



Examinee Handbook

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About the TOEIC Link® Assessments

The TOEIC Link assessments evaluate basic to advanced English language proficiency for individuals whose first language is not English. The TOEIC Link assessments are a fully online testing solution that provide a measurement of four English language skills, listening, reading, speaking, and writing. The assessments are offered in a modular format. The four skills can be administered together, in any combination, or alone.

TOEIC Link Test Format

The total testing time for all four skills is less than 90 minutes.

Listening

The assessment consists of 30 questions administered across two testing stages: a Routing Module in Stage 1 (17 items) and an Easy or Hard Module in Stage 2 (13 items). You will answer 30 questions to demonstrate how well you understand spoken English. The assessment will last approximately 18 minutes. There are four task types.

Task Type	Description	Response Time
Photographs	Select the statement that best describes the picture.	5 seconds
Question-Response	Select the best response to the question or statement.	5 seconds
Conversations	Answer questions about a talk. Some questions may include additional information such as a menu, schedule, chart, map, etc.	<ul style="list-style-type: none">• 8 seconds for questions without information• 12 seconds for questions with information
Talks	Answer questions about a talk. Some questions may include additional information such as a menu, schedule, chart, map, etc.	<ul style="list-style-type: none">• 8 seconds for questions without information• 12 seconds for questions with information

Speaking

In the speaking assessment, you will answer 11 questions to demonstrate how well you can speak English. The assessment will last approximately 10 minutes. There are three task types.

Task Type	Description	Response Time
Read a Dialogue Aloud	Complete a conversation by reading text aloud	40 seconds
Listen and Repeat	Listen and repeat what you heard	The clock will show your time limit
Express an Opinion	Express an opinion about a topic	60 seconds

Reading

The assessment consists of 30 questions administered across two testing stages: a Routing Module in Stage 1 (17 items) and an Easy or Hard Module in Stage 2 (13 items). You will demonstrate your ability to understand written English. The assessment will last approximately 26 minutes and contains 5 task types.

Type of Questions	Description	Response Time (Stage 1)	Response Time (Stage 2)
Incomplete Sentences	Select the word or phrase that best completes the sentence.	15 minutes	11 minutes
Text Completion	Select the word, phrase, or sentence that best completes the text.		
Reading Comprehension - Single Passages, Double Passages, Triple Passages.	Read a selection of texts and answer questions.		

Writing

In the writing assessment, you will answer 6 questions to demonstrate how well you can write in English. The assessment will last approximately 27 minutes. There are four task types.

Task Type	Description	Response Time
Build a Sentence	Create a grammatical sentence.	1 minute
Write a Brief E-mail	Write an e-mail using information provided.	7 minutes
Write an Extended E-mail	Write an e-mail using information provided.	7 minutes
Write About Your Perspective	Participate in an online discussion.	10 minutes

Preparing to take the TOEIC Link Assessments

Test Day Procedures

This section contains procedures and regulations that test takers must follow on test day. The **“General”** procedures and regulations apply to all test sessions whether you are taking the test in-person or participating in a remote proctored test session. Specific procedures and regulations that apply only to in-person or remote proctored tests are also provided. Refer to the **“In-Person Tests”** or to the **“Remote Proctored Tests”** that matches your test session. If you are unsure about the type of test session, contact your local EPN office or sponsoring organization for more information.

General

- Using any aid in connection with the test, including pens; mechanical pencils; scan pens or other scanning devices; calculators; calculator or computing watches; analog, digital or smart watches; wearable technology; books; pamphlets; notes; unauthorized scratch paper; rulers; highlighter pens; stereos or radios with headphones; mobile phones; smart phones; watch alarms; stop watches; dictionaries; test preparation materials; translators; and any electronic, listening, recording, scanning or photographic devices is not permitted.
- You will be required to sign an electronic or paper confidentiality statement at the test center. If you do not sign the statement, you cannot test, and the test fee will not be refunded.
- Unauthorized paper of any kind is not permitted during the test.
- Food and drink is not allowed during in-person & remote proctored tests.

In-Person Tests

- Dress so that you can adapt to any room temperature.
- Friends or relatives who accompany you to the test center will not be permitted to wait in the test center or be in contact with you while you are taking the test. Except for ETS-authorized observers, visitors are not allowed in the testing room while testing is in progress.

- ID verification at the test center may include thumb printing, photographing, video recording, signature comparison, or other forms of electronic ID or biometric confirmation. If you refuse to participate, you will not be permitted to test and you will forfeit the test fee. This is in addition to the requirement that you must present acceptable and valid ID.
- Other than ID, personal items are not allowed in the testing room. Before the test, you will receive instructions from test center staff regarding where to deposit items such as mobile phones, pagers, handbags, and study materials. Storage space is limited, so plan accordingly. You will not have access to your personal items during the test or any unscheduled break.
- Test centers assume no responsibility for test taker's personal belongings.
- The test administrator will assign you a seat.
- On occasion, weather conditions or other circumstances beyond the control of ETS or the test administrator may require a delayed start or the rescheduling of your test. In the event that a technical problem at the test center makes it necessary to cancel your test session or if it is later determined that your scores could not be reported, you will be offered the opportunity to retest free of charge or receive a full refund of the original test fee.
- No test taker will be admitted after test materials have been distributed.
- You must have the test center administrator's permission to leave the testing room. You may not leave the immediate testing area of the testing room or the test center building during the test session or during any unscheduled break. Any lost time cannot be made up.
- Your picture may be taken and reproduced at your testing station. Be sure the correct photograph is displayed on your assigned testing station.
- If you need to leave your seat at any time, raise your hand; timing of the test will not stop.
- If at any time during the test you have a problem with your computer or for any reason need the administrator, raise your hand.
- Testing premises are subject to video recording.

- There is no scheduled break during the TOEIC Link assessments. If you must leave the testing room, you are required to give the test center administrator your identification document(s) before you leave the room.

Remote Proctored Tests

- All the applications and unnecessary browser windows or tabs on the test taker computer must be closed to prevent bandwidth issues during the test.
- Please ensure that other devices that use significant internet bandwidth are turned off, shut down, or disconnected during the test.
- You (Test taker) must be the only person in the room, and no one else can enter while the test is in progress. Ensure all doors to the room are shut.
- Arrange your desk and chair so that the door to the room is visible.
- Taking the test in a public space (e.g., a park, internet café, or restaurant) is prohibited.
- Walls should be free of any materials related to the test.
- Your computer and keyboard should be placed on a desk or tabletop surface, with the surrounding area clear of unauthorized items.
- Test taker should sit in a standard chair; sitting or lying on a bed, couch, or oversized chair is not allowed.
- You may not leave the room during the test.
- All external accessories must be connected to your device through USB or other wired connections. Bluetooth and wireless accessories are not allowed.
- Only one monitor or screen is allowed; multiple monitors or dual screens are prohibited.
- Only one keyboard is permitted; additional keyboards are not allowed.
- Internal or external speakers are allowed.
- An internal or external microphone that is not part of a headset is required.
- Headsets and earphones are not permitted.
- A built-in camera on your computer or monitor, or an external webcam, is necessary

TOEIC Link Scores

The TOEIC Link program and your authorized local EPN member have taken steps to ensure, to the extent possible, that tests and test scores are fair for all test takers, regardless of gender, age, nationality, and test-taker industry background.

Score Reports

If you take the TOEIC Link assessments through your employer or sponsoring organization, your score(s) are provided to that organization. It is the responsibility of your employer or organization to provide you with a score report.

Score Holds and Cancellations

ETS and EPN members reserve the right to take any and all actions—including, but not limited to, barring you from future testing and/or withholding or canceling your scores—for failure to comply with test administration regulations or the test administrator's directions or where the validity of the scores is questionable. If your scores are canceled, they will not be reported, and your registration and test fees will not be refunded.

ETS and your EPN member make every effort to report scores that accurately reflect the performance of every test taker. Accordingly, ETS standards and procedures for administering tests have two primary goals: to give all test takers equivalent opportunities to demonstrate their abilities, and to prevent any test taker from gaining an unfair advantage over others. To promote these objectives, ETS and your EPN member reserve the right to withhold scores from reporting or cancel any test score when, in their judgment, a testing irregularity occurs, there is an apparent discrepancy in a test taker's identification, a test taker engages in misconduct, or the score is invalid for another reason. Reviews of scores by ETS are confidential.

When, for any of the aforementioned reasons, ETS or your EPN member cancels a test score that has already been reported, score recipients are notified that the score has been canceled, but the reason for cancellation is not disclosed except when authorized by the test taker or in certain group cases.

Identification Discrepancies

If, in the judgment of ETS, your EPN member or test center personnel, there is a discrepancy in your ID information, you may be dismissed from the test session. In addition, ETS or the EPN member may decline to score your test(s) or may hold or cancel your scores if the documents or photographs from test day cannot be validated, or if ETS has evidence that you did not appear for the test session or did

not take the entire test session yourself. If your scores are canceled by ETS or your EPN member for any of these reasons, your test fee will not be refunded.

- ETS may also cancel scores, ban you from future testing, and notify score recipients of the cancellation if suspicious activity is detected after scores have been reported.

Misconduct

When ETS, your EPN member, or test center personnel find that there is misconduct in connection with a test, you may be dismissed from the test session. ETS or your EPN member may decline to score the test(s) or may cancel the test scores. If your scores are canceled because of misconduct you will forfeit your test fee. Misconduct includes, but is not limited to, noncompliance with the Test Center Procedures and Regulations on page 3 of this handbook.

Plagiarism

ETS and your EPN member reserve the right to cancel the scores of test takers when, in their judgment, there is evidence that an essay or speaking response includes, for example, text or ideas that are substantially similar to that found in other TOEIC Link assessment responses, or the quotation or paraphrasing, without attribution, of language or ideas from published and unpublished sources. Such responses do not reflect the independent speaking or compositional writing skills that the test seeks to measure.

Testing Irregularities

Testing Irregularities refer to problems with the administration of a test. When testing irregularities occur, they may affect an individual or group of test takers. Such problems include, without limitation, administrative errors such as improper timing, improper seating, defective materials, or defective equipment; improper access to test content; and other disruptions of test administrations such as natural disasters and other emergencies. When testing irregularities occur, ETS or your local EPN member may decline to score the test(s); or may cancel the scores. When in their judgment it is appropriate to do so, ETS or your EPN member may give affected test takers the opportunity to take the test again as soon as possible without charge.

Interpreting Scores

TOEIC Link Listening, Speaking, Reading, and Writing scores will be reported separately and should not be compared to each other. If the modular test contained more than one skill, an overall score will also be given. If you have any questions about score interpretation, contact your local EPN member.

Scaled Scores

The TOEIC Link Listening, Speaking, Reading, and Writing assessments each have a reporting scale from 0 to 25 with an increment of 1.

CEFR Level

The *Common European Framework of Reference (CEFR) for Languages: Learning, Teaching, Assessment* provides a common basis for describing the skills needed to reach different levels of language proficiency, and is used by language instructors, educators, curriculum designers, and agencies working in the field of language development.

The CEFR level mapped to your scaled score for each skill and to your overall score will be provided on your score report. The TOEIC Link assessments measure CEFR levels A1 through C1.

Overall score

If your modular assessment contained two or more skills, you will also receive an overall score that is the average of the scaled scores you received for each individual skill. The overall test score also ranges from 0-25, increasing in increments of 1.

Policies and Guidelines for Score Use

These policies and guidelines are designed to provide information about the appropriate use of TOEIC Link scores for corporations or schools that use the scores in making hiring, evaluation, and career promotion decisions, as well as school-related decisions. They are also intended to protect test takers from unfair decisions that may result from inappropriate uses of scores. Adherence to the guidelines is important.

TOEIC Link is designed to assess English Language proficiency relevant to today's international market. As measures with known statistical properties and high-quality technical characteristics, the scores from

these tests, when used properly, can improve the hiring, evaluation, and career promotion decision processes of local and multi-national corporations, and other organizations where English communication skills are critical job requirements.

The TOEIC® program and its authorized local EPN office have a particular obligation to inform users of the appropriate uses of TOEIC Link scores and to identify and try to rectify instances of misuse. To this end, the following policies and guidelines are available to all TOEIC Link test takers, institutions, and organizations that are recipients of TOEIC Link scores.

Policies

In recognition of their obligation to ensure the appropriate use of TOEIC Link scores, the TOEIC program and its authorized local EPN office developed policies designed to make score reports available only to approved recipients, to encourage these organizational score users to become knowledgeable about the validity of the tests, to protect the confidentiality of test takers' scores, and to follow up on cases of possible misuse of scores. The policies are discussed below.

Confidentiality

TOEIC Link scores, whether for an individual or aggregated for an institution, are confidential and can be released only by authorization of the individual or institution or by compulsion of legal process. ETS recognizes test takers' right to privacy with regard to information that is stored in data or research files held by ETS and its local EPN office, and its responsibility to protect test takers from unauthorized disclosure of the information.

Testing Irregularities

"Testing irregularities" refers to irregularities in connection with the administration of a test, such as equipment failure, improper access to test content by individuals or groups of test takers, and other disruptions of test administrations (natural disasters and other emergencies). When testing irregularities occur, ETS and its local EPN office may decline to score the test or may cancel the test score. When it is appropriate to do so, ETS or the EPN office may give affected test takers the opportunity to take the test again as soon as possible without charge.

Identification Discrepancies

When, in the judgment of ETS, the EPN office, or test center personnel, there is a discrepancy in a test taker's identification, the test taker may be dismissed from the test center. In addition, ETS or the EPN office may decline to score a test or may cancel the scores and the test fee will be forfeited.

Misconduct

When ETS, the EPN office, or test center personnel find that there is misconduct in connection with a test, the test taker may be dismissed from the test center. ETS or the EPN office may decline to score the test or may cancel the test scores. Test takers whose scores are canceled because of misconduct will forfeit their test fees. Misconduct includes, but is not limited to, noncompliance with the Test Center Procedures and Regulations on page 3 of the Examinee Handbook.

Plagiarism

ETS or the EPN office reserves the right to cancel the scores of test takers when, in their judgment, there is evidence that an essay or speaking response includes, for example, text or ideas that are substantially similar to that found in other TOEIC responses, or the quotation or paraphrasing, without attribution, of language or ideas from published and unpublished sources. Such responses do not reflect the independent speaking or compositional writing skills that the test seeks to measure.

Score Cancellation

ETS or the local EPN office reserve the right to take all action—including but not limited to barring test takers from future testing and/or canceling scores—for failure to comply with test administration regulations or the test administrator's directions. If a test taker's scores are canceled, a letter will be sent from the EPN office.

Guidelines

All organizational users of TOEIC Link scores have an obligation to use the scores in accordance with the guidelines below, i.e., using multiple criteria, accepting only official TOEIC Link scores, etc. Organizations have a responsibility to ensure that all individuals using TOEIC Link scores are aware of these guidelines and to monitor the use of the

scores, correcting instances of misuse when they are identified. The TOEIC program and its authorized local EPN office are available to assist institutions in resolving score-misuse issues.

Use Multiple Criteria

Regardless of the decision to be made, multiple sources of information should be used to ensure fairness and to balance the limitations of any single measure of knowledge, skills, or abilities. These sources may include graduate or undergraduate grade point average, years of experience in the target position, and recommendations from past supervisors and colleagues. When used in conjunction with other criteria, TOEIC Link scores can be a powerful tool in making hiring, evaluation, promotion, or school related decisions.

Maintain Confidentiality of TOEIC Link Scores

All individuals who have access to TOEIC Link scores should be aware of the confidential nature of the scores and agree to maintain their confidentiality. Policies should be developed and implemented to ensure that confidentiality is maintained.

Appropriate Uses and Misuses of TOEIC Link Scores

The suitability of TOEIC Link scores for a particular use should be explicitly examined before using test scores for that purpose. The following lists of appropriate uses of TOEIC Link scores are based on the policies and guidelines outlined above. The list is meant to be illustrative, not exhaustive, in nature. There may be other appropriate uses of TOEIC Link scores, but any uses other than those listed on this page should be discussed in advance with TOEIC program staff and its local EPN office to determine their appropriateness.

If a use other than those appropriate uses listed on this page is contemplated, it will be important for the user to validate the use of scores for that purpose. TOEIC program staff and its authorized local EPN office will provide advice on the design of such validity studies.

Appropriate Uses

Used along with other sources of information, and provided all applicable guidelines are followed, TOEIC Link scores are suitable for the uses described below.

- Job screening or selection
- Measurement of workplace/everyday-life English proficiency levels of students in schools
- Measurement of individuals' progress in workplace/everyday-life English proficiency levels over time

Misuses

Any use of test scores for purposes other than those listed should be discussed with ETS before being implemented.

Comments

Test takers can provide comments during the testing administration by asking the test center administrator for the Candidate Comment Form.

After taking the TOEIC Link assessments, please visit www.ets.org/contact/testing-programs/toEIC.html to complete the Candidate Satisfaction Survey.

If you have additional questions or comments regarding the TOEIC Link tests, please contact your local EPN member at www.ets.org/epn_directory or TOEIC program:

Educational Testing Service
Rosedale Road
Princeton, New Jersey 08541
toEIC@ets.org



For more than 45 years as an industry leader, the TOEIC program has set the global standard for assessing English-language communication skills needed in the workplace and everyday life. The TOEIC assessments are the most widely used around the world with 14,000+ organizations across more than 160 countries trusting TOEIC scores to inform the decisions that matter.

At nonprofit ETS, our mission is to advance quality and equity in education by providing fair and valid assessments, research and related services. Our products and services measure knowledge and skills, promote learning and performance, and support education and professional development for all people worldwide.

