



EXAMINEE HANDBOOK

TOEIC Bridge®

SPEAKING

&

WRITING

TESTS



 COMPUTER-DELIVERED TESTING

REDESIGNED

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For more information, visit us on the web at <http://www.ets.org/toEIC/bridge> or contact your local EPN member. A list of local EPN members can be found on the web at www.ets.org/epn_directory. If there is no ETS representative in your country, please contact us at:

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About the *TOEIC Bridge*[®] Speaking and Writing Tests

The *TOEIC Bridge*[®] Speaking and Writing tests, which are delivered through the computer, are English language proficiency tests for people whose native language is not English. They were developed to measure the foundational English communication skills of beginning learners and provide a reliable and valid indication of their English language speaking and writing skills. Test takers may be students of English or people who need to use English in their everyday lives.

The *TOEIC Bridge*[®] tests are part of the *TOEIC*[®] program which also includes the *TOEIC* tests. The *TOEIC* tests consist of the *TOEIC*[®] Listening and Reading test and the *TOEIC*[®] Speaking and Writing tests. The *TOEIC* tests measure a wider range of English-language proficiency for non-native speakers and place more emphasis on English communication in the workplace, whereas the *TOEIC Bridge* tests focus on basic- to intermediate-level English communication skills for everyday life.

TOEIC Bridge[®] Speaking Test Format

The *TOEIC Bridge*[®] Speaking test is intended to measure the ability of basic- to intermediate-level English language learners to carry out spoken communication tasks in personal, public, and familiar workplace contexts. This includes the ability to communicate immediate needs, provide basic information, and interact on topics of personal interest with people who are speaking clearly. Test takers can answer simple questions on familiar topics and use phrases and sentences to describe everyday events. They can provide brief reasons for and explanations of their opinions and plans and narrate simple stories.

Using spoken English, test takers can perform simple communication tasks demonstrating the ability to:

- ask for and provide basic information
- describe people, places, objects, activities
- express an opinion or plan and give a reason for it
- give simple directions
- make simple requests, offers, and suggestions
- narrate and sequence simple events

To achieve these goals, basic- to intermediate-level English language learners need the ability to:

- use high-frequency vocabulary appropriate to a task
- use common grammar structures to contribute to overall meaning
- use simple transitions to connect ideas (e.g., so, but, after)
- pronounce words in a way that can be understood by proficient users of English, using intonation, stress, and pauses to pace speech and contribute to comprehensibility
- produce speech that is appropriate to the communication goal

The *TOEIC Bridge*® Speaking test consists of 8 questions and takes approximately 15 minutes. The following table shows how the tasks in the *TOEIC Bridge* Speaking test are organized.

Question	Task Type
1-2	Read a Short Text Aloud
3-4	Describe a Photograph
5	Listen and Retell
6	Short Interaction
7	Tell a Story
8	Make and Support a Recommendation

TOEIC Bridge® Writing Test Format

The *TOEIC Bridge*® Writing test is intended to measure the ability of basic- to intermediate-level English language learners to carry out written communication tasks in personal, public, and familiar workplace contexts. This includes the ability to use high-frequency vocabulary and basic grammar structures to produce phrases, sentences, and paragraphs on subjects that are familiar or of personal interest. Test takers can write notes and messages relating to matters of immediate need. They can write simple texts such as personal letters describing experiences and giving simple opinions.

Using written English, test takers can perform simple communication tasks demonstrating the ability to:

- ask for and provide basic information
- make simple requests, offers, and suggestions; express thanks
- express a simple opinion and give a reason for it
- describe people, objects, places, activities
- narrate and sequence simple events

To achieve these goals, basic- to intermediate-level English language learners need the ability to:

- use common vocabulary appropriate to a task

- write a sentence using simple word order, such as Subject-Verb-Object, interrogatives, imperatives; use common grammatical structures to contribute to meaning
- arrange ideas using appropriate connectors (e.g., for example, in addition, finally); sequence ideas to make them easy to understand
- control mechanical conventions of English (spelling, punctuation, and capitalization) that facilitate understanding of text
- produce text that is appropriate to the communication goal

The test consists of 9 questions and takes approximately 37 minutes to complete. The following table shows how the tasks in the *TOEIC Bridge* Writing test are organized.

Question	Task Type
1-3	Build a Sentence
4-6	Write a Sentence
7	Respond to a Brief Message
8	Write a Narrative
9	Respond to an Extended Message

Keyboard Requirements

The *TOEIC Bridge*® Speaking and Writing tests are administered on a standard English-language (QWERTY) computer keyboard. QWERTY is the most common modern-day keyboard layout on English-language computer keyboards. It takes its name from the first six letters displayed at the top of the keyboard. It is recommended that you practice typing on a QWERTY keyboard before taking the *TOEIC Bridge* Speaking and Writing tests.

Frequently Asked Questions

Why take the *TOEIC Bridge*® Speaking and Writing tests?

The *TOEIC Bridge*® Speaking and Writing tests are fair and objective measures of English proficiency for basic- to intermediate-level English communication skills for everyday life. The *TOEIC Bridge* Speaking and Writing tests will enable you to:

- verify your current level of English proficiency
- monitor your progress in English
- set your own learning goals

Who takes the *TOEIC Bridge* Speaking and Writing tests?

- Secondary and university students who are learning basic- to intermediate-levels of English proficiency
- Adult learners of English who are taking commercial English language courses
- People who need to use basic English for work, travel, or everyday life

Who uses the *TOEIC Bridge* Speaking and Writing tests?

- Language schools
- Universities
- Colleges
- Corporations
- Manufacturing companies
- Small businesses
- Government agencies

Why do they use *TOEIC Bridge* Speaking and Writing scores?

- To make selection decisions in contexts where everyday English language proficiency is desirable or needed
- To make placement decisions for instructional or training purposes
- To verify current level of proficiency to determine readiness for more advanced study

When and where can I take the *TOEIC Bridge* Speaking and Writing tests?

The *TOEIC Bridge* Speaking and Writing tests are available throughout the world. Testing can be arranged through schools, corporations or other organizations that ask students or employees to take the *TOEIC Bridge* Speaking and Writing tests. If testing has not been arranged through your organization, you can contact your local EPN member to find out when and where you can attend a public test administration. A list of local EPN members can be found online at www.ets.org/epn_directory.

Your local EPN member is responsible for all the assessments in the *TOEIC*® program. Please tell your EPN member that you would like to know about the *TOEIC Bridge* Speaking and Writing tests.

How are the *TOEIC Bridge*[®] Speaking and Writing tests administered?

The *TOEIC Bridge*[®] Speaking and Writing tests are administered on the computer. Contact your local EPN member for details.

How often can I take the *TOEIC Bridge* Speaking and Writing tests?

If testing was arranged through your school, corporation or other organization, they will inform you of how often you can take the test. For public test administrations, please contact your local EPN member for more information.

How much do the *TOEIC Bridge* Speaking and Writing tests cost?

TOEIC Bridge[®] prices vary worldwide. To inquire about pricing in your area, contact your local EPN member.

How long does it take to receive scores after a test administration?

It takes approximately 14 business days to receive your *TOEIC Bridge* Speaking and Writing scores. Contact your local EPN member for specific dates.

What score do I need to “pass” the *TOEIC Bridge* Speaking and Writing tests?

The *TOEIC Bridge* Speaking and Writing tests are proficiency tests, not achievement tests. As such, they are not the kind of tests that you “pass” or “fail.” Not every job or task requires the same level of English proficiency. However, different score users may set different cut scores to help them to make decisions about test takers.

In what contexts are the *TOEIC Bridge* Speaking and Writing tests questions set?

These are some examples of the settings and situations you may find in *TOEIC Bridge* Speaking and Writing tests questions:

- **Activities:** hobbies, sports, daily routines, free-time activities
- **Dining:** lunches and dinners, restaurants, reservations, picnics
- **Entertainment:** cinema, theater, music, art, museums,
- **General business:** banks, libraries, post offices, appointments, advertisements
- **Health:** general health and healthcare
- **Housing:** apartments, houses, buying and renting, repairs
- **News:** weather forecasts, news programs, newspapers
- **Offices:** letters, telephone, email and text messages, office equipment and furniture, office small talk
- **Shopping:** groceries, clothes, online purchases
- **Technical:** computers and technology
- **Travel:** directions, trains, airplanes, taxis, buses, ships, ferries, tickets, schedules, station and airport announcements, car rentals, hotels, reservations

If I have a disability, can I still take the *TOEIC Bridge* Speaking and Writing tests?

If you require special testing arrangements because of a disability, please contact your local EPN member to discuss your needs at least six weeks in advance of the test date. Your local EPN member will make every effort to accommodate you. There is no additional cost for special accommodations.

The TOEIC Bridge® Speaking and Writing Score Certificates

TOEIC Bridge® Speaking and Writing Official Score Certificates are issued after a public test administration to report your scores.

TOEIC Bridge Speaking and Writing Official Score Certificates feature:

- Your name and date of birth
- Your *Speaking* test score, *Writing* test score, and your combined *Test Score*
- Proficiency descriptors
- A watermark on the back of the certificate



Preparing to Take the *TOEIC Bridge*[®] Speaking and Writing Tests

How to Get Ready to Take the *TOEIC Bridge*[®] Speaking and Writing Tests

The *TOEIC Bridge*[®] Speaking and Writing tests are not based on the content of any particular English course, but rather on your proficiency—your overall ability to use English to communicate successfully. Improvement in proficiency may take some time and is generally achieved through a combination of practice and study.

Before taking the *TOEIC Bridge* Speaking and Writing tests, there are several things you can do to prepare for the tests and improve your English proficiency.

- Become familiar with the format of the tests. You can then focus your attention on the questions themselves.
- Carefully review the test directions, and the sample questions on pages 12–31, and the sample Background Questionnaire on pages 33–34.
- Immerse yourself in the English language as often as you can and in as many ways as possible, especially if it has been some time since you have had contact with English. Listening to podcasts and online talks, reading books and online materials, watching TV, films and videos, listening to recordings, taking an English course, and speaking with friends and colleagues are some of the ways to practice English.

The official *TOEIC Bridge* website, www.ets.org/toEIC/bridge, has further resources you may find helpful to familiarize yourself with the test:

- Test preparation material
- Scoring information
- Frequently Asked Questions (FAQs)

Test Day Procedures

During the Test Administration

- Note taking is allowed. Scratch paper will be provided; you may not bring your own.
- Try to answer all questions to the best of your ability.
- When taking the *TOEIC Bridge*® Speaking test:
 - Make sure your microphone is positioned correctly and speak in your normal speaking tone and volume.
 - Say as much as you can in the time allowed. Follow directions and speak clearly.

Identification Requirements

All test takers must read Part 1. Depending on whether you will be testing within or outside your country of citizenship, you must also read either Part 2 or Part 3, as appropriate.

Part 1: Information for All Test Takers

- You must have acceptable and valid ID with a signature and photograph to be admitted to a test center. Expired documents are not acceptable. The photograph on your ID document must be recent and recognizable. Original documents must be presented; copies are not acceptable. Identification requirements are strictly enforced. It is your responsibility to read and understand the instructions and requirements.
- If you don't have one primary ID with both a photograph and a signature, you may present two primary government-issued IDs without signatures.
- If you arrive at the test center without the required identification, the test administrator will not admit you, you cannot take the test, and you forfeit your test fee.

When registering for a test session, **you must use exactly the same name that appears on the primary identification document you will present at the test center.** Make sure to provide your entire first name (given name) and entire surname (family name). **Do not** register under a nickname. If the name shown on your primary identification does not match the name used at registration, you will not be permitted to participate in the test session. Check the name on your registration confirmation document. If the name does not match the name on your primary ID document, contact your local EPN member.

- Only misspellings of your name can be corrected at check-in—**name changes will not be made.** If your name has changed for any reason, including marriage, you must still present primary identification in the name under which you registered, or you will not be permitted to participate in the test session.
- If the test center administrator questions the ID you present, you will be required to present additional proof of identity.
- If positive confirmation cannot be made, you may be refused admission to the test center and forfeit your test fee. Admittance to the test center does not imply that your form of identification is valid or that your scores will be reported. All reported cases of questionable ID are subject to review and approval by the ETS Office of Testing Integrity and/or your local EPN member.

Test center personnel will check your identification before assigning you a seat at the test center. The administrator will check your signature to verify that you are the person in your photo identification.

- The photograph on your ID document must be recent and recognizable. For example, a ten-year-old photograph taken during childhood is not acceptable.

Acceptable Primary Identification Documents

- Passport with photograph and signature
- Driver's license with photograph and signature
- State identification with photograph and signature
- National identification with photograph and signature
- Military identification with photograph and signature

Acceptable Secondary Identification Documents

If your primary identification is missing either a photograph or signature, you must present one of the following secondary IDs that can be used to meet the photograph or signature requirement; you must present one of the following secondary IDs **in addition to** your primary ID. Secondary IDs that can be used to meet the photograph or signature requirements are:

- **A government-issued identification document** that has not expired including, but not limited to, a passport, driver's license, state identification, national identification, or military identification. (There are some exceptions: see "Unacceptable Identification Documents" below.)
- **Student ID**

Unacceptable Identification Documents

- Any expired ID
- Draft classification card
- Credit or debit card of any kind
- Social Security card
- Learner's permit or any temporary identification document
- International driver's license
- International student ID
- Notary-prepared letter or document
- Employee identification card
- Birth certificate
- Photocopy of ID

If you cannot meet the specified ID requirements or if you have questions about ID, please contact your local EPN member before registering for the test(s).

Part 2: If Testing *WITHIN* Your Country of Citizenship

Only one form of primary ID is needed if your primary ID document contains a photograph and signature. Please see the list of acceptable primary ID documents on this page. However, if the test administrator has any concerns about the primary ID document, you will be required to present a secondary ID from the list on this page.

If your primary ID does not contain your signature, you must either sign the document or present an additional ID from the list of secondary identification.

The secondary ID cannot be expired and must contain a recent, recognizable photograph and your signature. If you do not have an ID with a photograph and a signature, then you must present two primary ID documents with a photograph.

Part 3: If Testing *OUTSIDE* Your Country of Citizenship

You **must present your passport** as your primary identification document (citizens of European Union, Schengen Zone, Gulf Cooperation Council (GCC) Arab Countries or Mercosur Countries, see special requirements on the next page). If you do not meet this requirement, your test scores may not be reported.

If your passport is not written in **English-language letters**, you must also present an additional ID from the list of secondary identification documents (see "Acceptable Secondary Identification Documents" on this page) that contains a recent, recognizable photograph and is in English.

If your passport **does not contain your signature**, you must either sign your passport or present an additional ID from the list of secondary identification documents (see "Acceptable Secondary Identification Documents" on this page).

United States military personnel may present their United States military ID cards for admission to test centers. If a military ID card does not contain a photograph and signature, a secondary ID is also required.

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

If you are testing in a European Union, Schengen Zone, Mercosur or Arab States of the Gulf (GCC) country other than the one where you reside, you can use your valid national or European identity card, if you have one. The card must contain your name, a recent, recognizable photograph, your date of birth, and your signature. If this ID does not contain all of these elements, you will be required to present a supplemental ID.

Test Center Procedures and Regulations

The following procedures and regulations apply during the entire test session, which begins when you are admitted to the test center and ends when you leave the test center.

- 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 during the test session. 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(s), 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 while testing is in progress.
- Test centers assume no responsibility for test takers' 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 session. 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 testing has started.
- Books, dictionaries, outside papers or notes, rulers, calculators, watch alarms, mobile phones, listening, recording, scanning or photographic devices are not permitted in the test room.
- Using any aid in connection with the test(s), including pens, mechanical pencils, scan pens or other scanning devices, calculators, calculator or computing watches, analog, digital or smart watches, books, pamphlets, notes, unauthorized scratch paper, rulers, highlighter pens, stereos or radios with headphones, cell phones, smart phones, watch alarms, stop watches, dictionaries, test preparation materials, translators, and any electronic, listening, recording, scanning or photographic devices is not permitted.
- Unauthorized paper of any kind is not permitted in the testing room.
- 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.

- 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.
- 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 a 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 Bridge*® Speaking and Writing tests. 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.

Report Suspicious Behavior

Although tests are administered under strict supervision and security measures, testing irregularities may sometimes occur. Contact your local EPN member as soon as possible to report any observed behavior that may lead to an invalid score. Examples include, but are not limited to:

- Copying from another test taker
- Taking the test(s) for another person
- Having access to test questions before the test(s)
- Providing answers to the test(s), including proctors and administrators
- Taking test questions or answers out of a testing room
- Using unauthorized electronic devices
- Using a fake ID
- Accessing or using unauthorized notes

All information will remain strictly confidential.

Contact Information:

Web: www.ets.org/security

Email: ReportCheating@toeic.org

Phone: 609-406-5430

Fax: 609-406-9709

Dismissal from Test Session

A test administrator is authorized to dismiss you from a test session and/or your scores may be withheld and ultimately canceled and your test fee forfeited for any actions that violate the policies and procedures set forth herein and/or communicated at the test center including, without limitation, the following:

- Attempting to take the test(s), or taking the test(s), for someone else or having someone else take the test(s) for you.
- Failing to provide acceptable identification as described herein, including refusal to allow a photograph and/or fingerprint to be taken.
- Obtaining improper access to the test(s), a part of the test(s), or information about the test(s). This includes having test questions or answers in advance of the test administration and bringing prior knowledge of test information into the test center in any form including, but not limited to, identification documents, prohibited devices, and any other method listed as an aid in connection to the test(s).
- Having a mobile phone, smartphone (e.g., Android™, BlackBerry®, or iPhone®), tablet, PDA, or any other electronic, listening, recording, scanning, or photographic device in the test center. If you are found to be in possession of any of these devices before, during, or after the test administration, your device may be inspected and/or confiscated and you will be dismissed from the test(s). Your test fee will be forfeited and your scores will be canceled, even if dismissal is not enforced on the day of the test(s).

- Creating a disturbance. Disruptive behavior in any form will not be tolerated. The test administrator has sole discretion in determining what constitutes disruptive behavior.
- Attempting to give or receive assistance. Communication in any form is not permitted during the test administration. Discussion or sharing of test content or answers during the test administration, during breaks, and after the test(s) is prohibited.
- Removing or attempting to remove test content from the test center. Under no circumstances may test content or any part of the test content be removed, reproduced, and/or disclosed by any means [e.g., hard copy, verbally, electronically] to any person or entity.
- Tampering with a computer.
- Bringing a weapon or firearm into the test center.
- Bringing food, beverages, or tobacco into the testing room, unless you have received prior approval due to a disability or health-related need.
- Leaving the test center building during the test session or during unscheduled breaks.
- Leaving the testing room without permission. You may not leave the immediate area of the testing room or the test center building without permission

during the test(s) or during unscheduled breaks.

- Taking excessive or extended unscheduled breaks during the test session. Test center administrators are required to strictly monitor unscheduled breaks and report test takers who take excessive or extended breaks.
- Referring to, looking through, or working on any test when not authorized to do so.
- Failing to follow any of the test administration regulations in this examinee handbook, given by the test administrator, or specified in any test materials.

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.

IMPORTANT: ETS and EPN members reserve the right to take appropriate action and/or notify the appropriate authorities, which includes but is not limited to law enforcement authorities, if you respond in a disturbing or threatening way to essay or speaking questions or communicate with ETS either verbally or in writing in a threatening or disturbing manner.

Sample Questions for the *TOEIC Bridge*[®] Speaking and Writing Tests

The *TOEIC Bridge*[®] Speaking and Writing tests measure your basic- to intermediate-level English proficiency.

The following sample questions will give you an idea of the types of questions you will see on the *TOEIC Bridge* Speaking and Writing tests. A sample question and the scoring guide that is used to score your responses is provided for each task type.

The *TOEIC Bridge*[®] Speaking Test

The following are general directions from the *TOEIC Bridge*[®] Speaking test. After the general directions, there are specific directions for each task type along with a sample question and scoring guide.

TOEIC Bridge Speaking Test Directions

This is the Speaking test.

The test includes eight questions and lasts approximately fifteen minutes.

Question	Task Type
1-2	Read a Short Text Aloud
3-4	Describe a Photograph
5	Listen and Retell
6	Short Interaction
7	Tell a Story
8	Make and Support a Recommendation

Please say as much as you can in the time allowed.

It is important to speak clearly and follow the directions.

Questions 1-2

Read a Short Text Aloud

There are two Read a Short Text Aloud questions on the *TOEIC Bridge* Speaking test. In each question, the directions and Read a Short Text Aloud text will appear on your screen.

You will hear the directions being read by the narrator. Then you will hear “Begin preparing now.” You will have 25 seconds to prepare. After the 25 seconds, you will hear “Begin reading aloud now.” Then you will read the text, and your response will be recorded. You will have 30 seconds to respond. An example is below.

Directions: Read aloud the news broadcast on the screen. You have 25 seconds to prepare and 30 seconds to read aloud.

And now it’s time for the local weather report. It will be warm and sunny on Wednesday, Thursday, and Friday. However, we expect it to rain all day on Saturday. So don’t forget to take your umbrella!

Your responses to questions 1 and 2 will be scored using the scoring guide on the following page.

Scoring Guide for Questions 1-2:

Score	Response Description
3	<p>The response successfully addresses the prompt and is marked by all of the following.</p> <ul style="list-style-type: none"> • The entire text is read aloud AND other-language influence does not affect overall intelligibility. • At the word level, pronunciation is mostly intelligible, but there may be some minor lapses. • At the phrase and sentence level, intonation and stress are mostly appropriate, though the response may include some lapses and/or some other language influence.
2	<p>The response is partially effective at addressing the prompt and exhibits one or more of the following.</p> <ul style="list-style-type: none"> • A section of the text is NOT read aloud. • At the word level, pronunciation is sometimes unintelligible and requires some listener effort. • At the phrase and sentence level, intonation and stress are somewhat appropriate, but lapses and/or other language influence are present.
1	<p>The response does not effectively address the prompt and exhibits one or more of the following.</p> <ul style="list-style-type: none"> • Most of the text is NOT read aloud. • The response is off topic • Speech is mostly unintelligible and requires significant listener effort to understand.
0	No response OR no English in the response.

Questions 3-4

Describe a Photograph

There are two Describe a Photograph questions on the *TOEIC Bridge*® Speaking test. In each question, the directions and the photographs will appear on your screen.

You will hear the directions read by the narrator. Then you will hear “Begin preparing now.” You will have 30 seconds to prepare. After the 30 seconds, you will hear “Begin speaking now.” Then you will describe the photograph, and your response will be recorded. You will have 30 seconds to respond. An example follows.

Directions: Look at the picture on your screen. Describe where the people are and what they are doing. Provide as much detail as you can. You have 30 seconds to prepare and 30 seconds to speak.



Your responses to questions 3 and 4 will be scored using the scoring guide on the following page.

Scoring Guide for Questions 3-4:

Score	Response Description
3	<p>The response successfully addresses the prompt and is marked by all of the following.</p> <ul style="list-style-type: none"> • The response describes the important parts of the picture. • Delivery is generally intelligible but may require some listener effort. • Choice of vocabulary and use of structures are appropriate, though minor errors that do not affect meaning may be present
2	<p>The response is partially effective at addressing the prompt and exhibits one or more of the following.</p> <ul style="list-style-type: none"> • The response is connected to the picture, but the meaning is obscured in places. • Delivery is sometimes unintelligible and requires listener effort. • Choice of vocabulary and use of structures are limited, and errors interfere with comprehensibility.
1	<p>The response does not effectively address the prompt and exhibits one or more of the following.</p> <ul style="list-style-type: none"> • The response is not connected to the picture. • Delivery is mostly unintelligible. • Severely limited choice of vocabulary and/or use of structures obscure meaning. • The response may consist of isolated words or phrases.
0	No response OR no English in the response.

Question 5

Listen and Retell

There is one Listen and Retell question on the TOEIC Bridge® Speaking test. For this question, you will listen to a speaker talk about a topic and then summarize the talk for someone who did not hear the speaker.

The directions will appear on your screen, and you will hear the directions read by the narrator.

Then you will hear a speaker talking about a social or workplace-related situation. Afterwards you will see and hear directions to summarize the information you heard for someone who did not hear the speaker.

You will hear “Begin preparing now.” You will have 15 seconds to prepare. After the 15 seconds, you will hear “Begin speaking now.” Then you will summarize the information you heard and your response will be recorded. You will have 30 seconds to speak. An example follows.

Directions: In this part of the test, you will listen to a person talking about a topic. Then you will tell another person what you heard. First, listen to the talk. You have 15 seconds to prepare and 30 seconds to speak.

You are at a staff meeting. The company president makes an announcement.

You will hear:

To begin today's staff meeting, I'd like to give you some updates about the office move we're planning. We've found a very convenient new building right in the center of the city. We plan to move at the end of the month. Let me say that again: the new office building we've found is more centrally located. The move is scheduled to take place at the end of this month.

Your coworker was late to the meeting. Tell your coworker what the company president said.

Your response to question 5 will be scored using the scoring guide on the following page.

Scoring Guide for Question 5:

Score	Response Description
3	<p>The response successfully addresses the prompt and is marked by all of the following.</p> <ul style="list-style-type: none"> • The response adequately communicates two main ideas of the talk. • Delivery is generally intelligible but may require some listener effort. • The choice of vocabulary and use of structures fulfills the demands of the task.
2	<p>The response is partially effective at addressing the prompt and exhibits one or more of the following.</p> <ul style="list-style-type: none"> • The response communicates at least one of the main ideas of the talk, but the response is incomplete or one of the main ideas is inaccurate. • Delivery is sometimes unintelligible and/or sometimes requires listener effort. • The choice of vocabulary and use of structures are limited and interfere with overall comprehensibility.
1	<p>The response does not effectively address the prompt and exhibits one or more of the following.</p> <ul style="list-style-type: none"> • The response may consist of isolated words or phrases or is off topic. • Delivery is mostly unintelligible and/or requires significant listener effort.
0	No response OR no English in the response.

Question 6

Short Interaction

There is one Short Interaction question on the *TOEIC Bridge*® Speaking test. For this question, you will read a brief text and leave a voicemail message based on the information included in the text.

The directions and brief text will appear on your screen. The directions include a situation and describe what you must include in your response. The text includes notes related to the situation. You will hear the directions read by the narrator.

You will hear “Begin preparing now.” You will have 30 seconds to study the notes and prepare your response. Then, you will hear “Begin speaking now.” Then you will respond to the situation using the information included in the notes and your response will be recorded. You will have 30 seconds to respond. An example follows.

Directions: Use the information provided to help you complete a task. You have 30 seconds to prepare and 30 seconds to speak.

You have been invited to Carla’s party, but you lost the invitation.

- Leave a voice message for Carla. Ask her two questions about the party based on your notes below.

Notes

Carla's Party

- Party start time?
- Type of food to bring?

Your response to question 6 will be scored using the scoring guide on the following page.

Scoring Guide for Question 6:

Score	Response Description
3	<p>The response successfully addresses the prompt and is marked by all of the following.</p> <ul style="list-style-type: none"> • The required task (request, offer, suggestion, invitation) and details from the prompt are successfully communicated. • Delivery is generally intelligible but may require some listener effort. • Choice of vocabulary and use of structures fulfill the demands of the prompt. • Minor errors do not obscure overall meaning.
2	<p>The response is partially effective at addressing the prompt and exhibits one or more of the following.</p> <ul style="list-style-type: none"> • The required task (request, offer, suggestion, invitation) is attempted and relevant details are included, but the response is incomplete. • Delivery is sometimes unintelligible and requires listener effort. • Choice of vocabulary and use of structures are limited and sometimes affect meaning.
1	<p>The response does not effectively address the prompt and exhibits one or more of the following.</p> <ul style="list-style-type: none"> • The required task (request, offer, suggestion, invitation) is not attempted. • The response is off topic. • Delivery is mostly unintelligible. • The choice of vocabulary and use of structures are severely limited (use of isolated words). Meaning is obscured.
0	No response OR no English in the response.

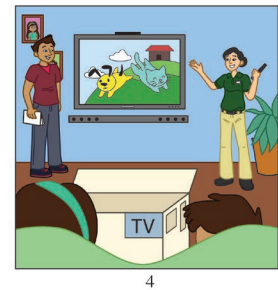
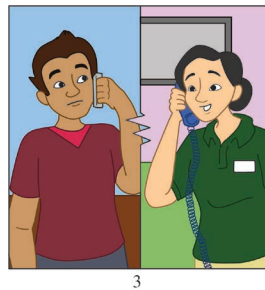
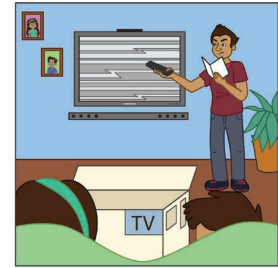
Question 7

Tell a Story

There is one Tell a Story question on the *TOEIC Bridge*® Speaking test. For this question, you will tell a story that is depicted in four sequential illustrations.

You will hear “Begin preparing now.” You will have 45 seconds to study the illustrations and prepare your response. You will hear “Begin speaking now.” Then you will respond by telling a story based on the illustrations and your response will be recorded. You will have 60 seconds to respond. An example follows.

Directions: The four pictures below illustrate a story. In your own words, tell the story. Your story should explain what happens in the pictures and why. You can describe places, people, actions, and feelings. You have 45 seconds to prepare and 60 seconds to speak.



Your response to question 7 will be scored using the scoring guide on the following page.

Scoring Guide for Question 7:

Score	Response Description
4	<p>The response successfully addresses the prompt and is marked by all of the following.</p> <ul style="list-style-type: none"> • The presentation of a cohesive story is based on the main features of the picture sequence. • The delivery is generally intelligible and does not interfere with meaning. • The choice of vocabulary and use of structures and connecting language fulfill the demands of the task.
3	<p>The response is mostly effective at addressing the prompt.</p> <p>The response consists of a mostly cohesive story based on the picture sequence, although part of the story may be incomplete or unclear because:</p> <ul style="list-style-type: none"> • delivery is occasionally unintelligible or requires listener effort, and/or • choice of vocabulary and use of structures and connecting language occasionally interfere with overall comprehensibility.
2	<p>The response is partially effective at addressing the prompt.</p> <p>The response consists of a mostly cohesive story based on the picture sequence, although part of the story may be incomplete or unclear because:</p> <ul style="list-style-type: none"> • parts of the narrative sequence are missing, and/or • unintelligible delivery interferes with parts of the narrative sequence, and/or • choice of vocabulary and use of structures and connecting language are limited and interfere with overall comprehensibility.
1	<p>The response does not effectively address the prompt and exhibits one or more of the following.</p> <ul style="list-style-type: none"> • The response may be only tangentially related to the picture sequence. • The response is off topic. • Delivery is mostly unintelligible and/or requires significant listener effort throughout. • Choice of vocabulary and use of structures are severely limited (use of isolated words) and may significantly interfere with comprehensibility.
0	<p>No response OR no English in the response.</p>

Question 8

Make and Support a Recommendation

There is one Make and Support a Recommendation question on the *TOEIC Bridge*® Speaking test. For this question, you will read a short text and then make a recommendation based on the information in the text.



The directions and brief text will appear on your screen. The directions describe a situation, and the text includes options related to the situation.

You will hear “Begin preparing now.” You will have 60 seconds to study the notes and prepare your response. Then, you will hear “Begin speaking now.” Then you will respond by describing the options and making a recommendation. You will have 60 seconds to respond. An example follows.

Directions: Use the information provided to help you complete a task. You have 60 seconds to prepare and 60 seconds to speak.

Your friend Liz is looking for an apartment to rent. She has asked for your advice. You found the two options below.

- Tell Liz about the two options using ALL of the information provided
- Recommend one of the options, and
- Explain why the option you chose is better than the other

	Highland Apartments <ul style="list-style-type: none">• 1 bedroom• Built 2 years ago• Public transportation: 5 blocks away		Sunny Hills Apartments <ul style="list-style-type: none">• 2 bedrooms• Built 30 years ago• Public transportation: 1 block away
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Your response to question 8 will be scored using the scoring guide on the following page.

Scoring Guide for Question 8:

Score	Response Description
4	<p>The response successfully addresses the prompt and is marked by all of the following.</p> <ul style="list-style-type: none"> • All of the information from the stimulus is clearly and appropriately communicated. • A recommendation is made and is adequately supported. • Delivery is intelligible but may require some listener effort. • Choice of vocabulary and use of structures fulfill the demands of the task.
3	<p>The response is mostly effective at addressing the prompt and exhibits one or more of the following.</p> <ul style="list-style-type: none"> • Most of the information provided in the stimulus is appropriately communicated. • A recommendation is made, but support is limited. • Delivery is mostly intelligible, though listener effort is required at times. • Choice of vocabulary and use of structures are fairly effective, though they interfere with comprehensibility at times.
2	<p>The response is partially effective at addressing the prompt and exhibits one or more of the following.</p> <ul style="list-style-type: none"> • Information from the stimulus is presented, but only limited original language is used. • A recommendation may be made, but support is missing. • Delivery is sometimes unintelligible and may require listener effort. • Choice of vocabulary and use of structures are limited and often obscure meaning.
1	<p>The response does not effectively address the prompt and exhibits one or more of the following.</p> <ul style="list-style-type: none"> • Information from the stimulus is missing. • The response is off topic. • The response is limited to reading aloud the prompt, the directions, or the information in the stimulus without adding original language. • Delivery may be mostly unintelligible and require listener effort. • The response contains errors that obscure meaning most of the time.
0	<p>No response OR no English in the response.</p>

The TOEIC Bridge® Writing Test

The following are general directions from the TOEIC Bridge® Writing test. After the general directions, there are specific directions for each task type along with a sample question and scoring guide.

TOEIC Bridge® Writing Test Directions

In the TOEIC Bridge Writing test, you will show how well you can use written English.

The test includes nine questions and lasts approximately 37 minutes.

Question	Task Type
1-3	Build a Sentence
4-6	Write a Sentence
7	Respond to a Brief Message
8	Write a Narrative
9	Respond to an Extended Message

Questions 1-3

Build a Sentence

There are three Build a Sentence questions on the TOEIC Bridge Writing test. Each question presents a group of words or phrases that can be rearranged into a grammatical sentence. The first word or phrase of the sentence is presented on screen and is followed by a series of blank spaces. You will move the remaining words to the blank spaces to complete the sentence.

You will have 60 seconds to complete each sentence. You will not be able to return to previous questions. An example is below.

Directions: Drag the words in the boxes to form an appropriate sentence. The first part of the sentence is provided for you. You have 60 seconds to complete this task.

movies kinds of do like you
 What ?

Your responses to questions 1-3 will be scored using the scoring guide below.

Scoring Guide for Question 1-3:

Score	Response Description
2	The response word order is correct.
1	The response word order is incorrect.
0	No response

Questions 4-6

Write a Sentence

There are three Write a Sentence questions on the *TOEIC Bridge*® Writing test. Each question presents a picture on your screen. Below the picture are two words or phrases. You will use the two words or phrases in one sentence to describe the picture. You may change the form of the words to fit the grammar of your sentence, but you must use some form of both words in one sentence.

You will have 90 seconds to complete each question. You will not be able to return to previous questions. An example follows.

Directions: Write ONE sentence based on the picture. Use the TWO words or phrases under the picture. You can change the forms of the words and you can use them in any order. You have 90 seconds to write.



woman / clean

Your responses to questions 4–6 will be scored using the scoring guide on the following page.

Scoring Guide for Questions 4-6:

Score	Response Description
3	<p>The response successfully addresses the prompt and is marked by all of the following.</p> <ul style="list-style-type: none"> • The response is consistent with the picture. • Forms of both key words are used appropriately in one sentence. • No grammatical errors are present.
2	<p>The response is partially effective at addressing the prompt and is marked by one or more of the following.</p> <ul style="list-style-type: none"> • The response is consistent with the picture. • Forms of both key words are present, though they may be in different sentences or the form of the word(s) may not be accurate. • Minor grammatical errors are present but do not obscure meaning.
1	<p>The response does not effectively address the prompt and exhibits one or more of the following.</p> <ul style="list-style-type: none"> • The response is not consistent with the picture. • The response omits one or both key words. • Significant grammatical errors are present that obscure meaning.
0	No response OR no English in the response.

Question 7

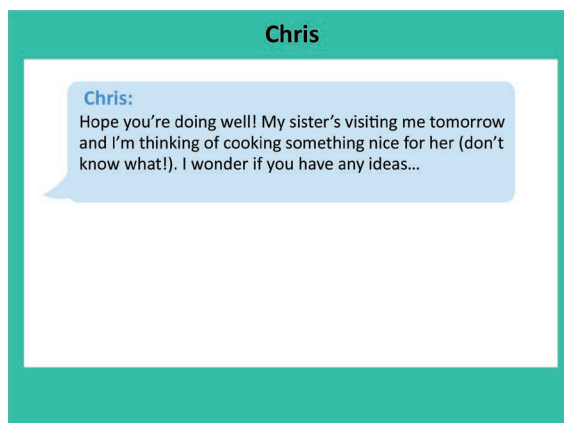
Respond to a Brief Message

There is one Respond to a Brief Message question on the *TOEIC Bridge*® Writing test. For this question, a short message such as a text message or chat message will appear on screen. You will respond as if you are the person receiving the message. The directions will tell you what must be included in your response.

You will have eight minutes to read the brief message and respond. You will not be able to return to previous questions. An example follows.

Directions: Respond clearly and fully to the message from your friend Chris. You have 8 minutes to prepare and write.

- Suggest ONE dish you like, and
- Briefly explain to Chris how to make it



Your response to question 7 will be scored using the scoring guide on the following page.

Scoring Guide for Question 7:

Score	Response Description
3	<p>The response successfully addresses the prompt and is marked by all of the following.</p> <ul style="list-style-type: none"> • The response is clear and fully responsive to the stimulus message. • The choice of vocabulary is effective, with allowance for slight inaccuracies that do not obscure meaning. • The use of grammatical structures fulfills the demands of the task. A few minor errors may be present but do not obscure meaning.
2	<p>The response is partially effective at addressing the prompt and is marked by one or more of the following.</p> <ul style="list-style-type: none"> • The response attempts both tasks, though one or both tasks may not be successful. • The response is somewhat clear. • Errors in use of grammar and choice of vocabulary appear throughout the response and may occasionally obscure meaning.
1	<p>The response does not effectively address the prompt and exhibits one or more of the following.</p> <ul style="list-style-type: none"> • The response attempts only one of the required tasks, or the response does not attempt any of the required tasks. • The response contains very little original language and may contain words or phrases related to or copied from the stimulus. • The response is mostly incoherent. • Errors in grammar and usage frequently obscure meaning.
0	<p>No response OR no English in the response. There may be keystroke characters that convey no meaning.</p>

Question 8

Write a Narrative

There is one Write a Narrative question on the TOEIC Bridge® Writing test. For this question, the directions will appear on your screen.

You will have ten minutes to prepare and write a story. You will not be able to return to previous questions. An example follows.

Directions: Write a short blog post about a problem you solved. Tell a story about it, including what the problem was and how you solved it.

In your story, you can describe people, places, actions, and feelings.

You have 10 minutes to prepare and write. Write as much as you can in the time provided.

Your response to question 8 will be scored using the scoring guide below.

Scoring Guide for Question 8:

Score	Response Description
3	<p>The response successfully addresses the prompt and is marked by all of the following.</p> <ul style="list-style-type: none">• The response fully addresses the topic and task.• Overall meaning is clear, though minor grammatical errors that do not obscure meaning may be present.• The story is told in a logical sequence, and any connectors are used appropriately.• The choice of vocabulary is appropriate to the topic of the prompt..
2	<p>The response is partially effective at addressing the prompt and is marked by one or more of the following.</p> <ul style="list-style-type: none">• The response partially addresses the topic or partially completes the task.• Use of language structures contributes to meaning, though grammatical errors may occasionally obscure meaning.• The logical sequence of the story is mostly clear.• The choice of vocabulary is sometimes limited or inappropriate to the topic.
1	<p>The response does not effectively address the prompt and exhibits one or more of the following.</p> <ul style="list-style-type: none">• The response is unsuccessful at addressing the topic or task, though it may contain some related words.• The response is off topic or seriously underdeveloped.• Frequent and serious grammatical errors interfere with the comprehensibility of most of the response.• The choice of vocabulary is limited (use of isolated words), inaccurate, and/or it relies on repetition of the prompt in most of the response.
0	<p>No response OR no English in the response.</p>

Question 9

Respond to an Extended Message

There is one Respond to an Extended Message question on the *TOEIC Bridge*® Writing test. For this question, the directions and e-mail message will appear on your screen. You will respond as if you are the person receiving the message.

You will have ten minutes to read the e-mail and respond. You will not be able to return to previous questions. An example is below.

Directions: Respond to this e-mail from Pamela Sorani. In your response, be sure to answer all of Pamela's questions. You have 10 minutes to prepare and write.

To: You

From: psorani@RPEmployers.com

Subject: Survey about jobs

Hello,

Thank you for agreeing to answer some questions I have for an article I'm writing about jobs and work.

First, at what age do people in your country usually begin to work, and at what age do they typically retire?

Also, what types of training or education do you think people will need to get well-paid jobs in the future? Why?

Thank you in advance for your comments.

Pamela Sorani

Your response to question 9 will be scored using the scoring guide on the following page.

Scoring Guide for Question 9:

Score	Response Description
4	<p>The response successfully addresses the prompt and is marked by all of the following.</p> <ul style="list-style-type: none"> • The requested information, opinion, and support for that opinion are present and elaborated clearly. • The response is well organized, well developed, and coherent. • Tone and register are appropriate for the intended audience. • Command of the language demonstrates appropriate use of structures, syntactic variety, and vocabulary, though there may be minor lexical or grammatical errors.
3	<p>The response is mostly effective at addressing the prompt and is marked by one or more of the following.</p> <ul style="list-style-type: none"> • The requested information, opinion, and support for that opinion are present, though they may not be clear or relevant. • Organization, development, and/or coherence are generally appropriate for the task. • Tone and register are not fully appropriate for the intended audience. • Command of the language demonstrates mostly appropriate use of structures, syntactic variety, and vocabulary, though some lexical and/or grammatical errors occasionally obscure meaning.
2	<p>The response unsuccessfully addresses the prompt and is marked by one or more of the following.</p> <ul style="list-style-type: none"> • Parts of the requested information, opinion, or support for that opinion are missing or inappropriate/incoherent. • Organization, development, and/or coherence is generally inappropriate for the task. • Tone and register are not appropriate for the intended audience. • Command of the language is limited. Use of structures, syntactic variety, and/or vocabulary obscure meaning.
1	<p>The response fails to address the prompt and exhibits one or more of the following.</p> <ul style="list-style-type: none"> • The requested information, opinion, and support for that opinion are not present. • The response is off topic. • Organization, development, and coherence are inadequate. • Serious and frequent errors in structure and vocabulary (use of isolated words) severely limit comprehensibility.
0	<p>No response OR no English in the response.</p>

TOEIC Bridge® Background Questionnaire

In order to provide enhanced feedback to *TOEIC Bridge*® clients and test takers, the *TOEIC*® program will ask you to complete the *TOEIC Bridge Background Questionnaire* at the testing session before you take the TOEIC Bridge Speaking and Writing tests.

The *TOEIC Bridge Background Questionnaire* asks about your education, work, English language, and TOEIC Bridge test-taking experience. Your responses to the questionnaire enable your organization to learn more about the backgrounds of people who take the tests and some of the factors that affect TOEIC Bridge scores and improvement in English. Your responses to the questionnaire are kept confidential and do not in any way affect your TOEIC Bridge scores. We encourage you to answer all of the questions. A sample of the questionnaire is included on pages 33 and 34 of this handbook.

1. Which of the following best describes what you do now?

- A. I am employed (full-time or part-time)
- B. I am a student (not employed)
- C. Other

2. Please choose the highest level of education listed below which you have completed.

- A. Elementary school
- B. Junior high school
- C. High School
- D. Technical/vocational school
- E. Some college/university
- F. University (undergraduate)
- G. Graduate School

3. How old are you?

- A. Under 15
- B. 15 – 19
- C. 20 – 24
- D. 25 – 29
- E. 30 or older

4. How many years did you study English in school and university?

- A. Less than 1 year
- B. 1 – 2 years
- C. 2 – 5 years
- D. 5 – 10 years
- E. More than 10 years

How important is each of the following English skills for you at school or work? (Choose one answer for each skill.)

5. Listening

- A. Important
- B. Somewhat important
- C. Not important

6. Reading

- A. Important
- B. Somewhat important
- C. Not important

7. Speaking

- A. Important
- B. Somewhat important
- C. Not important

8. Writing

- A. Important
- B. Somewhat important
- C. Not important

9. Before today, how many times have you taken the TOEIC Bridge tests?

- A. Never
- B. One time
- C. Two times
- D. Three times
- E. Four or more times

(IF YOU ARE A STUDENT OR UNEMPLOYED, PLEASE STOP HERE.)

(IF YOU ARE EMPLOYED, PLEASE CONTINUE WITH THE QUESTIONNAIRE ON THE NEXT PAGE.)

10. Which of the following categories best applies to your job?

- A. Executive, Administrative, Managerial
- B. Professional, Technical, Scientific
- C. Marketing and Sales
- D. Administrative Support and Clerical
- E. Services
- F. Mechanics, Installers, and Repairs
- G. Construction trades
- H. Production
- I. Transportation and Material Moving
- J. Handlers, Helpers, and Laborers
- K. Armed Forces

11. What is your level in your company?

- A. Non-managerial/non-supervisory
- B. Supervisory
- C. Managerial

12. About how many years have you been with your company?

- A. Less than 2 years
- B. 2 – 5 years
- C. 5 – 10 years
- D. More than 10 years

13. About how much of your time at work do you spend using English?

- A. 0 to 10%
- B. 11 to 20%
- C. 21 to 50%
- D. 51 to 100%

TOEIC Bridge® Speaking and Writing Scores

Test Fairness and Score Use

The TOEIC® 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 and Certificates

If you take the TOEIC Bridge® Speaking and Writing tests 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. If you take the test independently, you will receive your *Official Score Certificate* directly from your local EPN member.

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 center. 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 center. 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 9 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 Bridge*[®] test 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

A *TOEIC Bridge*[®] Speaking score and a *TOEIC Bridge*[®] Writing score will be reported separately and should not be compared to each other. If both tests are taken, a combined score, which is the sum of the Speaking score and the Writing score, will also be given.

If you have any questions about score interpretation, contact your local EPN member.

Scaled Scores

The scaled score indicates your overall performance on each of the tests. The scaled score for each of the tests can range from 15 to 50 in increments of 1. Your scores indicate the general proficiency in speaking

and writing that you have demonstrated by your performance on the tests.

Rating of *TOEIC Bridge*[®] Speaking and Writing Test Responses

Speaking

TOEIC Bridge Speaking test responses are digitally recorded and sent to ETS's Online Network for Evaluation where they are scored by certified ETS raters. The *TOEIC Bridge* Speaking test contains 6 different task types. The first four task types (questions 1-6) are rated on a scale of 0 to 3 and the last two task types (questions 7-8) are rated on a scale of 0 to 4. The sum of all ratings is converted to a scaled score of 15 to 50.

Question	Task Type	Score Scale
1-2	Read a Short Text Aloud	0-3
3-4	Describe a Photograph	0-3
5	Listen and Retell	0-3
6	Short Interaction	0-3
7	Tell a Story	0-4
8	Make and Support a Recommendation	0-4

Writing

TOEIC Bridge Writing test responses are also sent to ETS's Online Network for Evaluation where they are scored by certified ETS raters, except for Build a Sentence responses which are not scored by raters. The *TOEIC Bridge* Writing test contains 5 different task types. The first task type (questions 1-3) is scored from 0 to 2. The next three task types (questions 4-8) are rated on a scale of 0 to 3 and the last task type (question 9) is rated on a scale of 0 to 4. The sum of all ratings is converted to a scaled score of 15 to 50.

Question	Task Type	Score Scale
1-3	Build a Sentence	0-2
4-6	Write a Sentence	0-3
7	Respond to a Brief Message	0-3
8	Write a Narrative	0-3
9	Respond to an Extended Message	0-4

Proficiency Descriptors

In addition to scaled scores, you will receive an indicator of general skills and abilities in Speaking and/or Writing. There are four possible score range proficiency descriptors for the Speaking test and four possible score range proficiency descriptors for the Writing test. Proficiency descriptors for the Speaking test should not be compared to proficiency descriptors for the Writing test.

TOEIC Bridge® Speaking Scaled Score Ranges	TOEIC Bridge® Writing Scaled Score Ranges
15 – 22	15 – 19
23 – 36	20 – 31
37 – 42	32 – 42
43 – 50	43 – 50

The proficiency descriptor corresponds to a scaled score range and describes the general skills and proficiencies in spoken or written English that are common for most people who have scaled scores that fall within the score range. The descriptor associated with the score range that you have achieved will help you understand the strengths and weaknesses of your ability to speak or write in English.

Speaking

Speaking Score Range: scaled score 15 to 22

Test takers in this score range are developing the ability to produce words and short phrases.

Test takers in this score range can occasionally use simple words or phrases to identify people, objects, places, and activities that are highly familiar. They are developing the ability to read short texts aloud.

Speaking Score Range: scaled score 23 to 36

Test takers in this score range can typically use spoken English to perform very familiar and routine social interactions. They can use common and some high-frequency words and simple phrases, and they have limited control of simple structures. Listener effort is typically needed to understand the test taker's meaning due to issues with pronunciation, intonation, word stress, choice of vocabulary, and/or use of grammatical structures.

- Test takers in this score range can occasionally ask for and provide basic information.
- Test takers in this score range are developing the ability to describe people, objects, places and activities.
- Test takers in this score range can sometimes express basic preferences, likes, and dislikes about very familiar topics.
- Test takers in this score range can occasionally give a basic description of simple and very familiar events.

Speaking Score Range: scaled score 37 to 42

Test takers in this score range can typically use spoken English to perform simple communication tasks involving familiar everyday activities, experiences, wants, and needs. They can use phrases, short sentences, and some longer sentences. They have some control over simple grammatical structures and vocabulary. At times, listener effort may be needed to understand the test taker's meaning due to occasional issues with pronunciation, intonation, word stress, choice of vocabulary, and/or use of grammatical structures.

- Test takers in this score range can typically ask for and provide simple and direct information.
- Test takers in this score range can usually give basic descriptions of people, objects, places, and activities, though meaning may be obscured at times.
- Test takers in this score range can typically sequence simple events to tell a story, but part of the story may be unclear. The test taker can use simple, linear connectors like "and" or "then."
- Test takers in this score range can typically ask and answer questions and make simple requests, offers, and suggestions, but attempts may be incomplete or unclear at times.
- Test takers in this score range can sometimes express a simple opinion or recommendation, but they may only be able to provide limited support for the recommendation.

Speaking Score Range: scaled score 43 to 50

Test takers in this score range can typically use spoken English to perform a variety of communicative tasks relevant to everyday life and the speaker’s areas of interest. When needed, they can combine sentences to produce connected discourse. Their use of common vocabulary is appropriate. They have good control of simple sentence structures and some control of more complicated sentence structures. Some errors may occur that do not affect meaning. Pronunciation, intonation, and word stress is generally intelligible, but may require some listener effort.

- Test takers in this score range can ask for and provide basic information.
- Test takers in this score range can describe objects and people performing activities.
- Test takers in this score range can express thanks and make simple requests, offers, and suggestions.
- Test takers in this score range can narrate and sequence simple events.
- Test takers in this score range can express a simple opinion and give a reason for it.

Writing

Writing Score range: scaled score 15 to 19

Test takers in this score range are developing the ability to write simple words and phrases in order to provide basic personal information such as name, address, age, etc. They typically know the alphabet and can copy words.

- Some test takers in this score range can communicate very simple information about themselves.
- Some test takers in this score range can use simple words or phrases to identify people, objects, places, and activities.

Writing Score Range: scaled score 20 to 31

Test takers in this score range can typically write phrases and simple sentences and make use of a limited range of very common vocabulary

about very familiar subjects. They can use writing to meet some limited, basic, and practical communication needs though their writing is sometimes unclear. They have limited control of simple grammatical structures and may have difficulty with word order and word forms.

- Test takers in this score range can communicate very basic information about themselves.
- Test takers in this score range can sometimes give a basic description of people, objects, places, and activities.
- Test takers in this score range are developing the ability to narrate events relating to daily life. They can include some relevant details. They can sequence words and phrases with basic connectors such as “and” or “then.”

Writing Score range: scaled score 32 to 42

Test takers in this score range can typically write phrases and sentences about familiar topics, such as family, people, places, and work. They generally have adequate control of simple grammatical structures and an adequate range of common vocabulary that allow them to meet basic communication needs. Typically there are minor errors in their writing, and some errors may obscure meaning at times.

- Test takers in this score range can typically ask for and provide basic information. However, some important details may be missing or otherwise inappropriate for the task.
- Test takers in this score range can sometimes make simple requests, offers, and suggestions in familiar, everyday situations.
- Test takers in this score range can express basic preferences, likes, and dislikes about familiar topics. However, they may be unable to give a clear reason for their preference.

- Test takers in this score range can usually describe people, objects, places, and activities, though errors may obscure meaning at times.
- Test takers in this score range can describe a simple series of events using a logical sequence. However, the story may be incomplete or underdeveloped. Errors may obscure meaning at times.

Writing Score range: scaled score 43 to 50

Test takers in this score range can typically write sentences, paragraphs, and short essays about familiar topics that contain both abstract and concrete ideas. They generally have good control of common grammatical structures and a good range of common vocabulary that allow them to communicate moderately complex messages. They can connect sentences to form paragraphs that are organized and coherent. Typically there are some minor errors in their writing when expressing complex thoughts or unfamiliar topics.

- Test takers in this score range can ask for and provide basic information.
- Test takers in this score range can describe objects and locations as well as people performing activities.
- Test takers in this score range can express thanks and make simple requests, offers, and suggestions.
- Test takers in this score range can narrate and sequence simple events and routines.
- Test takers in this score range can express a simple opinion and give a reason for it.

Score Reliability

To ensure the reliability of all of the *TOEIC*® Speaking and Writing tests, ETS adheres to a stringent 10-step process:

1. ETS recruits highly qualified applicants to be raters.
2. ETS reviews applicants' résumés and selects the best qualified candidates to participate in rater training.

3. Rater candidates participate in extensive online training in which they train by scoring authentic responses.
4. Raters must qualify to score by first passing a certification test. Only certified raters may score ETS tests. This testing demonstrates that raters can score accurately.
5. Scoring leaders receive special training on difficult-to-score samples.
6. Raters use carefully developed rubrics and guidelines.
7. Raters must pass a calibration test before every scoring session. This testing ensures that raters are scoring accurately that day.
8. Scoring leaders monitor raters throughout the scoring process. If a rater is not scoring accurately, the scoring leader excludes the rater from scoring.
9. Scoring leaders and test developers use statistical reports to monitor rater performance during and after every scoring session.
10. Statisticians review and analyze all scoring results before scores are released.

Reliabilities

Reliability is a measure of test score consistency across different forms of a test. The reliability of a test ranges from .00 (no reliability) to 1.00 (perfect reliability). Tests do not have perfect reliability because test takers perform differently on one occasion or test form than on another for reasons that may or may not be related to the purpose of the test. For example, a test taker may be more familiar with the content of questions on one test form than on another form. The error produced by these inconsistencies is called error of measurement.

The most direct way to evaluate reliability is to calculate the correlation between the scores of test takers responding to two different test forms on one day. Because no one takes more than one form a day, test reliability is estimated using other means. The reliability of the Speaking test and Writing test is estimated by a method that uses a summary

of the consistency of test taker performance on individual questions. The particular “internal consistency” measure used is stratified coefficient alpha. In this calculation, coefficient alpha and its corresponding estimated error of measurement is calculated separately for the questions with similar item types. The errors of measurement for questions with similar item types are then combined to estimate the reliability for the Speaking score. Based on the data from a field test conducted in April 2018, the reliability of the Speaking test is approximately 0.86, and that of the Writing test is approximately 0.80.

Standard Error of Measurement (SEM)

As indicated earlier, error of measurement occurs when a test taker performs differently on one occasion or test form than on another for reasons that may or may not be related to the purpose of the test. Although it is never possible to determine the exact error of measurement in a given score, the standard error of measurement (SEM) can be used to estimate the expected variation of each test taker’s observed scores around their “true score.” The true score can be thought of as the average score a test taker would earn on a very large number of forms. Based on the same dataset used for reliability estimates, the SEM is approximately 4 scale score points for both the Speaking test and the Writing test.

A test taker’s Speaking score would be expected to fall between 4 scale score points above and 4 scale score points below their true Speaking test score 68% of the time. Similarly, a test taker’s true Writing score would be expected to fall between 4 scale score points above and 4 scale score points below their true Writing test score 68% of the time. Another way of interpreting the SEM is that approximately 68% of test takers receiving scale scores of 30 will have true scores between 26 and 34.

Validity

Primary evidence that the *TOEIC Bridge*® Speaking and Writing tests measure English language proficiency comes from the careful way in which language testing experts design and assemble the test so as to include a variety of important English language tasks.

Test Score Data Retention

Scores are used to measure a test taker’s English proficiency at the time that a test is administered. Because English-language skills may improve or decline over time, a score report will not be re-issued if two years have passed since taking the test. ETS does not require testing centers to retain test administration data beyond two years.

Score Review Requests

If you feel that your test score does not accurately reflect your performance, you may request a score review of your test for a fee. This service is available for up to three months after your test date.

- A test can be reviewed only once.
- If both tests from a single test administration are to be reviewed, they must be done at the same time.
- There is a fee for each test that is reviewed. To inquire about fees in your area, contact your EPN member.
- If the score review results in a score change, a revised score report will be provided to you and your score review fee will be refunded. The revised score will become your official score.
- Score review results will be provided approximately four weeks after your request is received.

To request a score review, please contact your EPN member.

Policies and Guidelines for the Use of TOEIC Bridge® Speaking and Writing Scores

Introduction

These guidelines are designed to provide information about the appropriate use of TOEIC Bridge® Speaking and Writing scores for corporations or schools that use the scores in making school- or employment-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.

Policies

In recognition of their obligation to ensure the appropriate use of TOEIC Bridge Speaking and Writing scores, the TOEIC® program and your authorized EPN member developed policies designed to make score certificates and reports available only to approved recipients to protect the confidentiality of test takers' scores and to follow up on cases of possible misuse of scores. The policies are discussed in the next sections.

- **Confidentiality:** TOEIC Bridge Speaking and Writing 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.

We recognize test takers' right to privacy with regard to information that is stored in data or research files held by ETS and its local EPN member, and our responsibility to protect test takers from unauthorized disclosure of the information. For more information please visit www.ets.org/legal/privacy.

- **Encouragement of appropriate use and investigation of reported misuse:** All organizational users of TOEIC Bridge

Speaking and Writing scores have an obligation to use the scores in accordance with the guidelines detailed on the following pages, i.e., using multiple criteria, accepting only official TOEIC Bridge Speaking and Writing scores, etc. Organizations have a responsibility to ensure that all individuals using TOEIC Bridge Speaking and Writing 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 your local EPN member are available to assist institutions in resolving score-misuse issues.

Guidelines

- **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 grade point averages, and recommendations from teachers, supervisors, and colleagues. When used in conjunction with other criteria, TOEIC Bridge Speaking and Writing scores can be a powerful tool in making school- or employment-related decisions.
- **Accept only official TOEIC Bridge Speaking and Writing score certificates:** The only official reports of TOEIC Bridge Speaking and Writing scores are *Official Score Certificates* issued by ETS or your authorized EPN member. If an organization administers TOEIC Bridge Speaking and Writing tests internally, with ETS knowledge and approval, the organization can obtain and keep score reports of those tests. Scores obtained from other sources should not be accepted. If there is a question about the authenticity of a score certificate,

the question should be referred to your local EPN member, who will then verify the accuracy of the scores and whether an official certificate was issued.

- **Maintain confidentiality of TOEIC Bridge® Speaking and Writing scores:** All individuals who have access to TOEIC Bridge Speaking and Writing 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.

Normally Appropriate Uses of TOEIC Bridge® Speaking and Writing Scores

The suitability of the TOEIC Bridge Speaking and Writing tests for a particular use should be explicitly examined before using test scores for that purpose. The following list of appropriate uses of TOEIC Bridge Speaking and Writing scores is based on the policies and guidelines outlined previously. The list is meant to be illustrative, not exhaustive, in nature. There may be other appropriate uses of TOEIC Bridge Speaking and Writing scores, but any uses other than those listed on this page should be discussed in advance with the TOEIC® program and your authorized EPN member to determine their appropriateness.

If a use other than those appropriate uses listed below is contemplated, it will be important for the score user to validate the use of scores for that purpose. The TOEIC program and your EPN member 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 Bridge Speaking and Writing scores are suitable for the following purposes:

- To verify current level of proficiency to determine readiness for more advanced study
- To make selection decisions in contexts where everyday English language proficiency is desirable or needed
- To make placement decisions for instructional or training purposes

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 Bridge Speaking and Writing tests, please visit ets.org/toeic/contact/ to complete the *Candidate Satisfaction Survey*.

If you have additional questions or comments regarding the TOEIC Bridge Speaking and Writing 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 almost 40 years as an industry leader, the *TOEIC*[®] program has set the global standard for assessing English-language communication skills needed in the workplace. With about seven million tests administered every year, the TOEIC tests 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 help 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.

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