.....	116	Iloko	326	Macedonian	454	Romanian	464	Turkmen.....	483
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