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2007–08

Policies in this *Bulletin* are
in effect from July 2007
through June 2008.

Test of English as a Foreign Language™

People's Republic of China

Information *and* Registration

BULLETIN

for Internet-based Testing (iBT)

TOEFL® iBT

Your TOEFL representative is
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People's Republic of China
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<http://toefl.etest.edu.cn>
<http://toefl.etest.net.cn>
www.ets.org/toefl

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ABOUT THE TOEFL® TEST

TOEFL® TEST OF ENGLISH AS A FOREIGN LANGUAGE™

The *Test of English as a Foreign Language*™ (TOEFL® test) measures the ability of nonnative speakers of English to use and understand English as it is spoken, written, and heard in college and university settings.

TOEFL scores are accepted by more than 6,000 colleges, universities, and licensing agencies in 110 countries. Every test center is open to everyone who is properly registered, regardless of race, color, creed, or national origin (subject to U.S. sanctions programs and embargoes).

This *Information and Registration Bulletin* contains information about the TOEFL Internet-based test (TOEFL iBT) given in the People's Republic of China. Information about TOEFL iBT test locations is on page 13 of this *Bulletin*.

The TOEFL Internet-Based Test (TOEFL iBT)

The TOEFL Internet-based test is approximately four and one-half hours long and has four sections:

- ▶ **Reading**—measures the ability to understand academic reading material.
- ▶ **Listening**—measures the ability to understand spoken English as it is used in colleges and universities.
- ▶ **Speaking**—measures the ability to speak English in an academic context.
- ▶ **Writing**—measures the ability to write in a way that is appropriate for college and university course work.

The test is delivered via the Internet. It emphasizes integrated skills and helps confirm you are ready to communicate your ideas about what you will read and listen to in your academic courses. Integrated tasks require you to combine more than one skill. You'll be asked to:

- ▶ Read, listen, and then speak in response to a question
- ▶ Listen, and then speak in response to a question
- ▶ Read, listen, and then write in response to a question

The test that you take may include questions in either the Reading or Listening section that do not count toward your score. These are either questions that enable ETS to make test scores comparable across administrations or new questions that help ETS determine how such questions function under actual testing conditions.

Each section of the test has a time limit. The computer will indicate when to start and stop each section. If you finish a section early, you may go on to the next section, but you may NOT go back to a section you have already completed. You may, however, go back within the Reading section during the time allotted for it. Failure to follow this rule may result in your scores being canceled. There is a mandatory 10-minute break midway through the testing session.

Computer Keyboard Requirement

The TOEFL iBT is 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 TOEFL iBT.

Web Resource Guide

www.ets.org/toefl

The official TOEFL website has many resources you may find helpful to familiarize yourself with the test:

- ▶ TOEFL Practice Online (www.ets.org/toeflpractice) offers exclusive ETS test materials and is the only website that
 - ▶ simulates the real **TOEFL iBT testing experience** by covering all four skills: Reading, Writing, Listening, and Speaking
 - ▶ offers a variety of **targeted practice** so you can monitor your progress and **helps confirm readiness** for test day
 - ▶ helps predict performance with INSTANT scores and feedback for Reading, Listening, Writing, and Speaking; and scoring by certified ETS raters for Speaking
- ▶ Membership to TOEFL Practice Online also gets you access to:
 - ▶ A tour of the TOEFL iBT test
 - ▶ Your personal account so you can manage your profile, as well as purchase and take TOEFL practice tests
 - ▶ Diagnostic reports for your complete practice tests
 - ▶ TOEFL® *access* online student community that provides information on studying in English-speaking countries
 - ▶ Discussion boards and study tips

Note: The TOEFL Practice Online does not contain the extra questions in Reading and Listening sections that are part of every TOEFL iBT test. Therefore, the TOEFL Practice Online is shorter than the actual TOEFL iBT test.

CONTACT INFORMATION

GENERAL INQUIRIES, TEST REGISTRATION, PAYMENT, TEST CENTERS, SCORE RECORDS, SCORE REPORTS

Web

To get details about the test, registering for the test, payment, test locations, score reports, and additional services, go to the NEEA/TOEFL iBT registration website at <http://toefl.etest.edu.cn> or <http://toefl.etest.net.cn>.

Mail

Address all correspondence to the National Education Examination Authority (NEEA). Be sure to include your name, address, date of birth, test date, and registration number. Allow 4 to 6 weeks for a response.

National Education Examination Authority
Overseas Testing Division
Li Ye Building, Tsinghua Science Park
Haidian District, Beijing, 100084
People's Republic of China

Courier

If you need to send a communication to NEEA by courier, send it to the address above.

Telephone

You may telephone the NEEA/TOEFL Call Center at 86-10-6279-8822.

Fax

86-10-8252-0250

TEST QUESTION INQUIRIES

If you have a question or comment about a test item, write to:

MS 42N-208
TOEFL Test Question Inquiries
Educational Testing Service
Rosedale Road
Princeton, NJ 08541-0001 USA

TEST CENTER COMPLAINTS

If you have a complaint about the testing facilities or the test administrator, write to:

National Education Examination Authority
Overseas Testing Division
Li Ye Building, Tsinghua Science Park
Haidian District, Beijing, 100084
People's Republic of China

Visit the NEEA website at
<http://toefl.etest.edu.cn>
<http://toefl.etest.net.cn>
or the TOEFL website at
www.ets.org/toefl
for the most up-to-date information.

REGISTRATION INFORMATION

How to Register for TOEFL iBT

You must register to take the TOEFL iBT test in the People's Republic of China (PRC) through the NEEA/TOEFL iBT registration website at <http://toefl.etest.edu.cn> or <http://toefl.etest.net.cn>. The registration site can be accessed anywhere there is an Internet connection (e.g., campus, home, Internet cafe). When you first access the NEEA/TOEFL iBT registration website, please read the registration procedures that explain in detail all the steps you need to do to complete your TOEFL iBT registration.

To begin, you will be asked to create a profile by providing basic personal information and a password. The registration system will provide you with a user ID. Your user ID and password will give you access to your profile which will display all of your activities related to TOEFL iBT.

Your test fee must be paid and confirmed in your profile before you can register (see "Payment Policies"). You cannot register by telephone, mail, or fax.

Once your payment is confirmed and it appears in your profile, you can register to test. You will be asked to supply the month in which you would like to test and a location (province). Then all available administrations in that month and test sites will be listed for you to choose from.

When you confirm your selection, you will be asked to supply your designated score recipient codes (see "Institution Codes" on page 13) and given some demographic questions. Upon confirming your codes and completing the questions, your registration will be complete. You can return to the registration website at any time to:

- ▶ update personal/contact information (e.g., change your password or modify your address)
- ▶ view the status of your registration (e.g., payment status, seat reservation, registration confirmation)
- ▶ reschedule or cancel your registration
- ▶ place orders for services, such as additional score reports
- ▶ check previously placed orders
- ▶ view your scores

Test Dates and Registration Deadlines

Test dates are in the Learners and Test Takers section of the TOEFL website. Please note that a TOEFL iBT test administration may start in the morning or in the late afternoon on a given test date. Pay special attention to the test start time that accompanies each test administration date when you pick your test date. The test start time is also on your registration confirmation.

- ▶ Registration is open 24 hours a day. After you register, you will receive an e-mail confirming your registration. You can also view or print your registration confirmation by accessing your personal profile on the NEEA/TOEFL registration website.
- ▶ Regular registration closes seven days prior to the test date (not including the day of the test).
- ▶ Late registration closes three days prior to the test date (not including the day of the test).
- ▶ Registrations received after the early registration deadline incur a late fee of RMB200.

You may take the TOEFL iBT test only once in any seven-day period, even if you took the test and canceled your scores. If you test more than once in a seven-day period, your new scores will not be reported and your test fee will not be refunded. Violation of this policy may result in additional action being taken.

Fees for Tests and Services

RMB1370	TOEFL iBT test fee
RMB200	Late registration fee
RMB600	Rescheduling fee
RMB160	Reinstatement of canceled iBT scores
RMB136	Additional score report requests (per recipient)
RMB480	TOEFL iBT Speaking or Writing section rescore
RMB960	TOEFL iBT Speaking and Writing sections rescore

Before you register, you must pay the total test fee (see "Payment Policies"). This is the only fee that you have to pay to take the TOEFL test. If it is necessary for NEEA to increase the fee, the increase will be announced on the NEEA/TOEFL iBT registration website. Fees are subject to change without notice.

Payment Policies

You must make your payment prior to securing any orders for services. You will be able to choose from three payment methods:

- ▶ China Merchant Bank (CMB) online payment
- ▶ Industrial and Commerce Bank of China (ICBC) online payment
- ▶ Wire transfer payment

CMB OR ICBC ONLINE PAYMENT

- ▶ To begin the payment process, you will need your bank account number and online payment authorization from CMB or ICBC.
- ▶ When you choose online payment in the registration system, you will be directed to a secured bank page.
- ▶ You will need to enter your account number and password to transfer funds from your account.
- ▶ Confirmation of your payment will be sent to you and the NEEA/TOEFL iBT registration system and will appear in your profile.

WIRE TRANSFER

- ▶ If you choose payment via wire transfer, you will be directed to a personalized page that indicates the recipient's account name, account number, name and address of bank, amount of money in RMB, and the sender's name.
- ▶ It is imperative that you download this page or copy this information because you will need to copy the exact information onto a bank wire transfer order form. You can go to any bank office to do this. Be sure to take the corresponding amount of money in RMB. Submit the funds and form to the bank clerk.
- ▶ Wire transfer funds should arrive at NEEA within one to five days, depending on the bank office.
- ▶ Confirmation of your payment will appear in your profile on the NEEA/TOEFL iBT registration website.

If you have any questions about payment, go to the NEEA/TOEFL iBT registration website at <http://toefl.etest.edu.cn> or <http://toefl.etest.net.cn> or contact the NEEA/TOEFL iBT Call Center at: 86-10-6279-8822.

Rescheduling or Canceling

You must reschedule or cancel through the NEEA/TOEFL iBT registration website **no later than ten full days before your test date** (not including the day of the test or the day of your request). If your request is not received at least ten full days in advance, your full test fee will be forfeited. To get details about rescheduling or canceling your registration, go to the NEEA/TOEFL iBT registration website and follow the instructions. Test administrators are not authorized to make schedule changes.

To reschedule, you must provide:

- ▶ your registration number
- ▶ the full name you used to register

The fee for rescheduling is RMB600. Payment must be received prior to rescheduling.

Test Fee Refunds

If you cancel your registration by the deadline, you will receive a refund equivalent to half of the original test fee. The remainder of your payment will be retained to cover expenses for processing your registration and holding space at the test center. Refunds are not automatically processed. You must first cancel your registration in the NEEA/TOEFL iBT registration system. Then you must fax a signed request for a partial refund with your name, date of birth, ID number, TOEFL iBT registration number, and a copy of your ID to 86-10-8252-0250 or contact the NEEA/TOEFL iBT Call Center at 86-10-6279-8822. See the NEEA/TOEFL iBT registration website for details. Refunds will not be given if you do not follow proper registration or cancellation procedures as stated on the NEEA/TOEFL iBT registration website. As partial payments are sent to candidates via a bank or post office, applicable bank or post office handling charges will be deducted from the amount of the refund.

ON THE TEST DAY

What to Bring to the Test Center

- ▶ **The acceptable and valid identification document(s) with a signature and photograph that you specified when you registered to test.** Your ID will be checked before you are admitted. The name you give when you register must match the name on the identification document(s) you present at the test center. See “Identification Requirements” below.
- ▶ Your registration number. You will get this when you register. You will not receive an admission ticket. **Return to your profile in the NEEA/TOEFL iBT registration website and print out your registration confirmation right before the test day.** If there is a change in the test center (e.g., a different building than originally scheduled), it will be updated in your profile.

Identification (ID) Requirements

The identification information and requirements contained in this section must be read by all test takers.



NOTE: Your ID requirements depend upon the country of your citizenship and the country in which you plan to test. Please read the specific information below for acceptable primary and supplemental identification documents.

GENERAL ID INFORMATION

- ▶ You must have acceptable and valid identification (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. ID requirements are strictly enforced. It is your responsibility to read and understand the instructions and requirements.
- ▶ If you arrive at the test center without the required ID, the test center administrator will not admit you to the test and you will forfeit your test fee.
- ▶ **When registering, you must use exactly the same name and the same spelling of that name that appears on the primary ID document you will present at the test center.** Make sure to provide your entire first (given name) and entire surname (family name). Do NOT register under a nickname. If the name shown on your primary ID does not match the name you registered under, you will not be permitted to test and you will forfeit your test fee. When applying to a college or university, use the same name and spelling of your name on your application.
- ▶ Check the name on your registration confirmation document. Your name must match the name on your primary ID document. If the name does not match the name on your primary ID document, contact the NEEA/TOEFL iBT Call Center at 86-10-6279-8822 to update your profile. Updates of your name or date of birth require you to provide supporting documents and are subject to the following stated rules.
- ▶ **NAME CHANGES WILL NOT BE MADE—only misspellings of your name can be corrected at check-in. If your name has changed for any reason, including marriage, you still must present primary ID in the name under which you registered, or you will not be permitted to test. Marriage certificates and divorce decrees cannot be used to confirm name differences.**
- ▶ If the test 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 will forfeit your test fee.

- ▶ Test center personnel will check your ID before assigning you a seat at the test center and you will be asked to sign the test center log. The test administrator will check your signature to verify that you are the person in your photo identification. The administrator will repeat this procedure before and after all breaks.
- ▶ Admittance to the test center does not imply that your form of ID 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.

ACCEPTABLE PRIMARY IDENTIFICATION DOCUMENTS

Testing in Bangladesh, India, and Pakistan

- ▶ All test takers in Bangladesh, India, and Pakistan **MUST** use **valid passports** as their ID documents.

Testing WITHIN Your Country of Citizenship

Only one form of primary ID is needed if your primary ID document contains a **photograph** and **signature**. IDs that can be used to meet the photograph and signature requirements are:

- ▶ Passport with photograph and signature
- ▶ Driver's license with photograph and signature
- ▶ State ID issued by motor vehicle agency with photograph and signature
- ▶ National ID with photograph and signature
- ▶ Military ID with photograph and signature

If the test administrator has any concerns about the primary ID document, you will be required to present an acceptable supplemental ID from the list of acceptable supplemental ID documents. If your primary ID does not contain your signature, either sign the document or present an additional ID from the list of supplemental identification documents.

Testing OUTSIDE Your Country of Citizenship

- ▶ You must present your **passport** as your primary identification document (citizens of European Union and Schengen Zone countries see below). If you do not meet this requirement, ETS may automatically cancel your test scores.
- ▶ U.S. military personnel may present their **U.S. military ID cards** for admission to test centers. If a military ID card does not contain a signature, a supplemental ID from the list on page 8 is required.

If your passport is **not written in English-language letters**, you must also present an additional ID from the list of supplemental identification documents that contains a recent, recognizable photo and is in English.

If your passport **does not contain your signature**, either sign your passport or present an additional ID from the list of supplemental identification documents.

Testing in European Union/Schengen Zone Countries

If you are taking the test within a European Union or Schengen Zone country outside of your own, you can use your valid **national or European identity card** if you have one. The card must contain:

- ▶ a recent, recognizable photograph
- ▶ your date of birth
- ▶ your signature

If your ID is **not in English-language letters** and the test administrator cannot read the language in which it is written, you may not be allowed to test.

ON THE TEST DAY *(continued)*

If your official ID does not contain your signature, you must present an additional document from the list of supplemental identification documents that does contain your signature.

ACCEPTABLE SUPPLEMENTAL IDENTIFICATION DOCUMENTS

If your primary identification is missing either a **photograph** or a **signature**, you must present one of the following supplemental IDs in addition to your primary ID. The supplemental ID must contain a recent, recognizable photograph and your signature, and cannot be expired. Supplemental IDs that can be used to meet the photograph and signature requirements are:

- ▶ a government-issued ID document including, but not limited to, passport, driver's license, state ID cards, national identification, or military identification. (There are exceptions: see "Unacceptable Identification Documents" below.)
- ▶ student ID
- ▶ confirmation of identity letter from your educational institution. (A sample confirmation of identity letter is available on the TOEFL website at www.ets.org/toefl.) The letter must contain your name and date of birth; a recent, recognizable photograph; your signature; the name of your school; and the date issued. It must be typed on the original letterhead of the educational institution you attend(ed), and the signature of the school official and the school seal must overlap your photograph. A letter of identity is valid for only one year after the date issued.

UNACCEPTABLE IDENTIFICATION DOCUMENTS

- ▶ Any expired ID
- ▶ International driver's license
- ▶ Draft classification card
- ▶ International student ID
- ▶ Credit/debit card of any kind
- ▶ Notary-prepared letter or document
- ▶ Social Security card
- ▶ Employee ID card
- ▶ Learner's permit or any temporary identification document (e.g., driver's license)
- ▶ Photocopy of ID

If you cannot meet the specified ID requirements or if you have questions about ID, you must contact the ETS Office of Testing Integrity (1-609-406-5430, fax: 1-609-406-9709, or e-mail: TSReturns@ets.org) before you register. If you do not contact the ETS Office of Testing Integrity before registering and are not admitted to the test, you will forfeit your test fee. It is your responsibility to ensure that your ID documents are up to date and available on testing day.

Test Center Procedures and Regulations

GENERAL GUIDELINES

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

The following procedures and regulations apply during the entire test session, which begins at sign-in, ends at sign-out, and includes breaks.

- ▶ You will be required to write (not print) and sign a confidentiality statement at the test center. If you do not complete and sign the statement, you cannot test and your fees will NOT be refunded.
- ▶ Your picture will be taken and reproduced at your testing station and on your score report. Be sure the correct photograph is displayed on your assigned testing station.
- ▶ You must answer at least one question in each Reading and Listening section, write at least one essay, and complete at least one Speaking task every time you take the test to receive an official score report.
- ▶ A booklet of blank paper (scratch paper) is provided for you to use during the test. All scratch paper must be returned to the test center administrator at the end of the testing session.
- ▶ If at any time during the test you have a problem with your computer, or need the test administrator for any reason, raise your hand.
- ▶ Testing premises are subject to video recording.

VERIFYING YOUR ID

You must present valid and acceptable identification documents. See "Identification Requirements" on pages 7–8 for acceptable identification documents. Identification verification at the test center may also include:

- ▶ thumb printing
- ▶ photographing/video recording
- ▶ other forms of electronic ID confirmation

If you refuse to present ID and/or have your ID verified, you will not be permitted to test and you will forfeit your test fee.

PERSONAL ITEMS

Personal items other than identification documents are not allowed in the testing room. This includes cell phones, PDAs, BlackBerry® devices, and any other electronic or photographic devices. You will not have access to your personal items during the test or during breaks. Before the test, you will receive instructions from test center staff regarding where you must deposit personal items. You will be required to follow the procedures set by the test center for storage of your cell phone or any electronic or photographic device you bring to the test center. If you take personal items into the test room, they will be collected by the test center staff, you will not be permitted to take the test. Any violation of this procedure during the test or breaks may result in cancellation of your scores, dismissal by the test center staff, or banning from future testing. Test centers and ETS assume no responsibility for personal items or devices that you choose to bring into the test center.

SEATING

The test administrator will assign you a seat.

TIMING

- ▶ The maximum time allotted for untimed sections before the test is 30 minutes. The purpose of untimed sections before the test is to become familiar with important information that will make your Internet-based testing experience as convenient as possible. The time you spend on untimed sections should not be used for any other purpose. Infractions will be reported to ETS, and the test administrator is authorized to dismiss you from the testing administration if you fail to follow the test administrator's directions.
- ▶ The Reading and Listening sections of a test may include some extra questions. However, the available time for the entire test is the same for everyone.

ON THE TEST DAY *(continued)*

- ▶ You may pace yourself with your own watch, but the computer is the official timekeeper.
- ▶ Watch alarms and clocks on cell phones are not permitted.
- ▶ You will not be permitted to continue the test or any part of it beyond the established time limit.

TAKING A BREAK, LEAVING YOUR SEAT

- ▶ There is a mandatory 10-minute break midway through the testing session. If you exceed the time allotted, you may be dismissed or your score may be canceled.
- ▶ To leave your seat at any time other than the break, raise your hand. Timing of the test section will not stop. If you must leave the testing room, you are required to show the administrator your identification document(s) before you leave the room and when you return.
- ▶ You may not have access to your cell phone during the test or during breaks.

DELAYED OR RESCHEDULED TESTS

Weather conditions or other circumstances beyond the test administrator's or ETS's control may require a delayed start or the rescheduling of your test. If your test session is canceled or if it is later determined that your scores could not be reported, you can:

- ▶ retest free of charge OR receive a full refund of the original test fee
- ▶ seek reimbursement from ETS for reasonable and documented expenses (for yourself only) associated with traveling to the test center.
- ▶ To request reimbursement, contact TOEFL Services within 30 days of your original test date. Reimbursement requests must include your
 - ▶ name
 - ▶ date of birth
 - ▶ mailing address
 - ▶ daytime telephone number
 - ▶ e-mail address
 - ▶ original test date
 - ▶ registration number

It must also include a brief description of what occurred at the test center.

ETS will determine the appropriateness of the request. Approved reimbursements are made in U.S. dollars.



Although tests are administered under strict supervision and security measures, testing irregularities may sometimes occur. Please contact ETS as soon as possible to report any observed behavior that may lead to an invalid score—for example, someone copying from another test taker, taking a test for someone else, having access to test questions before the exam, or using notes or unauthorized aids. All information is held in the strictest confidence.

Phone: 1-609-406-5430

Fax: 1-609-406-9709

E-mail/Internet: TSReturns@ets.org

DISMISSAL FROM A TEST CENTER

The test administrator is authorized to dismiss you from a test session and/or your scores may be canceled for violations such as, but not limited to, the following:

- ▶ Attempting to take the test for someone else or having someone take the test for you
- ▶ Failing to provide acceptable identification
- ▶ Obtaining improper access to the test, part of the test, or information about the test
- ▶ Using or having a telephone or cell phone in your possession during the test session or during breaks
- ▶ Using any aids in connection with the test, such as mechanical pencils, pens, pagers, beepers, calculators, watch calculators, books, pamphlets, notes, rulers, highlighter pens, stereos or radios with headphones, cell phones, watch alarms, stop watches, dictionaries, translators, PDAs, BlackBerry® devices, and any handheld electronic or photographic devices
- ▶ 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 during the test administration, and/or during breaks is prohibited. Discussion or sharing of test content after the test is also prohibited.
- ▶ Removing or attempting to remove any test content, scratch paper, or notes relating to the test. 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.
- ▶ Referring to, looking through, or working on any test, or test section, **when not authorized to do so**, or working after time has been called
- ▶ Tampering with the computer
- ▶ Leaving the test room or test center vicinity without permission during the test session or during breaks
- ▶ Taking a weapon or firearm into the test center
- ▶ Taking food, drink, or tobacco into the testing room
- ▶ Taking excessive or extended unscheduled breaks during the test session. Test administrators are required to strictly monitor unscheduled breaks and report test takers who take excessive or extended breaks.
- ▶ Failing to follow any of the test administration regulations in this *Bulletin*, given by the test administrator, or specified in any test materials

ETS reserves the right to take all action—including, but not limited to, barring you from future testing and/or canceling your scores—for failure to comply with test administration regulations or the test administrator's directions. If your scores are canceled, they will not be reported, and your fees will not be refunded.

SCORES AND SCORE REPORTING

Examinee Score Record/ Official Score Reports

Your TOEFL test payment entitles you to:

- ▶ one printed and one online examinee score record
- ▶ up to four official score reports that ETS will send directly to the institutions or agencies you designate when registering for the test

Score report recipients can be added or deleted through the NEEA/TOEFL iBT registration website until 10 p.m. (local test center time) on the day prior to the test date. ETS will send an examinee score record to you and official score reports to your designated institutions 15 business days after you take the test. The printed score record that is mailed to you will contain all of the final section scores as well as your total score.

Score Report Posting and Mailing

Scores are posted on the NEEA/TOEFL iBT registration website 15 business days after the test date (with a few exceptions) and then mailed to China for distribution to centers. You will need your user name and password to view your scores online. Score report posting and mailing dates from ETS to China are on page 15 of this *Bulletin*. Test results cannot be given any earlier.

For a fee, you may also request additional official score reports for institutions you did NOT identify when you registered to test. Go the NEEA/TOEFL iBT registration website for instructions and information about payment.



NOTE: Test centers do not provide receipts or printed scores for the test.

Interpreting Your TOEFL iBT Scores

Your scores are based on your performance on the questions in the test. You must answer at least one question in each Reading and Listening section, write at least one essay, and complete at least one Speaking task to receive an official score report. For the Internet-based test, you will receive four section scaled scores and a total score:

- ▶ Reading (0–30)
- ▶ Listening (0–30)
- ▶ Speaking (0–30)
- ▶ Writing (0–30)
- ▶ Total Score (0–120)

In addition to numeric scores, your examinee score record also includes performance feedback that indicates your performance level and a description of the kinds of tasks that test takers within the reported score range can typically do.

Canceling Your Scores

At the end of the test session, you will be given the option to cancel your scores. **You cannot cancel your score for one section of the test and have the scores for the remaining sections reported.** Although you have the option to cancel your scores, consider very carefully before doing so. Your scores will be reported to institutions only at your request. If you cancel your scores, they will NOT be reported to you or any institutions, and no refund will be made. Canceled scores are deleted from your permanent record. If you wish to take the test again, you must reregister and submit another test payment.

Canceled scores can be reinstated if NEEA receives your request within 10 days after your test date. Go to the NEEA/TOEFL iBT registration website for instructions and information about payment. The fee for TOEFL iBT score reinstatement is RMB160. Your request should include you:

- ▶ Name
- ▶ Date of birth
- ▶ Daytime phone number
- ▶ Registration number
- ▶ Payment

Scores will be reinstated and reported on the NEEA/TOEFL iBT website approximately two weeks after receipt of your request. Your scores will be mailed to you and your designated institutions shortly thereafter.

Ordering Additional Official Score Reports

You can have official score reports mailed to institutions you did not identify when you registered to test. Additional score reports can be ordered through the NEEA/TOEFL iBT online registration system. You will receive an acknowledgement confirming that your score reports were mailed.

Requests for additional score reports will not be processed without complete and accurate information and the correct fee. Designated institutions cannot be changed or deleted after you submit the request. No refunds will be made.

- ▶ Reports are mailed approximately **four to seven days** after your request.
- ▶ The fee is RMB136 for each report ordered.



Note: TOEFL scores are measurement information and are subject to all restrictions on release of information indicated in this *Bulletin*. They are not the property of the examinee. The information contained in your TOEFL examinee record is the same as the information printed on your official score report.

HOW LONG ARE SCORES VALID?

- ▶ TOEFL scores are valid for **two years**. Because language proficiency can change considerably in a relatively short period of time, scores more than two years old cannot be reported or verified.
- ▶ If you took the TOEFL test more than two years ago and need to submit scores to an agency or institution, you must take the test again to have your scores reported.

Requests for Rescores

You can request that the Writing and Speaking section scores of your test be reviewed through a rescore process up to **three months** after your test date. You may make this request for either the Writing or Speaking section, or you may request that both sections be included in the rescore process. Only one request per administration can be submitted. You cannot request a review of the Speaking section and then at a later time request a review of the Writing section. The fee for a Writing or Speaking section rescore process is RMB480. The fee to have both sections included is RMB960.

TOEFL iBT Speaking and Writing sections are reviewed by scoring specialists in the rescore process. If the rescore process confirms your score, you will be notified by letter. If the review results in a change in your score, you will receive a revised examinee score record. Revised official score reports will also be sent to the institutions that you designated as score recipients. These revised scores will become your official scores.

Go to the NEEA/TOEFL iBT registration website for instructions and information about payment.

The results of the score review process will be available approximately four weeks after NEEA receives your request for rescoring and fee.

Information retained in TOEFL records is the same as the information printed on the examinee's score record and on the official score reports. Official score reports will be sent only to those institutions or agencies designated by the examinee when he or she registered to test, on a Score Report Request Form submitted at a later date, or otherwise specifically authorized by the examinee.

Scores are not to be released by institutional recipients without the explicit permission of the examinee.



Your score record and the documents you complete that are retained at ETS (for example, your photograph) may be released to third parties, such as government agencies or parties to a lawsuit, if requested pursuant to a subpoena or required by applicable law.

Other Score-Related Information

SCORE VERIFICATION

Institutions have the ability to verify examinee score records sent directly to them from examinees. If there is a difference between the official scores recorded at ETS and those on the score record you provided, the institution will be requested to send ETS a copy of the score record you submitted. At the written request of the institution official, ETS will report the official scores, as well as any previous scores recorded for you within the last two years. ETS or its authorized representative will also provide information about your scores at the request of an institution or agency that has a copy of your examinee score record.

ACCEPTABLE SCORES

Each institution that requires TOEFL scores decides for itself what scores or ranges of scores are acceptable. These requirements vary from institution to institution, depending on such factors as your field of study, your level of study (graduate or undergraduate), whether you will be a teaching assistant, and whether the institution offers special courses in English as a foreign or second language. There is no specific passing or failing score. If you have questions about how your scores have been used or interpreted, contact the institutions or agencies that received your test results directly.

TEST SCORE DATA RETENTION

Individually identifiable TOEFL test scores are retained in a database for only two years. After two years, all test taker information and scores are removed. If you took the TOEFL test more than two years ago, you will have to take the test again to have scores sent to you, an institution, or agency.

CONFIDENTIALITY OF SCORES

The TOEFL program recognizes the right of examinees to privacy with regard to information that is stored in data or research files held by Educational Testing Service and the program's responsibility to protect information in its files from unauthorized disclosure. ETS or its authorized representative may share examinee score data with institutions or agencies for verification purposes.

TOEFL test score data and writing and speaking responses that may be used at any time for informational, research, statistical, or training purposes are not individually identifiable.

TEST QUESTION INQUIRIES

Language specialists prepare TOEFL test questions. These specialists follow careful, standardized procedures developed to ensure that all test material is of consistent high quality. Each question is reviewed by several members of the ETS staff. The TOEFL Committee of Examiners, an independent group of professionals in the fields of linguistics, language testing, and language teaching that reports to the TOEFL Board, establishes overall guidelines for the test content and specifications. After test questions have been reviewed and revised as appropriate, they are selectively administered in trial situations and assembled into tests. The tests are then reviewed according to established ETS and TOEFL program procedures to ensure that all possible versions of the test are free of cultural bias. Statistical analyses of individual questions ensure that all items provide appropriate measurement information.

Although ETS employs extensive quality control checks throughout the development of test questions and the preparation of final tests, typographical errors or flaws in questions may occasionally occur. If you suspect a problem and want to question a test item for any reason, notify the test administrator before you leave the test site. You may also write to MS 42N-208, TOEFL Test Question Inquiries, Educational Testing Service, Rosedale Road, Princeton, NJ 08541-0001, USA, or send a fax to 1-609-683-2600 immediately after taking the test. Please include the name of the test, the section of the test, the test date, the name of the center where the test was taken, and, if possible, the number of the test item being questioned. If you have a complaint about the testing facilities or the test administrator, write to NEEA (see "Test Center Complaints," page 4) within three days after the test date. Be sure to give the date of the test, the name of the test center, and the city and country in which you tested.

ETS Score Cancellation Policy

ETS strives to report scores that accurately reflect the performance of every test taker. Accordingly, ETS's standards and procedures for administering tests have two primary goals: giving test takers equivalent opportunities to demonstrate their abilities, and preventing any test takers from gaining an unfair advantage over others. To promote these objectives, ETS reserves the right to cancel any test score when, in ETS's judgment, a testing irregularity occurs, there is an apparent discrepancy in a test taker's identification, the test taker engages in misconduct, the test taker attempts to use the printed work or ideas of others as their own in the essay section of the test, or the score is invalid for another reason. Reviews of scores by ETS are confidential. When, for any of the above reasons, ETS cancels a test score that has already been reported, it notifies score recipients that the score has been canceled, but it does not disclose the reason for cancellation except when authorized to do so by the test taker and in certain group cases.

TESTING IRREGULARITIES

“Testing irregularities” refers to problems with the administration of a test. When testing irregularities occur, they may affect an individual or groups of test takers. Such problems include, without limitation, administrative errors (such as improper timing, improper seating, defective materials, and 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 may decline to score the test or may cancel the test score. When, in ETS’s judgment, it is appropriate to do so, ETS gives affected test takers the opportunity to take the test again as soon as possible without charge.

IDENTIFICATION DISCREPANCIES

When, in ETS’s judgment or the judgment of 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 may decline to score the test or may cancel the test score and you will forfeit your test fee.

MISCONDUCT

When ETS 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 may decline to score the test, or may cancel the test score. 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 pages 8–9 of this *Bulletin*.

PLAGIARISM

ETS reserves the right to cancel the scores of test takers when, in ETS’s judgment, there is evidence that an essay includes, for example, text or ideas that are substantially similar to that found in other TOEFL responses, or quotations 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.

INVALID SCORES

ETS may also cancel scores if, in its judgment, there is substantial evidence that they are invalid for any other reason. Evidence of invalid scores may include, without limitation, unusual answer patterns and/or inconsistent performance on different parts of the test. Before canceling scores pursuant to this paragraph, ETS notifies the test taker in writing about its concerns, gives the test taker an opportunity to submit information that addresses ETS’s concerns, considers any such information submitted, and offers the test taker a choice of options. The options include voluntary score cancellation or arbitration in accordance with ETS’s Standard Arbitration Agreement. In addition, the test taker is sent a copy of the booklet *Why and How Educational Testing Service Questions Test Scores*, which explains this process in greater detail. (This booklet is available to any test taker at any time upon request from the ETS Office of Testing Integrity. Call 1-800-353-8570 or e-mail TSReturns@ets.org.)

TEST LOCATIONS

The most up-to-date information regarding test locations is on the NEEA/TOEFL iBT registration website. After you create your profile and you are registering to test, you will be asked for a month in which you would like to test and a location (province). All available administrations in that month and location will be listed for you to choose from. Go to the NEEA/TOEFL iBT registration website at <http://toefl.etest.edu.cn> or <http://toefl.etest.net.cn>. The registration system can be accessed from anywhere there is an Internet connection (e.g., campus, home, Internet cafe).

INSTITUTION CODES

An up-to-date listing of agencies and institutions that accept TOEFL scores is available in the TOEFL section of the NEEA website at www.neea.edu.cn. If your intended score recipient is not listed, contact the institution or agency directly to get the code number before you register. **Note:** If you are applying for graduate study, see the Department Codes list below.

DEPARTMENT CODES

This list is only for students applying for **graduate** study. **If you are not applying for graduate study**, you must fill in 00 as the department code for each institution or agency you list.

Graduate Schools: If you are applying for graduate study in a field other than business or law, copy the appropriate code from the list below.

02 - Graduate Schools of Management

03 - Law Schools

HUMANITIES	22 Russian/Slavic Studies	88 International Relations	BIOLOGICAL SCIENCES	74 Molecular and Cellular Biology	64 Engineering, Chemical
11 Archaeology	23 Spanish	18 Journalism	31 Agriculture	43 Nursing	65 Engineering, Civil
12 Architecture	24 Speech	90 Library Science	32 Anatomy	77 Nutrition	66 Engineering, Electrical
26 Art History	10 Other foreign languages	91 Physical Education	05 Audiology	44 Occupational Therapy	67 Engineering, Industrial
13 Classical Languages	98 Other humanities	97 Planning (City, Community, Urban, Regional)	33 Bacteriology	56 Pathology	68 Engineering, Mechanical
28 Comparative Literature	SOCIAL SCIENCES	89 Political Science	34 Biochemistry	47 Pharmacy	69 Engineering, other
53 Dramatic Arts	27 American Studies	93 Psychology, Clinical	35 Biology	48 Physical Therapy	71 Geology
14 English	81 Anthropology	09 Psychology, Educational	45 Biomedical Sciences	49 Physiology	72 Mathematics
29 Far Eastern Languages and Literature	82 Business and Commerce	58 Psychology, Experimental/Developmental	36 Biophysics	55 Speech-Language Pathology	73 Metallurgy
15 Fine Arts, Art, Design	83 Communications	79 Psychology, Social	37 Botany	51 Veterinary Medicine	75 Oceanography
16 French	84 Economics	08 Psychology, other	38 Dentistry	52 Zoology	76 Physics
17 German	85 Education (including M.A. in Teaching)	94 Public Administration	39 Entomology	30 Other biological sciences	77 Statistics
04 Linguistics	01 Educational Administration	50 Public Health	46 Environmental Science	PHYSICAL SCIENCES	60 Other physical sciences
19 Music	70 Geography	95 Social Work	40 Forestry	54 Applied Mathematics	
57 Near Eastern Languages and Literature	92 Government	96 Sociology	06 Genetics	61 Astronomy	
20 Philosophy	86 History	80 Other social sciences	41 Home Economics	62 Chemistry	
21 Religious Studies or Religion	87 Industrial Relations and Personnel		25 Hospital and Health Services Administration	78 Computer Sciences	
			42 Medicine	63 Engineering, Aeronautical	
			07 Microbiology		

Use 99 for any department not listed.

COUNTRY AND REGION CODES

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

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

Use UND for any country/region not listed.

NATIVE LANGUAGE CODES

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

Use UND for any language not listed.



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