

TOEFL iBT/North America – Test of English as a Foreign Language Internet-Based Test

Quick Hit Requirements

Table TOEFL iBT-1. Quick Hit Requirements.

Facility/ Testing Preparation	# of IDs Required	ATT Required	Image Capture Required	Biometrics Required – Fingerprints/ Thumbprints	Calc. Allowed	Note Boards or Scratch Paper Allowed	Testing Aids Allowed	Breaks Allowed
Yes	1		Yes			Scratch Paper		Yes

Frequently Used Tables		
Irregularities and Exceptional Situations	Contacts	Exam List

TOEFL iBT Unusual Information

Table TOEFL iBT-2. Unusual Information.

Information
Not applicable for this client practice.

TOEFL iBT Check-In

Table TOEFL iBT-3. Check-In.

Standard	Details
<p>Facility/Testing Preparation</p>	<p>On Test Day:</p> <ul style="list-style-type: none"> • TOEFL iBT headsets with microphones are required and must be plugged into the sound card located on the back of the testing station. • Ensure that all TCAs know how to use the administrator’s key sequence and password to enable examinees to resume testing at the end of the scheduled break. • Do not allow any examinee to start the test more than 30 minutes prior to the scheduled start time. <p>STN Centers Only:</p> <ul style="list-style-type: none"> • STN centers are required to perform Readiness Check 2 and load the cache proxy <i>before</i> each test date. Readiness Check 2 becomes available in the STNCenter application four days before each administration. • STN Centers should print Confidentiality Statements during the Readiness Check process.

Standard	Details
<p>ID</p>	<ul style="list-style-type: none"> • An examinee must present one form of primary ID that meets the requirements described in “Table TOEFL iBT-6. General ID Requirements.” • Primary IDs must contain a recent, recognizable photograph, and the examinee’s signature. • Original documents are required; copies are not acceptable. • Expired documents are not acceptable. There is one exception to this requirement. If the driver’s license has expired but the examinee has his or her renewal certificate, these two together are acceptable as long as the name on the driver’s license and the name on the renewal certificate are the same. If the examinee has renewed his or her driver’s license and was issued a temporary paper license in lieu of a renewal certificate, this can be accepted only if it is presented with a supplemental ID from the list in “Table TOEFL iBT-6. General ID Requirements.” • To help determine whether a passport is required, refer to the completed Confidentiality Statement, which requires examinees to indicate whether they are testing in their country of citizenship. • If you have any question about an examinee’s ID, ask the examinee to present a second ID. • It is permissible for the examinee’s <i>signature</i> on the ID document to be in a non-English language alphabet as long as the examinee’s signature on the ETS Test Taker Roster matches the signature on his/her ID document. As an alternative, it is also acceptable for the examinee to sign his/her name in English-language letters on the ETS Test Taker Roster if s/he presents an additional ID document showing his/her signature in English-language letters. <p>For STN Centers Only: Use the Confidentiality Statement for signature comparison. STN centers do not have sign-in rosters.</p> <ul style="list-style-type: none"> • Do not admit any examinee who does not present the required identification. If you must turn away an examinee for unacceptable identification, file a detailed CPR describing the form(s) of ID that were presented and why they were unacceptable. • In some cases, immediately after being turned away, examinees may take it upon themselves to call the ETS Office of Testing Integrity to request an ID exception that would allow them to be admitted. For procedures, see “Table TOEFL iBT-11. Irregularities and Exceptional Situations.” • If an examinee without the required ID presses the issue and insists on being seated, and <i>admitting the examinee is the only way to avoid a serious disturbance</i>, take all of the following actions: admit the examinee, file a detailed CPR, and advise the examinee that scores may be canceled for failure to present the required identification. <p>To display a TOEFL examinee's photo and identifying information on the testing station during the test:</p> <ul style="list-style-type: none"> • Press the administrator's key sequence at the testing station, and enter the password. Select Display Examinee Information, and click OK. An Examinee Information box will display the examinee's photo, the test name, the examinee name, and the examinee ID number. • This option enables you to verify the examinee's identification and confirm that the examinee is seated at the correct, assigned testing station.

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Standard	Details
Examinee Demographic Updates to the Client	<p>Name and Date of Birth Corrections:</p> <ul style="list-style-type: none"> During check-in, TCAs are allowed to make only minor corrections to the name and date of birth as specified in “Table TOEFL iBT-5. Examinee Record Edits.” TCAs must not make complete name changes. Also see “Record Edit” below. <p>Note: Examinees who have incorrect name information in their profile that would involve a name change must contact ETS TOEFL Services PRIOR TO the test date for assistance. Candidate requests for name changes will not be accepted on or after the test date. The self-serve TOEFL iBT online registration system does not allow candidates to edit the Name and Date of Birth fields in their online profile at www.ets.org/toefl. Examinees can only view those fields.</p> <p>Address Corrections:</p> <ul style="list-style-type: none"> Examinees are responsible for making their own address corrections, either by logging in to their online profile at www.ets.org/toefl or by calling the Prometric registration center (CSCC).
ATT/Letter of Eligibility	No.
Image Capture	<ul style="list-style-type: none"> Required. If Image Capture fails, connect the spare camera and retry. If Image Capture fails again, seat the examinee without a photo. Do not take back-up photos of TOEFL iBT examinees with the portable digital camera and memory card if Image Capture fails.
Biometric Capture (Fingerprints/Thumbprints)	No.
Calculator	Not allowed.
Note boards/Scratch Paper	<ul style="list-style-type: none"> Scratch paper allowed. Provide the examinee with one scratch paper booklet and at least one pencil (preferably two pencils) before seating the examinee. STN Centers Only: Provide each examinee with three sheets of scratch paper. Scratch paper should be a color other than white. Advise the examinee that scratch paper may be used only during timed sections of the test.
Testing Aids Allowed	<p>None.</p> <ul style="list-style-type: none"> Except for the scratch paper and pencil(s) supplied by the test center, examinees are not permitted to refer to or use any testing materials or aids at any time during the testing session or breaks. Prohibited items include but are not limited to paper of any kind, mechanical pencils, pencils, pens, beepers, pagers, calculators, watch calculators, books, pamphlets, notes, rulers, highlighter pens, stereos or radios with headphones, telephones/cell phones, watch alarms, stop watches, dictionaries, electronic dictionaries, translators, and any electronic or photographic devices or keyboards. If an examinee has stored any prohibited items in a locker at the test center, s/he is not permitted to access those items during the test session or during breaks.
Record Edit	<ul style="list-style-type: none"> Examinees must take the TOEFL iBT test under the name that is shown on the acceptable ID documents that they present at the test center. See “Table TOEFL iBT-5. Examinee Record Edits.” for a description of the <i>corrections</i> that a TCA is permitted to make to an examinee’s name and birth date. The corrections can be made in the Integrated Management Administration System (iMAS) if the TCA has access to iMAS. If you do not have access to iMAS, file a CPR to report any necessary corrections to an examinee’s name or date of birth.

Confidentiality Statement

Table TOEFL iBT-4. Confidentiality Statement.

Standard	Details
Confidentiality Statement	<p>An examinee must read, copy, and sign a Confidentiality Statement in order to test. If you must turn away an examinee for refusing to sign the Confidentiality Statement, file a CPR.</p> <p>Note: All Confidentiality Statements completed by examinees must be returned to ETS, even if the examinee was subsequently turned away (e.g., due to unacceptable ID).</p>

TOEFL iBT Examinee Record Edit Details

Table TOEFL iBT-5. Examinee Record Edits.

Edit/Action	Procedure
Name Corrections	<p>TCAs should make the following allowable minor name corrections when necessary to ensure that the examinee’s name shown in iMAS matches the name on the examinee’s photo ID:</p> <ul style="list-style-type: none"> • Change from an informal name to a formal name (e.g., Bob to Robert) • Reversal of names (e.g., Smith John to John Smith) • Correction of spelling errors, such as transposed letters, letters incorrectly omitted or added, wrong letter used (e.g., Mohammed to Mohamed) • Addition/subtraction of hyphenated names <p>The corrections can be entered in iMAS if the TCA has access to iMAS. TCAs who do not have access to iMAS must report the corrections by filing a CPR.</p> <p>Do not accept marriage certificates or divorce decrees to add, delete, change, or hyphenate a name. The name on the primary ID must be entered in iMAS.</p> <p>Registration is not transferable. Examinees are not allowed to transfer their registrations to someone else.</p> <p>Note: The iMAS application does not accept diacritical characters (e.g., accent marks and umlauts). When checking ID, ignore any diacritical characters that appear on an examinee’s ID.</p>
Examinees Who Have Only One Name or Did Not Provide a First Name	<p>If the same name appears in both the First Name and Last Name fields on the UAS check-in screen, compare the name to the examinee’s acceptable ID document and proceed as follows:</p> <ul style="list-style-type: none"> • If an examinee’s ID shows both a first name and a last name, but the check-in screen shows the last name in both the First Name and Last Name fields, that indicates that the examinee did not provide a first name when registering. As long as the last name on the check-in screen matches the last name on the ID, the TCA should either login to iMAS and update the first name to match the ID, or file a CPR to report the necessary correction. (Do not enter any changes on the check-in screen.) Admit the examinee. • If an examinee’s ID shows only one name, that verifies that the examinee does not have a first/given name. If the one name shown on the ID is the same name that appears in both the First Name and Last Name fields on the check-in screen, that situation is acceptable for admission. (You do not need to access iMAS nor file a CPR in that situation.)

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Edit/Action	Procedure
Birth Date Corrections	<ul style="list-style-type: none"> If the ID shows the examinee’s birth date, check that it matches the birth date shown on the check-in screen. If it does not match, login to iMAS and correct the examinee’s birth date to match that on the ID, or file a CPR to report the necessary correction. If the examinee refused to give a birth date when registering by phone, the default of “January 1, 2001” may appear on the check-in screen. If the ID shows the examinee’s birth date, login to iMAS to correct the examinee’s birth date to match that on the ID, or file a CPR to report the necessary correction.
Address Corrections	<ul style="list-style-type: none"> Do NOT make any address corrections in iMAS, and do NOT file CPRs for address corrections. Examinees are responsible for making their own address corrections, either online or by calling the Prometric registration center. Address changes made up to 7 business days after the administration will be reflected on the score report.

TOEFL iBT General ID Requirements

Table TOEFL iBT-6. General ID Requirements.

Test Location or Examinee Status	Primary ID (Must Present One of the IDs from this Column)	Supplemental ID (If Required; Not a Substitute for Primary ID)
Testing Within Country of Citizenship	<ul style="list-style-type: none"> Passport with photo and signature Driver’s license* with photo and signature <i>Also acceptable: New York Learner Permit</i>–Verify that it is current (not expired) and meets the requirements for correct name, signature, and photo. The NY Learner Permit is issued by the New York State Department of Motor Vehicles and is an official permanent document, valid for 3-5 years. State or Province ID issued by motor vehicle agency with photo and signature National ID with photo and signature Military ID with photo and signature 	<p>If the examinee’s primary ID document is missing either the examinee’s photo or signature**, the examinee must present one of the following supplemental ID documents in addition to the primary ID. The supplemental ID must contain the examinee’s photo and signature. The examinee may choose to sign the primary ID (with a permanent ink pen or marker) in order to meet the requirements.</p> <p>Supplemental ID Documents:</p> <ul style="list-style-type: none"> a government-issued ID document that has not expired (including but not limited to passport, U.S. passport card, driver’s license, state ID card, national ID, or military ID) student ID confirmation of identity letter from the educational institution that the examinee attended <p>If the examinee is in the U.S. military, and his or her driver’s license has an official extension sticker validating that the license has been extended, the license can be used as supplemental ID along with the examinee’s U.S. Military ID.</p>

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Test Location or Examinee Status	Primary ID (Must Present One of the IDs from this Column)	Supplemental ID (If Required; Not a Substitute for Primary ID)
<p>Testing Outside Country of Citizenship</p>	<ul style="list-style-type: none"> • Passport** <p>If an examinee does not have a passport, see “Table TOEFL iBT-7. Alternate Acceptable Forms of ID.”</p>	<p>If the passport is not written in English language letters, the examinee must present a second document from the supplemental ID list below. The second document must also contain a recent, recognizable photo and must be in English.</p> <p>If the passport does not contain the examinee’s signature**, the examinee must either sign the passport or present a second document from the supplemental ID list below that does contain a signature.</p> <p>Supplemental ID Documents:</p> <ul style="list-style-type: none"> • a government-issued ID document that has not expired (including but not limited to passport, U.S. passport card, driver’s license, state ID card, national ID, or military ID) • student ID • confirmation of identity letter from the educational institution that the examinee attended <p>If the examinee is in the U.S. military, and his or her driver’s license has an official extension sticker validating that the license has been extended, the license can be used as supplemental ID along with the examinee’s U.S. Military ID.</p>
<p>Examinee Status:</p> <ul style="list-style-type: none"> • Refugee • Unable to meet the specified ID requirements for any reason 	<p>Must contact ETS Office of Testing Integrity for arrangements before registering.</p>	<p>N/A</p>
<p>* If the driver’s license is expired but the examinee has his/her renewal certificate, these two together are acceptable as long as the name on the driver’s license and the name on the renewal certificate are the same. If the examinee has renewed his or her driver’s license and was issued a temporary paper license in lieu of a renewal certificate, this can be accepted only if it is presented with a supplemental ID from the list above.</p> <p>**If the passport or primary ID document does not contain the examinee’s signature, but is otherwise a valid passport/ID document, the examinee has the option either to sign the passport/ID document during check-in or to present additional ID bearing his/her signature. If the examinee chooses to sign the passport/ID document at check-in, s/he must use a pen or marker with permanent, non-erasable ink; in that case, there is no need for him/her to present an additional ID document. On passports on which the traditional signature page (inside left cover) is covered with a laminate, examinees can sign the facing page (the first right-hand page inside the passport).</p>		

Test Location or Examinee Status	Primary ID (Must Present One of the IDs from this Column)	Supplemental ID (If Required; Not a Substitute for Primary ID)
<p>Unacceptable forms of ID include, but are not limited to:</p> <ul style="list-style-type: none"> • Any expired ID (except for expired driver’s license together with renewal certificate, driver’s license renewal temporary paper license together with a supplemental ID, or driver’s license with official extension sticker together with a U. S. Military ID, as described above) • Draft classification card • Credit/debit card of any kind • Social security card • Learner’s permit or any temporary ID document (e.g., driver’s license) <p>Exceptions: New York Learner Permit is acceptable–Verify that it is current (not expired) and meets the requirements for correct name, signature, and photo. Driver’s license renewal temporary paper license can be accepted only if it is presented with a supplemental ID, as described in “Table TOEFL iBT-6. General ID Requirements.</p> <ul style="list-style-type: none"> • International driver’s license • International student ID • Notary-prepared letter or document • Employee ID card • Photocopy of ID • Birth certificate 		

Alternate Acceptable Forms of TOEFL iBT ID

Table TOEFL iBT-7. Alternate Acceptable Forms of ID.

Country	Alternate Acceptable Forms of ID
<ul style="list-style-type: none"> • Examinees <i>do not</i> need advance approval from the ETS Office of Testing Integrity to use the specific alternative documents listed in this table. • The TOEFL iBT <i>Bulletin</i> advises examinees to contact the ETS Office of Testing Integrity <i>before registering</i> if they are unable to meet the specified ID requirements for any reason. • If the Office of Testing Integrity approves an examinee to be admitted with an alternate form of ID <i>other than</i> those listed in this table, the Office of Testing Integrity will contact the test center directly to advise of the examinee’s name and the form of ID that has been authorized for that examinee. 	
<p>In the U.S. only, a non-citizen who cannot present a passport can be admitted with:</p>	<p>One of the following alternative ID documents:</p> <ul style="list-style-type: none"> • Permanent Resident Card/Resident Alien Card (Form I-551 or I-151) • Temporary Resident Card (Form I-688) • Employment Authorization Card (Form I-688A, I-688B, or I-766) • Mexican Border Crosser card--This form of ID may be accepted only at test centers that are within 25 miles of the Mexican border • Refugee Travel Document from US Homeland Security <p>To be acceptable, the alternative document must be accompanied by a second ID from the supplemental ID list that also contains the examinee’s photo.</p>
<p>In Canada only, a non-citizen who does not have a passport can be admitted with:</p>	<p>One of the following alternative ID documents:</p> <ul style="list-style-type: none"> • Record of Landing/Permanent Resident Card (IMM1000) • Notice of Decision (for a Convention Refugee) • IMM1442 <p>To be acceptable, the alternative document must be accompanied by a second ID, such as a driver’s license, student ID card, letter of identity from an attending school or sponsoring agency, or Canadian health card, that contains the examinee’s photo.</p>

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Country	Alternate Acceptable Forms of ID
Military personnel:	<ul style="list-style-type: none"> • US Military personnel are permitted to present their US Military ID Card for admission. If a US Military ID Card does not contain the examinee’s signature, a supplemental ID is required. • Active military personnel from other countries who cannot present a passport and wish to test outside their country of citizenship should contact the ETS Office of Testing Integrity.
<p>A letter of identity from a school is permitted only as a supplemental form of ID. It must be an original letter, not a photocopy of a letter, and must contain all of the following:</p> <ul style="list-style-type: none"> • official letterhead of the school • examinee’s name • examinee’s date of birth • name of the school • date the letter was issued. A letter of identity is valid for only one year after the date issued. • examinee’s photograph glued (not stapled) to the letter • seal of the school overlapping the examinee’s photograph • signature and title of the official who issued the letter, overlapping the examinee’s photograph • examinee’s signature 	
<p>Diplomatic and embassy ID cards cannot be used as primary identification in place of a passport.</p>	

TOEFL iBT Breaks

Table TOEFL iBT-8. Breaks.

Standard	Details
Breaks	<p>Scheduled Break – Yes</p> <ul style="list-style-type: none"> • 10-minute scheduled break after the second section (Listening). • Examinees may remain in the testing room during the 10-minute break. • At the end of the break, the TCA must unlock the screen by using the administrator’s key sequence and password and selecting to end the break. • Check the examinee’s ID against the information on the post-break confirmation screen, and direct the examinee to resume the test. The Speaking section will begin. • Do not allow examinees to spend extra time on the post-break confirmation screen. If an examinee delays, the TCA should warn the examinee to resume the test. For additional information, see “Examinee spends extra time on the post-break confirmation screen” in “Table TOEFL iBT-11. Irregularities and Exceptional Situations.” <p>Unscheduled Breaks – Yes</p> <ul style="list-style-type: none"> • At the start of an unscheduled break, lock the testing station by using the administrator’s key sequence and password and selecting “unscheduled break.” To unlock the station, use the administrator’s key sequence and password and select “resume test.” • Do not permit unscheduled breaks when a listening item is playing or when a direction screen is displayed. The administrator’s key sequence will not work to lock the station during those activities.
<p>If an examinee has stored any prohibited items in a locker at the test center, s/he is not permitted to access those items during the test session or during breaks. If an examinee needs to obtain a personal item from his or her locker during a break, s/he must inform the TCA before accessing the locker. TCAs should permit examinees to obtain food, beverage, and medicine from their lockers but should remind examinees that they are not permitted to use phones, study materials, or other prohibited items that may be stored in the lockers.</p>	

TOEFL iBT Exam Completion

Table TOEFL iBT-9. Exam Completion.

Standard	Details
Items to Collect at End of Exam	Collect the scratch paper and check that it is complete and intact. Shred used scratch paper if not associated with a CPR.
Score Report/End of Exam Printout	<ul style="list-style-type: none"> • TOEFL iBT examinees do not receive an unofficial score at the end of the testing session. • Fifteen business days after the test date, examinees can view their scores online at www.ets.org/toefl. ETS will also send a score report to the examinee and up to four institutions or agencies that the examinee designated when registering for the test. • Examinees must select their score recipients (designated institutions to receive their scores) during registration. They may update this information online up until 10:00 p.m. the evening before the test day. They cannot select score recipients at the test center. • Examinees must answer at least one question in each Reading and Listening section, write at least one essay, and complete at least one Speaking task to receive an official score report. • At the end of the test session, examinees are given the option to cancel their scores. Examinees may have canceled scores reinstated for a fee by contacting TOEFL Services within ten days of the test date.

More Exam Completion Information for STN Centers Only

Table TOEFL iBT-10. More Exam Completion Information for STN Centers Only.

Standard	Details
STN Centers Only:	<ul style="list-style-type: none"> • Perform the Clean-up function in the STNCenter application after all examinees have been dismissed. • The TCA must assign a status to any examinee who did not complete testing. If an examinee arrived but was turned away (for example, because of unacceptable ID), select “No Show,” and complete a CPR. If an examinee arrived but was unable to start the test because of a technical problem or other test center issue, select “Bypassed Appointment,” and file a CPR. • Complete the Cleanup function <i>before</i> attempting to shut down the cache proxy.

TOEFL iBT Irregularities and Exceptional Situations

Table TOEFL iBT-11. Irregularities and Exceptional Situations.

Problem	What to do
In all cases of irregularities	File a CPR (unless equipment or power failure makes it impossible to do so).
Suspicion of security breach or break-in	<i>Do not touch anything in the test center.</i> Contact the Global Help Desk immediately (from outside the test center if possible) and file a CPR when it is safe to do so.

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Problem	What to do
Security breach or use of prohibited items	<ul style="list-style-type: none"> • If possible, have another TCA observe the event. • Obtain the item and ask the examinee to step into the TCA area (if s/he is in the testing room). Inform the examinee s/he has violated test center rules and you will be filing a report. • Check the item to see if it contains exam information. • If the item contains exam information, or if the item is a telephone or other electronic or photographic device, terminate the exam with an administrative override by using the administrator’s key sequence and password and selecting to end the test session. • File a detailed CPR including the make/model of any electronic equipment used (if applicable). Retain the item, if possible. You will be contacted by the Prometric Security Department regarding the incident. <p>Note: You can turn off the testing station so that exam time stops while you handle the situation.</p>
Disruptive/unruly examinee	Ask the examinee to leave the test center. If s/he refuses, call the police or building security.
If restart is necessary	The test will resume from last question the examinee was working on.
Unscheduled departure from the test center	If the examinee leaves the test center during the exam and does not return, terminate the test by using the administrator’s key sequence and password.

More Irregularities and Exceptional Situations Information

Table TOEFL iBT-12. More Irregularities and Exceptional Situations Information.

Problem	What to do
<p>Software or hardware problem</p>	<ul style="list-style-type: none"> • If software or hardware problems cause a delay in starting or an interruption during a test, ensure that the affected examinees remain sequestered inside the building during the waiting period. Sequestering the examinees is required for test security purposes, and it means that you must take all of the following actions: <ul style="list-style-type: none"> • Inform the examinees that they are not permitted to leave the test center or to use cell phones or other communication devices during the waiting period. • Supervise the examinees to ensure that they remain in the test center building and have no access to phones, electronic devices, or outside communication while waiting for the problem to be resolved. • When you file your CPR about the situation, include a description of where the candidates were located during the waiting period and how they were supervised. • Offer the examinees the opportunity to reschedule after having waited 30 minutes past the scheduled start time for the problem to be resolved. • At 30 minutes past the scheduled start time, if the problem is still being worked on and the examinees wish to continue waiting, and the test center’s schedule will still allow time for them to complete the test, they may continue to wait for the problem to be resolved. • If test center staff have been unable to resolve a technical problem within 30 minutes after the scheduled start time, the test center MUST contact the Global Help Desk for assistance. • As a general guideline, a test should not be started or restarted when delays and/or interruptions have delayed it more than <i>90 minutes</i> past the scheduled start time, even if the problem can be resolved. The test center should already be in contact the Global Help Desk by that time. The Global Help Desk will make the final determination as to whether the test will need to be rescheduled.
<p>Weather problems and personal emergencies</p>	<ul style="list-style-type: none"> • If your test center is open for business, examinees are expected to keep their scheduled appointments. If examinees cannot get to your open test center for any reason (this includes inclement weather, natural disaster, illness, personal emergency, etc.), advise them to contact ETS TOEFL Services. • To avoid unrealistic expectations, do not speculate to examinees about what outcome to anticipate. • If your center is able to remain <i>open</i> despite severe weather or other unusual conditions, please file a CPR describing the situation. • If your center will be <i>closed</i> because of inclement weather, natural disaster or other reason, notify the Global Help Desk as soon as possible about the closure.

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Problem	What to do
<p>Late arrival</p>	<ul style="list-style-type: none"> • An examinee is not a late arrival until <i>after</i> the scheduled appointment time (start time) shown in the scheduler. Examinees are encouraged to report to the center 30 minutes before their appointment time but are not considered late if they are unable to do so. • Example: If the start time is scheduled for 9:00 a.m., s/he should arrive at 8:30 (30 minutes early) for check-in, but is not considered “late” until after 9:00. The TCA should admit the examinee as usual up to 30 minutes late (until 9:30, in this example). • If an examinee arrives 31-60 minutes late (9:31 - 10:00 in the above example), the TCA has the authority to deny admission and mark the examinee as a No-Show depending on the test center’s schedule. • A TOEFL iBT examinee who arrives more than 60 minutes late (after 10:00, in the above example), must be turned away and processed as a No-Show.
<p>Examinee is turned away because of unacceptable ID and immediately calls the ETS Office of Testing Integrity to request an ID exception</p>	<ul style="list-style-type: none"> • Situation #1: If an examinee claims to have received approval from the ETS Office of Testing Integrity (OTI) for an ID exception, the TCA must not admit the examinee without first calling the OTI at 1-609-406-5430 to verify the approval. Do not make ID exceptions based on second-hand information provided by examinees. Approval for an ID exception must be received by the test center directly from the OTI. <p>Note: When approving ID exceptions <i>before</i> test day, the OTI will attempt to contact the test center directly with the examinee’s name and the form of ID that has been authorized. The OTI does not leave it up to examinees to notify test centers about approved ID exceptions.</p> <ul style="list-style-type: none"> • Situation #2: If the examinee still has the OTI representative on the phone, the TCA may speak to the representative to discuss the situation. Be sure to obtain the name of the OTI representative so that you can include it in your CPR. If necessary to verify that the individual providing the approval is indeed from the OTI, the TCA may call the OTI directly at 1-609-406-5430. • In both situations, file a detailed CPR. Document in the CPR whether or not the examinee was allowed to test, the ETS OTI representative’s name, and a description of the ID document(s) that the examinee presented.

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Problem	What to do
<p>An examinee with diabetes or another health-related need does not realize that prior approval of accommodations is required, and arrives at the center with a situation that would usually require a separate testing room, e.g., the examinee requires food, beverage, or glucose testing materials in the testing room, or has an insulin pump that is especially noisy</p>	<ul style="list-style-type: none"> • If testing in a separate room is necessary and can be provided on the spot, admit the examinee, allow them to test, and file a CPR explaining what occurred. • If a separate room is necessary but is not available, allow the examinee to test in the same room with other examinees unless doing so would cause disruption to other examinees or unless the examinee would prefer to apply for a separate room accommodation and test on a later date. <p>Note: Examinees who wear an insulin pump do not need to be pre-approved for accommodations unless the pump is especially noisy. In that case, it is recommended that testing take place in a separate room so as not to disturb other test takers, and this will require an accommodations approval. If an examinee requires food, beverage, or glucose testing materials, they must test in a separate room. This also requires an accommodations approval.</p>
<p>Examinee spends longer than 30 minutes on untimed sections prior to the test or spends an excessive amount of time on any other untimed section</p>	<ol style="list-style-type: none"> 1. Attempt to determine the reason for using an excessive amount of time. 2. If the examinee has been writing on the center-supplied scratch paper or performing any other act of misconduct, follow procedures for handling the specific form of misconduct. File a CPR. Do not destroy the used scratch paper; retain it for 30 days in case it is required during investigation of the incident. 3. If no misconduct is involved, but the examinee is having difficulty reading or understanding the instructions and needs a few extra minutes to finish, allow the examinee to continue; in that case, it is not necessary to file a CPR. If the examinee has already finished reading the instructions, advise the examinee to proceed with the test. <p>Note: Examinees receiving testing accommodations due to a disability should be permitted to use extra time on the tutorial or other untimed instructions as long as no misconduct is involved.</p>
<p>Examinee uses the center-supplied scratch paper during an untimed section or rest break</p>	<p>If you observe that an examinee is using the center-supplied scratch paper during an untimed section or rest break, take the following actions:</p> <ol style="list-style-type: none"> 1. Remind the examinee that scratch paper may be used only during timed sections of the test. 2. Collect the used scratch paper and provide new scratch paper to the examinee. 3. File a CPR. Do not destroy the used scratch paper; retain it for 30 days in case it is required during investigation of the incident. <p>Note: Do not apply this restriction to examinees who are receiving testing accommodations because of a disability.</p>

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Problem	What to do
<p>Examinee spends extra time on the post-break confirmation screen</p>	<p>The sole purpose of the confirmation screen (which appears after the TCA ends the mandatory break by unlocking the screen) is to enable the TCA and examinee to confirm that the examinee’s ID matches the information shown on the screen. Immediately afterward, the examinee should resume the test. The Speaking section will begin.</p> <p>If an examinee delays resuming the test, take the following actions:</p> <ol style="list-style-type: none"> 1. Attempt to determine the reason why the examinee did not resume the test. 2. Warn the examinee to resume testing. 3. Check the examinee’s scratch paper for any notes written during the delay. Collect the scratch paper and provide new scratch paper to the examinee. 4. If the examinee continues to delay after receiving the warning, and the TCA believes that the examinee is attempting to gain an advantage by delaying the test to listen to another examinee or take notes, the TCA may dismiss the examinee and terminate the examinee’s test (by using the administrator’s key sequence and password and selecting to end the test session). 5. File a detailed CPR. Do not destroy the scratch paper; retain it for 30 days in case it is required during investigation of the incident.
<p>Examinee exceeds the time allotted for a scheduled break or Examinee takes numerous or excessively long unscheduled breaks</p>	<p>Attempt to determine the reason for the lateness and/or numerous breaks. Permit the examinee to continue testing, but be certain to file a CPR.</p>

Prometric, Institution, or Third-Party Individuals Who Need to Take an ETS Test

Table TOEFL iBT-13. Procedures for Prometric, Institution, or Third-Party Individuals Who Need to Take an ETS Test.

Step	Procedure
<p>There will be instances when an institution, Prometric, or a third-party individual will need to take an ETS test (GRE, PRAXIS, TEC, and TOEFL). To avoid a conflict of interest or the appearance of any impropriety and to protect the security of any test in any form administered by Prometric or an institution on behalf of ETS, the individual must sign the appropriate Testing Agreement form, thus agreeing to abide by the guidelines described in the form. This requirement applies to all TCAs. Violation of these guidelines will result in the invalidation of the test score or test results or any other action, legal or otherwise, ETS deems necessary.</p>	
1	<p>To inform ETS of the desire to take an ETS test and obtain the appropriate Testing Agreement form, the Prometric, institution, or third-party individual will contact the ETS Office of Testing Integrity (OTI) by fax or e-mail. The fax number is 1-609-406-9709; the e-mail address is pkeyser@ets.org.</p>
2	<p>The individual will complete the Testing Agreement form provided by the ETS OTI as appropriate to his/her responsibilities. Information required includes: name of test requested, test center number of the center at which the individual desires to test, and month when the individual wishes to take the test.</p>
3	<p>The individual will fax the completed Testing Agreement form to the ETS OTI at the number provided on the form.</p>

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Step	Procedure
4	Upon receipt of the completed appropriate Testing Agreement form, the ETS OTI will obtain authorization for the individual to test and will notify the individual by fax or e-mail to inform him/her of the approved date on which s/he can test.
5	After the individual has scheduled an appointment for the ETS test of his/her choice, the individual will notify the ETS OTI by fax or e-mail to provide the following information: date of appointment (this should be the same date provided to the individual by the OTI), time of appointment, confirmation number, and center number.
6	If the individual cannot test on the scheduled test date, the individual must notify the ETS OTI immediately and, if requested, the ETS OTI will authorize rescheduling according to program procedures.

TOEFL iBT Exam List and Content

Table TOEFL iBT-14. Exam List.

Test Name (Code)	Test Duration	Appt. Duration
TOEFL iBT	Approx. 4 hrs.	4.5 hrs.
RND (Round Trip Test) - demo for TCAs ONLY	15 min.	15 min.

Exam Content

Table TOEFL iBT-15. Exam Content.

Standard	Details
Tutorial/Survey	<ul style="list-style-type: none"> No computer tutorial. Test directions are available by selecting the Help tool at any time. Selecting Help does not stop the testing time. Short satisfaction survey at the end of the exam.
Exam Description	<ul style="list-style-type: none"> Four sections in the following order: Reading, Listening, Speaking, Writing. The test may include one or more questions that do not count toward the total score. These questions may occur in either the Listening or the Reading section. It is not possible to identify which of the questions do not count, so examinees should complete all test questions to the best of their ability.
Review	<ul style="list-style-type: none"> Reading: Examinees can skip questions, go back to previous questions, and use a Review tool to see a list of the questions and their status (answered, not answered, or not yet seen). Listening: Examinees must answer each question to proceed to the next one. Review is not allowed. Speaking: Examinees must answer each question to proceed to the next one. Review is not allowed. Writing: Two essays. Typing is required. Examinee cannot return to a previous essay.

TOEFL iBT Document Handling

Table TOEFL iBT-16. Document Handling.

Document	Action	How	When
Completed Administrator’s Report Form for the shipment STN Centers Only: Obtain the form and shipping instructions at www.prometric.com/stn	Return to ETS	By the method specified for the items being shipped	In every package sent to ETS
Confidentiality Statements (original)	Return to ETS	First Class Mail*	Monthly (during first week of the month) STN Centers Only: Send monthly, no later than two business days after your last test administration of the month. Other Test Centers: Retain each month’s statements until the end of the following month. For example, statements from January test dates should be sent to ETS in the first week of March.
ETS Test Taker Rosters STN Centers Only: Not applicable	Return to ETS	First Class Mail*	Monthly (during first week of the month) Retain each month’s rosters until the end of the following month. For example, rosters from January test dates should be sent to ETS in the first week of March.
Used scratch paper associated with a CPR	Retain at center	On file for at least 30 days in case it is requested during investigation of the CPR; then return to ETS with next mailing of Confidentiality Statements	Each test date
All other used scratch paper	Destroy	Preferably by shredding	Immediately after test
*Send an entire month’s worth of these items in one shipment; do not send a few each week; centers in the United States should not send these items by courier. For more information, see “Table TOEFL iBT-18. Sending Rosters and Confidentiality Statements to ETS.”			

TOEFL iBT Shipments by Courier to ETS

Table TOEFL iBT-17. Shipments by Courier to ETS.

Test Center Location	Courier	Account Number	Reference Number
Outside the United States	UPS	E81852	3001-690008-00028
Print the following receiver address and phone contact on the air bill: CBT Returns A/S Inbound Processing 200 Ludlow Drive Ewing, NJ 08638 USA Phone 1-609-406-5045			
Note: Only centers outside the United States should send TOEFL materials by courier. Centers in the United States should mail TOEFL materials in ETS First Class Mail Return Envelopes.			
Use ETS's courier account number only for shipments to ETS			

Sending Rosters and Confidentiality Statements to ETS

Table TOEFL iBT-18. Sending Rosters and Confidentiality Statements to ETS.

Sending Rosters and Confidentiality Statements to ETS	
ETS uses the ETS Test Taker Rosters and Confidentiality Statements to investigate test security concerns. Therefore, it is important for test centers to return these forms in a timely, consistent, organized way. Use the following procedures.	
STN Centers Only: Send used Confidentiality Statements to ETS monthly, no later than two business days after your last administration of the month. Use the instructions and Administrator's Report Form available at www.prometric.com/stn . Do not send STN rosters to ETS. <i>The remainder of this table IS NOT applicable to STN centers.</i>	
All Other Centers:	
<ul style="list-style-type: none"> • Send the following items to ETS once per month: <ul style="list-style-type: none"> • ETS Test Taker Rosters • Confidentiality Statements 	

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Sending Rosters and Confidentiality Statements to ETS	
<ul style="list-style-type: none"> • Organize the materials in the package as follows: <ul style="list-style-type: none"> • For each day of testing, stack the Confidentiality Statements <i>behind</i> the Test Taker Rosters of the ETS examinees who tested on that day. • Then stack the days in order from the beginning of the month (on top) to the end of the month (on the bottom). • Retain each month’s rosters and Confidentiality Statements until the end of the following calendar month before sending them to ETS. <p>Example: For testing that takes place in January, place the January 1st rosters on top of the stack and put January 1st Confidentiality Statements behind them, followed by the January 2nd rosters with the January 2nd Confidentiality Statements behind them (as illustrated below), and so on through the month, with January 31st materials at the bottom of the stack. Send your January materials to ETS in the first week of March:</p>	
<ul style="list-style-type: none"> • If your center is in the United States: <ul style="list-style-type: none"> • Enclose the items in an ETS First Class Mail Return Envelope (Order Entry #P2179). Note: Do not send ETS Test Taker Rosters or Confidentiality Statements by courier. • If you must use more than one ETS First Class Mail Return Envelope due to the number of documents, prepare each envelope as if it were a separate shipment. Note: DO NOT TAPE envelopes together. The postal service needs to process each envelope separately. 	
<ul style="list-style-type: none"> • If your center is outside the United States: Send the materials by courier (UPS). 	
<ul style="list-style-type: none"> • Complete a separate Administrator’s Report Form for <i>each envelope</i>, and enclose it in the envelope. 	
<ul style="list-style-type: none"> • Be sure to fill in the identifying information requested at the top of the Administrator’s Report Form, especially the correct test center number and the exact testing dates covered by the materials in the envelope. 	
<ul style="list-style-type: none"> • Retain each month’s rosters and Confidentiality Statements until the end of the following calendar month before sending them to ETS. Then send your monthly shipment during the first week of each month. <p>Example: The Test Taker Rosters and Confidentiality Statements used in January should be sent to ETS during the first week of March.</p> <p>Note: Do not delay the shipment until later in the month.</p> 	
<ul style="list-style-type: none"> • Send the entire month’s worth of used ETS Test Taker Rosters and Confidentiality Statements at the same time. <p>Note: Do not send a few of the items each week.</p> 	
<ul style="list-style-type: none"> • If your test site is made up of two or more centers that have different test center numbers, send each center’s materials in a separate envelope. Do not combine the materials from the “sister” centers in one envelope. 	

TOEFL iBT Materials Needed

Table TOEFL iBT-19. Materials Needed.

Order No.	Item Description	Unit Size
Print copies locally	ETS Confidentiality Statement STN Centers: Print from the link in the STNCenter application or the link on the documentation website. All Other Centers: Print from the link on the documentation website.	
	Sanitary Headset Wipes	100/pkg.
	TOEFL iBT Headset with Microphone	1 ea.
<p>Note: Examinees who request bulletins should be advised that they are available online at the TOEFL website (www.ets.org/toefl) or by calling ETS TOEFL Services (1-877-863-3546).</p> <p>STN Centers Only:</p> <ul style="list-style-type: none"> • STN centers should not contact Prometric Order Entry. • Headset problems should be reported to the Global Help Desk. If a replacement headset is needed, the Global Help Desk will advise STN centers to contact PrometriciBTTeam@prometric.com. • STN centers in the United States that need additional ETS Business Reply Envelopes should contact ibt_governance@ets.org. 		

TOEFL iBT Registration/Scheduling/Cancellation

Table TOEFL iBT-20. Registration/Scheduling/Cancellation.

Standard	Details
Delivery Regions	U.S., Canada, Guam, Puerto Rico, U.S. Virgin Islands
Examinee Registers By	<ul style="list-style-type: none"> • Online at www.ets.org/toefl • Telephone through the Candidate Services Contact Center (CSCC) • Mail (sent to ETS) <p>Note: Examinees can create a registration profile and return to it later to schedule a test, or they can create a profile and schedule a test during a single transaction.</p>
Examinee Schedules By	<ul style="list-style-type: none"> • Online at www.ets.org/toefl • Telephone through the Candidate Services Contact Center (CSCC) • Mail (sent to ETS)
Payment	<ul style="list-style-type: none"> • Registration online or by telephone (CSCC) requires one of the following payment methods: credit card (American Express, Discover, JCB, MasterCard, or Visa), e-check (requires a U.S.-based bank account), or TOEFL iBT voucher number. • Mail-in registration (sent to ETS) requires a check or money order.
Testing Windows	Fixed test administration dates
Cancellations/Reschedules	<ul style="list-style-type: none"> • Deadline: An examinee must reschedule or cancel a registration no later than 3 full days before the test date (not including the day of the test or the day of the request). After that time, the registration cannot be rescheduled and the entire test fee will be forfeited if the examinee does not show up as scheduled. Example: The deadline to reschedule a Saturday test is Tuesday. • Rescheduling fee: US\$60 plus applicable taxes • Methods: Examinees can reschedule or cancel either online at www.ets.org/toefl or by calling the CSCC.

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Standard	Details
Special Accommodations	<ul style="list-style-type: none"> Examinees who require testing accommodations because of a disability must receive authorization from ETS before calling the Special Conditions Department of the CSCC to register for a test date. If an examinee requests accommodations that vary significantly from standard testing conditions (e.g., extra time, a special edition of the test, someone to read the questions aloud), but has not received authorization from ETS, inform the examinee that such requests must be authorized in advance by the testing client and that s/he should follow the guidelines outlined in the <i>Bulletin</i> or contact ETS Disability Services (see Table TOEFL iBT-22. Contacts.)
Walk-ins	Not allowed.
Retests	An examinee may take the TOEFL iBT test more than once. Each test day is considered a separate administration. An examinee is allowed to test only once per day.

More Registration/Scheduling/Cancellation Information

Table TOEFL iBT-21. More Registration/Scheduling/Cancellation Information.

Standard	Details
Test Fee	Varies by country: <ul style="list-style-type: none"> U.S., Puerto Rico, U.S. Virgin Islands: US\$170 Guam: US\$160 Canada: US\$200
Partial Refund for Cancellation	<ul style="list-style-type: none"> An examinee who cancels a registration no later than 3 full days before the test date (not including the day of the test or the day of the request), is eligible for a partial refund of half of the original test fee (plus applicable taxes). For payments by credit card or e-check, the partial refund will be applied to the credit card or bank account. For payments by check or money order, the partial refund will be processed automatically.

TOEFL iBT Contacts

Table TOEFL iBT-22. Contacts.

Name (Acronym)	Use For:	User	Phone/Fax/E-mail/Web/Address
TOEFL Services (ETS)	<ul style="list-style-type: none"> General information about TOEFL tests, services, policies Complaints General questions about acceptable ID before test day 	Examinee	Phone No.: 1-609-771-7100 or 1-877-863-3546 (toll free) Fax No.: 1-609-771-7500 E-mail: toefl@ets.org TOEFL Services ETS P.O. Box 6151 Princeton, NJ 08541-6151 USA
TOEFL Website	<ul style="list-style-type: none"> General information Online registration 	Examinee	www.ets.org/toefl

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Name (Acronym)	Use For:	User	Phone/Fax/E-mail/Web/Address
Candidate Services Contact Center (CSCC) – also referred to as a regional call center	<ul style="list-style-type: none"> Scheduling 	Examinee	Phone No.: 1-443-751-4862 or 1-800-GO-TOEFL (toll free)
TOEFL Disability Services (ETS)	<ul style="list-style-type: none"> Applying for testing accommodations for test takers with disabilities 	Examinee	Phone No.: 1-609-771-7780 or 1-866-387-8602 (toll free) Fax No.: 1-609-771-7165 TTY: 1-609-771-7714 E-mail: stassd@ets.org TOEFL Disability Services ETS PO Box 6054 Princeton, NJ 08541-6054, USA
Special Conditions Coordinator (Prometric)	<ul style="list-style-type: none"> Registration after receiving a Testing Accommodations Voucher from ETS 	Examinee	1-800-967-1139
ETS Office of Testing Integrity	<ul style="list-style-type: none"> ID arrangements for examinees who have been granted political asylum or refugee status 	Examinee	Examinee should call, fax, or e-mail <i>before</i> registering. Phone No.: 1-609-406-5430 Fax No.: 1-609-406-9709 E-mail: TSReturns@ets.org
Test Question Inquiries (ETS)	<ul style="list-style-type: none"> Problems or errors in specific test questions 	Examinee	Fax No.: 1-609-683-2600 TOEFL Test Question Inquiries (MS 42N-208) ETS Rosedale Road Princeton, NJ 08541-0001, USA
Global Help Desk	<ul style="list-style-type: none"> Problems 	Center	Preferred: iSupport http://ehelp.prometric.com Back-up: Phone No.: 1-800-253-6754 Fax No.: 1-443-751-4226

Addendum A: Headsets

TOEFL iBT Headset Procedures

Table TOEFL iBT-23. Headset Procedures.

Action	Procedures
Headsets must be connected before the TOEFL iBT test is started at each testing station.	
Labeling TOEFL Headsets is Required	<ul style="list-style-type: none"> • Label each TOEFL headset with the same number as the workstation where it will be used. • When setting up your center for TOEFL delivery, use the same headset at the same computer for every TOEFL administration. Consistency will assist with troubleshooting and determining the cause of the problem if technical issues occur. • If a technical problem makes it necessary to replace a headset, file a Center Problem Report (CPR).
Connecting the Headset	On a computer with multiple jacks/ports (on the front and back of the computer, or on multiple sound cards), be sure to connect the two headset cables to the correct, working jacks/ports. The headset has two cables that plug into the computer: One plug connects the headphones, and the other plug connects the microphone.
Error Messages	<ul style="list-style-type: none"> • Error message will appear on the Administrative station if the speaking verification fails. The examinee will also see a message to retry the speaking verification. • Verify that the microphone is facing the correct direction and is close to the speaker's mouth (manufacturer's label to the outside).
Care of Headsets	<ul style="list-style-type: none"> • Ear pieces must be wiped with alcohol after every use. • Headsets must be stored carefully between exam windows. Wrap the cords around the headset to avoid tangles.
Note: Headsets must be removed after TOEFL iBT administrations. Other exams have no volume adjustment for this headset.	
STN Centers Only: TCAs must run the verification tool to test the audio recording and playback capability at each testing station on test day and to test new headsets prior to test day. See "Audio Verification and Headset Procedures" on the TOEFL page of the Electronic Manuals section of the STN TCA website www.prometric.com/stn .	