

2020–2021 Information and Registration

# Bulletin



for the revised *TOEFL*® Paper-delivered Test

This *Bulletin* is for the revised *TOEFL*® Paper-delivered Test **only**. Information about *TOEFL iBT*® testing is in a separate *Bulletin*.

Read this *Bulletin* carefully. For test locations and dates, institution codes and other information, visit the TOEFL website at [www.ets.org/toefl/rpdt](http://www.ets.org/toefl/rpdt).

Policies in this *Bulletin* are in effect from July 1, 2020 to June 30, 2021 and are subject to change without notice.

**IMPORTANT:** The revised TOEFL Paper-delivered Test is offered only in locations where testing via the internet is not available.

**Updated: May 2020**

***The revised TOEFL® Paper-delivered Test***

Please read this *Bulletin* carefully and completely before you take the revised TOEFL® Paper-delivered Test. The contents, terms and conditions of this *Bulletin* form a legally binding contract between you and ETS, and by registering for and/or taking the test, you agree to be bound by these terms and conditions.

The TOEFL® Program does not operate, license, endorse or recommend any schools or study materials that claim to prepare people for the test in a short time or that promise them high scores on the test. The TOEFL Program does not endorse and is not responsible for the unauthorized activities of any independent enterprise that purports to offer local services to facilitate registration for the test. The TOEFL Program assumes no liability for the failure to provide any unauthorized services.

The policies and procedures explained in this *Bulletin* are effective only for the 2020-21 testing year and supersede previous policies and procedures. The fees, terms and conditions in this *Bulletin* are subject to change without notice. **Always check the TOEFL website for the most up-to-date information.**

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# General Information

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The *TOEFL*<sup>®</sup> test measures the ability of non-native English speakers to communicate in English in an academic setting. It accurately measures how well you can read, listen and write in English in a college or university classroom.

TOEFL scores are accepted by more than 11,000 institutions and agencies around the world. More institutions accept TOEFL scores than scores from any other English-language test, and over 35 million people have taken the test since it began in 1964.

All test centers are open to everyone who is properly registered, regardless of race, color, creed or national origin (subject to U.S. sanctions and embargoes).

## The revised *TOEFL*<sup>®</sup> Paper-delivered Test

You will have about 2.5 hours to complete the test. There are 3 sections:

**Listening** measures your ability to understand spoken English as it is used in university classrooms — 41 minutes; 28 questions

**Reading** measures your ability to understand non-technical reading material written in English — 54 minutes; 30 questions

**Writing** measures your ability to write in English in a way that is appropriate for college and university course work — 50 minutes; 2 tasks

The paper test is delivered at secure, ETS-approved test centers. It emphasizes integrated skills and helps you confirm that you are ready to communicate your ideas about what you will read, write and listen to in English in your academic courses. Integrated tasks require you to combine more than one skill. For example, you'll be asked to read, listen, and then write in response to a question.

Each section of the test has a time limit. If you finish a section early, you can go back **within that section** until time is called but you cannot work on a different section until you are told to do so.

You should work quickly but carefully on the Listening and Reading section questions. Some questions are more difficult than others, but try to answer every one to the best of your ability. If you are not sure of the answer to a question, make the best guess you can.

The 2 tasks in the Writing section are each separately timed. Try to answer each of these as completely as possible in the time allowed. Respond only on the assigned topic. If you respond on a different topic, your response will not be scored.

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# Contact Information

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There are various options available for you to contact us. Go to [www.ets.org/toefl/contact](http://www.ets.org/toefl/contact) to see the options that are available in your location and what services they offer. From the drop-down menu, select the country or location where you plan to take the test.

Use the information below to contact ETS for specific questions, or if your country/location is not listed on the Contact web page. In email or other written correspondence, please include your full name, mailing address and phone number.

## **TOEFL® Services**

Contact TOEFL Services for test registration-related issues, and questions/issues regarding payment and score reporting.

### **Email**

[toefl@ets.org](mailto:toefl@ets.org)

### **Phone**

1-877-863-3546 (Toll free for test takers in the U.S., U.S. Virgin Islands, Puerto Rico and Canada)  
+1-609-771-7100 (all other locations)

September – May:

Monday–Friday 8am–7:45pm U.S. Eastern Time, excluding U.S. holidays

June – August

Monday–Friday 8am–5:45pm U.S. Eastern Time, excluding U.S. holidays

### **Fax**

+1-610-290-8972

### **Mail**

TOEFL Services

ETS

PO Box 6151

Princeton, NJ 08541-6151 USA

### **Courier/Delivery Service**

TOEFL Services (25Q-310)

Distribution and Receiving Center

225 Phillips Boulevard

Ewing, NJ 08618-1426 USA

### **Website**

[www.ets.org/toefl/contact](http://www.ets.org/toefl/contact)

## **ETS Disability Services**

Contact ETS Disability Services to obtain information and registration materials if you have a disability or health-related need.

### **Email**

[stassd@ets.org](mailto:stassd@ets.org)

### **Phone**

1-866-387-8602 (Toll free for test takers in the U.S., U.S. Virgin Islands, Puerto Rico and Canada)  
+1-609-771-7780 (all other locations)

Monday–Friday 8:30am–5pm U.S. Eastern Time

### **Fax**

+1-609-771-7165

### **Mail**

ETS Disability Services

PO Box 6054

Princeton, NJ 08541-6054 USA

### **Website**

See “Test Takers with Disabilities or Health-related Needs” at [www.ets.org/toefl/ibt/register/disabilities](http://www.ets.org/toefl/ibt/register/disabilities)

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# Contact Information (continued)

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## Test Center Comments

If you have comments about the test center or the conditions when you took the test, please submit them to ETS in writing by email, mail or fax. Provide all pertinent details, and include the name and address of the test center and the test date. Comments must be submitted or postmarked **no later than 5 days after your test.**

### Email

[toefl@ets.org](mailto:toefl@ets.org)

### Fax

+1-609-771-7710

### Mail

ETS  
TOEFL iBT Complaints  
MS 16-Z  
Rosedale Road  
Princeton, NJ 08541-6163 USA

## Test Question Inquiries

If you think there is an error in a test question and the error affected your response, tell the test center administrator as soon as you finish the test, or you can send a letter or a fax. Your inquiry must be submitted or postmarked **no later than 2 days after you take the test.**

### Fax

+1-609-683-2600

### Mail

TOEFL Test Question Inquiries  
ETS  
Rosedale Road  
Princeton, NJ 08541-0001 USA

## Test Preparation Resources

Test preparation materials are available on the TOEFL website at [www.ets.org/toefl/ibt/prepare](http://www.ets.org/toefl/ibt/prepare).

### Phone

1-800-446-3319 (toll free for test takers in the U.S., U.S. Virgin Islands, Puerto Rico and Canada)  
+1-609-771-7243 (all other locations)  
Monday-Friday, 8am–5pm U.S. Eastern Time

### Fax

+1-609-683-2600

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# Registration Information

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## How to Register

The best way to register is online through the TOEFL website at [www.ets.org/toefl](http://www.ets.org/toefl). We recommend you register early to get the test date and location you want.

### Test Takers with Disabilities or Health-related Needs

If you require testing accommodations, you will need to request them and have them approved before you can register for the test. The *TOEFL Bulletin Supplement for Test Takers with Disabilities or Health-related Needs* contains contact information, procedures and forms. Use the *Supplement* together with this *Bulletin*.

The *Supplement* is available for download on the TOEFL website at [www.ets.org/toefl/rpdt/register/disabilities](http://www.ets.org/toefl/rpdt/register/disabilities) or by contacting TOEFL Disability Services (see page 6).

### Online Registration

You can register online at [www.ets.org/toefl](http://www.ets.org/toefl) using a credit/debit card, a PayPal® account, or an electronic check (e-check) drawn on a U.S. bank. Check the TOEFL website to see if there are any restrictions on payment methods accepted for your location. ETS reserves the right to add, modify or remove payment methods at its own discretion and without notice.

Credit/debit cards with any of these logos can be used: American Express®, Discover®, JCB®, Mastercard® or Visa®. For more information on payment methods, see Payment Policies on page 11.

**Note:** Test takers in Mainland **China** (not Taiwan, Hong Kong or Macau) register at [toefl.neea.cn](http://toefl.neea.cn). Some policies and procedures for China may differ from those in this *Bulletin*.

Once you enter your name and date of birth, you cannot change those fields. Make sure the name you enter when you register **exactly matches** the identification document you bring to the test center. If you need to make a name change after you register, contact TOEFL Services (see page 6).

You are required to bring valid, acceptable identification (ID) with you to the test center. ID requirements vary depending on where you plan to take the test and your citizenship. See [www.ets.org/toefl/ibt/register/id](http://www.ets.org/toefl/ibt/register/id) for details.

After you register, you will receive an Admission Ticket and a Photo File Record by regular mail. If you haven't received your ticket by **2 weeks before your test date**, contact TOEFL Services (see page X).

### IMPORTANT: ETS Use of Personal Information:

**By providing personal information to us and registering for a test, you expressly consent (or confirm your consent) to allow ETS to use your personal information in accordance with the ETS Privacy and Security Policy and the Test Taker Privacy and Information Security Policy, which are located at [www.ets.org/legal/privacy](http://www.ets.org/legal/privacy).**

**ETS may collect your personal information by phone, audio, video, biometric identification such as fingerprints, or still photographs.**



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# Registration Information (continued)

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## Mail-in Registration

You can register by mail with the test registration form, which is available for download at [www.ets.org/s/toefl/pdf/toefl\\_rpdtd\\_reg\\_form\\_2019-20.pdf](http://www.ets.org/s/toefl/pdf/toefl_rpdtd_reg_form_2019-20.pdf)

- Enter all the information on the form. Be sure to indicate 2 test date/test center choices.
- Include credit/debit card information, or a check or money order in U.S. dollars. For more details, see Payment Policies on page 11.
- Mail the completed form to the address shown on the form. Your form and payment must be received by the mail-in registration deadline (see page 41).

You will be assigned a test date, time and location based on the information you provide on the form. If we cannot register you for one of the dates you request, you will be scheduled for the next available test date unless you indicate on the form that you do not want to be rescheduled. If you choose not to be rescheduled, your payment will be returned.

If you have not received your Admission Ticket by **2 weeks before your test date**, contact TOEFL Services (see page 41).

## Important Things to Know When You Register

- Information regarding test center dates and availability is always subject to change. The most current information regarding test centers, dates and other registration information is in the online registration system at [www.ets.org/toefl](http://www.ets.org/toefl). Also, **see page 41** for test dates and registration deadlines.
- Not all test centers are open on all test dates.
- You can select up to 4 score recipients (the designated institutions who will receive your scores) for free during registration. After that time, you will be charged a fee for sending score reports. You cannot select your score recipients at the test center.
- Keep in mind that if you designate any institution or agency to receive your scores, you will **not** be able to have any part of your test re-scored through the Score Review Process (see page 30).
- **IMPORTANT IDENTIFICATION (ID) INFORMATION:** You are required to bring valid, acceptable ID to the test center. When you register, make sure that the name you use **exactly matches** the name on the ID you will bring with you on test day. If the information doesn't match, you may not be able to take the test and your test fee will not be refunded.
- ID requirements depend on where you plan to take the test and your citizenship. See details for your location at [www.ets.org/toefl/ibt/register/id](http://www.ets.org/toefl/ibt/register/id).
- ID verification during registration may include biometric voice and photo identification.
- Register early to get the test date and location you want.
- Take the test as soon as you can so your scores will be received in time to be considered with your application(s).
- **Registration is not transferable.** You cannot let someone else use your test appointment.
- Walk-in registration is **not** available.

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# Registration Information (continued)

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## Institution and Department Codes

You can have score reports sent directly to up to 4 institutions as part of your test fee, but you must select them during registration. Before you register, go to the Destination Search at [www.toeflgoanywhere.org](http://www.toeflgoanywhere.org) for details on the institutions and agencies that accept TOEFL scores.

If you are applying to an institution that is not listed, contact the institution and ask for its ETS TOEFL code number, or contact TOEFL Services. You must have the institution codes ready when you register.

If you choose not to select score recipients when you register, or if you want to send score reports to more than 4 recipients, you can order score reports by using the **TOEFL Score Report Request Form** and paying the required fee. Score reports can be ordered at any time up to 2 years after your test date.

## Department codes are on page 38 of this *Bulletin*.

- If you are applying as an undergraduate student (you have finished secondary school but have not completed your studies for a bachelor's degree), enter 00 in the boxes for department code. Your score report will be sent to the undergraduate admissions office.
- If you are applying for graduate study (you have already earned a bachelor's degree at a college or university), look at the department codes on page 38. Find the name of the department in which you plan to study and enter the code. If your department isn't listed, enter 99.
- For an agency or institution that is not a college or university, enter 00 in the department code boxes.

## Test Dates and Registration Deadlines

See page 41 for test dates and registration deadlines.

### Friday Testing for Saturday Religious Observers

Friday testing will be arranged only for those test takers who are unable to take the test on a Saturday for religious reasons. To request Friday testing, mail a letter to ETS with your registration form and payment, and we will make every attempt to accommodate you. The letter must be on letterhead stationery and signed by your cleric, confirming your affiliation with a recognized religious body whose conviction prevent you from testing on a Saturday.

Send your registration form, letter, and payment to:  
Test Administration Services  
ETS PO Box 6163  
Princeton, NJ 08541-6163 USA

# Registration Information (continued)

## Fees for Tests and Services

Service	Fee
Test fee	US\$180
Additional score reports (per recipient)	US\$20
Writing section score review	US\$80
Reading and Listening sections score review	US\$50

Fees are subject to change without notice. The above amounts are inclusive of any Value Added or similar taxes that ETS is liable to pay. In jurisdictions where the customer is required to account for any local taxes due, the price remitted to ETS excludes those taxes. In those circumstances, it is the sole responsibility of the test taker to pay those taxes to the local tax authority. ETS is not responsible or liable for collecting and remitting those taxes on your behalf.

If your payment is declined by your bank or your card provider, you will be charged a fee of US\$20.

## Payment Policies

Services may be withheld for non-payment of fees. All balances from any ETS tests or services must be paid in full before you can register for any ETS test or order any service. If you do not submit the correct fee, your registration or order will be returned to you. Scores will not be released if your payment can't be processed for any reason.

**Do not send cash or demand drafts.** Receipts for bank checks are not acceptable. UNESCO coupons can't be accepted. Unless an e-check is used, the actual, negotiable check must be sent with your form.

## Forms of Payment

**Important Note:** Be sure to check the TOEFL website to see if there are any payment method restrictions for your location. Accepted currencies and forms of payment are subject to change without notice.

- Credit/debit card — American Express, Discover, JCB, MasterCard and VISA. Any card branded with one of these card logos can be used.
- PayPal account
- Electronic check (e-check) — must be in U.S. dollars and drawn on a U.S. bank.
- Paper checks and money orders can be accepted in U.S. dollars only.

## Instructions for Paying by Check or Money Order

- The following information must be pre-printed:
  - Bank name and address
  - Check or money order number
  - Payer's name and address
- Typewritten payer name and address in place of signature is not acceptable
- Must be made payable to ETS-TOEFL
- Post-dated checks are not accepted
- Check dates cannot be more than 90 days old when received by ETS.

## Unacceptable Forms of Payment

- Cash or demand drafts
- Post-dated checks
- Receipts for bank checks or money orders
- UNESCO coupons
- Western Union®
- Paper checks or money orders in any currency other than U.S. dollars

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# Registration Information (continued)

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## Admission Ticket

ETS will mail you an Admission Ticket and a Photo File Record. If you haven't received your ticket by **2 weeks before your test date**, please contact TOEFL Services (see page 6).

### Name

When you receive your Admission Ticket, check to be sure your name is spelled **exactly** as you spelled it when you registered. If your name is printed in English letters on the required identification (ID) document that you will bring with you to the test center, your name must be spelled the same way on your admission ticket. Also check your date of birth, gender, and mailing address for accuracy.

If corrections are needed, follow the directions on the ticket. You must give the corrected ticket to test center staff on the day of the test. Name changes cannot be made – only misspelled names can be corrected.

If you find an error in the printing of your **name, gender, or date of birth**, the test center administrator will need to verify the change with the information on your ID. If the corrected information matches your ID, the test center administrator will sign your ticket. **If the test center administrator does not sign your ticket, your corrections will not be made.** All corrections are subject to ETS approval. After you take the test, the only thing you can change is your mailing address.

**Note:** Do not return your ticket to ETS – you will need it at the test center. After the test, the test center administrator will collect all tickets that have corrections.

### Registration Number

Your registration number will be printed on your Admission Ticket. Keep the number in a safe place – you'll need it if you contact TOEFL Services before or after you take the test.

## Photo File Record (PFR)

You will receive a Photo File Record (PFR) with your Admission Ticket. **Your PFR must be completed in black lead pencil so it can be scanned when it is returned to ETS.** Follow these directions to complete your PFR **before** you arrive at the test center:

- Sign your PFR.
- Attach a recent photo of yourself, taken within the last 6 months, showing only your face and shoulders.
- Write your name, test date, registration number, and test center number on the back of your photo before you attach it to the PFR, in case it becomes detached.
- Trim your photo so it is no larger than 5 x 5 cm, and no smaller than 3 x 3 cm. It can't be larger than the designated space on the PFR.
- Use shiny, non-reflective tape to attach your photo to the PFR. **Do not** use glue or staples.
- Laminated copies or photocopies are not acceptable.

**Important:** If you do not receive an Admission Ticket but have official authorization from TOEFL Services to take the test, you must still bring a recent, recognizable photo and the required ID to the test center. The test center administrator will give you a blank PFR to complete before your test. Do not leave the test center without giving your completed PFR to the test center administrator.

**Note:** If you fail to submit a correctly completed PFR, your scores may not be reported and your test fee will not be refunded.

The photo attached to your PFR will appear on your test taker score report and, in most cases, on the score reports sent to institutions you designate.

# Registration Information (continued)

## Test Center Changes

You are expected to take the test at the location printed on your Admission Ticket. If you are unable to go to the assigned test center, you can go to another center **on the same date printed on your ticket**, but there is no guarantee that the test center will have space or test materials available. Contact TOEFL Services for the test center address and reporting time. Don't contact the test center before the day of your test – they won't be able to help you.

If you are admitted to the new test center, change the test center number that is printed on your Admission Ticket and on your PFR. The ticket must be given to the test center administrator at the end of the test session.

If you are not admitted to the new test center, see "Rescheduling or Canceling" below.

## Rescheduling or Canceling

You cannot change your test date or cancel your test registration. If you do not take the test and don't want to register for another test date, you can apply for a partial refund. See "Test Fee Refunds" below.

## Test Fee Refunds

If your request for a refund is received **within 60 days** after your test date, you will receive a refund of 50% of the test fee you paid. The remainder of your fee will be retained to cover the cost of processing your registration and holding a seat and test materials for you at the test center.

To request a refund, download and complete the Refund Request Form at [www.ets.org/toefl/rpdt/registrer/changes/](http://www.ets.org/toefl/rpdt/registrer/changes/). Send the completed form and your unused Admission Ticket to:

TOEFL Services  
ETS  
PO Box 6151  
Princeton, NJ 08541-6151 USA

Refunds are in U.S. dollars. Cash refunds are not available. No refund will be given if you were not able to take the test because you didn't follow proper registration procedures or because you failed to present acceptable identification at the test center. Note: Test takers in Korea, see below for specific refund policy.

Your refund will be credited back to the credit/debit card, PayPal account or bank you used to pay the test fee. If you paid by check or money order, allow 8 weeks for your refund to be processed and additional time for mail delivery.

## Refund Policy for Test Takers in Korea

If you are taking the test in Korea, you have 7 days after you register to receive a refund:

Cancellation Date	Refund Amount
0-7 days after you register	100% test fee
8 days after you register — 3 days before your test date	50% test fee
Less than 3 days before your test date	None

If you paid a late fee when you registered, that amount will also be refunded.

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# On Test Day

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## What to Bring to the Test Center

- Your **Admission Ticket** – your ticket includes your registration number.
- Your signed **Photo File Record (PFR)** – with a recent, recognizable photo of you.
- Valid, acceptable **identification (ID)** with your name, photo and signature – your ID will be checked before you are admitted. See “Identification Requirements” below.
- **3 or 4 sharpened pencils (No. 2 or HB) and a good eraser** – pens and/or mechanical pencils are not allowed.
- **Personal belongings other than those listed above are not allowed in the testing room** – items you choose to bring to the test center may be inspected and/or confiscated.

## Identification (ID) Requirements

- You are responsible for bringing valid, acceptable identification (ID) each time you report to a test center. It’s your responsibility to bring the correct documents and to make sure that they are up to date on test day.
- Your ID requirements depend on where you plan to take the test and your citizenship. Go to the TOEFL website ([www.ets.org/toefl/ibt/register/id](http://www.ets.org/toefl/ibt/register/id)) and select the country or location where you plan to take the test.
- Please read the following specific sections for the acceptable primary and supplemental ID documents and any allowed exceptions for your location.

- You are responsible for ensuring that the name you use when you register for the test **exactly matches** the name on the ID document you bring to the test center. If the names don’t match, you may not be able to take the test or your scores may be withheld or canceled. You will not receive a refund.
- If the test center administrator questions your ID, you may also need to provide supplemental ID. If positive confirmation of your identity cannot be made, you may not be able to take the test or your test scores may be withheld or canceled. You will not receive a refund.
- You are encouraged to bring at least 2 forms of valid, acceptable ID each time you report to a test center, if you can.
- Prior admission to a test center based on a given ID document does not ensure that the same document will still be considered acceptable – the ID requirements may have changed.
- Test centers are not required to hold your seat if you leave to obtain acceptable identification.
- Admission to the test center does not ensure that the ID you provided 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. ETS reserves the right to withhold and/or cancel your scores in the event that ID requirements are not met. You will not receive a refund.
- If your ID document is written in other than English-language letters and the test center administrator cannot read it, you may not be able to take the test and your test fee will not be refunded.
- You may be required to show your ID and/or to sign a test center log at various points throughout the test session, including before and after any breaks.
- Your test fee will not be refunded if you are not able to take the test or if your scores are withheld or canceled because of invalid or unacceptable identification.

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# On Test Day (continued)

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## ID Document Requirements

With few exceptions, ID documents must meet **all** of the following requirements. Each ID document:

- Must be an **original** document – photocopied documents are not acceptable, and documents cannot be presented on a phone or any other device.
- Must be a **government-issued** national/state/province identity card that is recognized by the country or location where you are a citizen or permanent resident.
- Must be **valid** – expired documents (showing expiration dates that have passed) are not acceptable.
- Must show your **full name** – the name on your ID must **exactly match** the name you used when you registered for the test.
- Must include a recent **photo** that clearly matches your appearance.
- Must include your **signature** – the signature name and the name on your ID must match.

See “Unacceptable ID Documents” on page 17.

## See Exceptions and Requirements on page 17 if:

- You are taking the test outside the location where you are a citizen or permanent resident
- You are not a U.S. citizen and you are testing within the U.S.
- You are testing in Mainland China, Hong Kong, Macau, the Philippines, Bangladesh, India, Nigeria, Pakistan, Saudi Arabia, Taiwan, the United Arab Emirates or Canada
- You are testing in a European Union/Schengen Zone/Gulf Cooperation Council (GCC) Arab country or a Mercosur country
- You are 15 years of age or younger
- You are in the process of renewing your driver’s license
- Your primary ID does not include your signature
- You are not able to meet the ID requirements
- You have **any** questions about being able to meet the ID requirements

# On Test Day (continued)

## Acceptable Primary ID Documents

The following government-issued ID documents are acceptable for admission to a test center within the country or location where you are a citizen or permanent resident:

- Current, valid passport with photo and signature
- Passport Card – U.S. only, and must be accompanied by a supplemental ID
- Driver's license
- State or Province ID card – including those issued by motor vehicle agencies
- National ID card
- Military ID card

**Note:** If your primary ID does not include your signature, you can use a supplemental ID with your photo and signature, or a supplemental government-issued ID with your photo, as long as it is in the same name you used when you registered for the test.

## Supplemental ID Documents

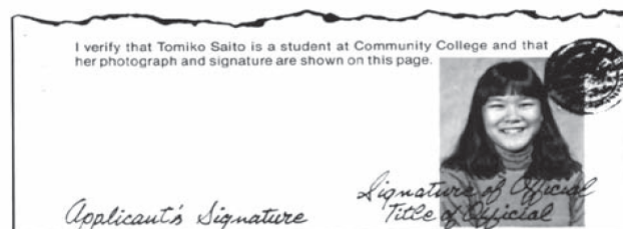
- You may be required to provide supplemental ID if the test center administrator questions your primary ID, or if your primary ID is otherwise valid and acceptable but is missing your full name, photo or signature.
- Supplemental ID documents **cannot** be used for resolving name differences. The name on your primary ID **must exactly match** the name you used when you registered.
- If you cannot provide a supplemental ID that shows your signature from the list on the next page, you can use 2 government-issued IDs with photos, as long as they are in the same name you used when you registered.

The following documents are generally acceptable as supplemental ID:

**Government-issued ID card** – including, but not limited to, those listed under “Acceptable Primary ID Documents” on this page

**Student ID card**

**Confirmation of identity letter from your educational institution.** This letter must be typed or printed on the original letterhead of the educational institution you attend(ed) and, in addition to meeting all of the ID document requirements listed earlier, must include your date of birth and the date issued. The signature of a school official and the school seal must be present and both must overlap your photo. Such letters are valid for 1 year from the date issued.





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# On Test Day (continued)

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## Unacceptable ID Documents

The following documents are **not** acceptable as primary or supplemental ID under any circumstances:

- Any document that is photocopied or expired
- Any document presented at the test center on a phone or any other electronic device
- Any document that does not show your full name **exactly** the same as the name you used when you registered
- International driver's license
- Draft classification card
- International student ID
- Credit/debit card of any kind
- Notary-prepared letter or document
- Birth certificate
- Social Security card
- Employee ID card
- Any temporary ID – excluding renewal of a driver's license, Resident Card, or Employment Authorization Card
- Diplomatic, consulate, or embassy ID card
- Any document that is not recognized by a government agency

## Exceptions and Requirements:

### Driver's License Renewals

If your driver's license has expired, but you present it along with your original Department of Public Safety renewal certificate, these 2 documents together are acceptable if the names on both documents match exactly. If a provisional driver's license is issued in lieu of a renewal certificate, this will be accepted as a primary document if it includes your photo, signature and an expiration date.

### U.S. Military

If your military ID does not include your signature, you must present a supplemental ID.

If you are in the U.S. military, and the expiration of your driver's license has been extended or deferred by the issuing state, the license can be used as a supplemental ID along with your U.S. military ID. Depending on the state, the extension or deferral may consist of either a sticker affixed to the license with the designation "military" printed in place of an expiration date, or a separate document carried with the license, usually with a notation that the driver's license is valid until a specific time period after discharge from service.

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# On Test Day (continued)

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## Testing Where You Are Not a Citizen/ U.S. Non-Citizen Testing Within the U.S.

You must present a current, valid **passport** with your name, photograph, and signature as your **primary ID document**, unless there is a specific requirement or exception for your location. See

[www.ets.org/toefl/ibt/register/id](http://www.ets.org/toefl/ibt/register/id) for details.

- The first/given name and the last/family name on the ID you present at the test center must match the name in your ETS account.
- If you are not a U.S. Citizen and you are testing within the U.S., you must present a passport that meets all of the ID document requirements listed earlier in this section.
- If your passport is not written in English-language letters, you must also present at least 1 document listed under Supplemental ID Documents earlier in this section. This document must also contain your name, a recent, recognizable photo, and be written in English. If you do not have a supplemental ID or the test center staff cannot read the language in which your ID is written, you may not be able to take the test and your test fee will not be refunded.
- A diplomatic or embassy ID cannot be used as your primary ID instead of a passport.
- The following documents can be used instead of a passport if presented along with at least 1 of the documents listed under Primary or Supplemental ID Documents earlier in this section.
  - Permanent Resident Card/Resident Alien Card
  - Temporary Resident Card
  - Employment Authorization Card
  - Mexican Border Crossing Card – this form of ID can be accepted only at test centers within 25 miles of the Mexican border

## Testing in Mainland China (not Hong Kong, Macau or Taiwan)

- **Residents of Mainland China** must present a valid Second Generation National Resident ID card as primary ID. There can be no exceptions to this policy. According to relevant Chinese Laws, any Chinese citizen, regardless of age, can apply for an ID at the police station where the residency record is kept.
- **Residents of Taiwan** must present a Travel Permit to Mainland China.
- **Residents of Hong Kong and Macau** must present a current, valid passport or citizenship card. Citizens of **all other countries and locations** must present a current, valid passport.

## Testing in Hong Kong and Macau

**Residents of Mainland China** must present a valid Hong Kong-Macau Travel Permit. Citizens of all other locations must present a current, valid passport.

## Testing in Taiwan

**Residents of Mainland China** must present a valid Travel Permit. Citizens of all other countries and locations must present a current, valid passport.

## Testing in the Philippines

You can present a Social Security System ID card issued by the Republic of the Philippines that includes your name, photograph and signature, along with an acceptable supplemental ID.

## Testing in Bangladesh, India, Nigeria or Pakistan

You must present a current, valid passport with your name, photograph and signature as your primary ID. There can be no exceptions to this policy.

## Testing in Saudi Arabia

If you are working in Saudi Arabia and are not a citizen, you can use your employer-sponsored Iqama Residence ID along with a supplemental ID with name, photograph and signature.

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# On Test Day (continued)

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## Testing in United Arab Emirates

You can present your government-issued Emirates Identity Card, driver's license, or military ID card. A government-issued passport is required if you are taking the test in a country or location where you are not a citizen.

## Testing in Canada

If you are taking the test in Canada and are not a Canadian citizen, you must present a valid, current passport, if possible. If you cannot present a passport, you can present one of the following documents.

- Record of Landing/Permanent Resident Card
- Notice of Decision or Refugee Protection Claimant Document
- If your alternative document is missing your photograph or signature, you must also present a supplemental ID in the same name you used when you registered, such as a driver's license, student ID card, letter of identity from a school or sponsoring agency or a Canadian Health Card

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

## Test Takers 15 Years of Age and Younger

- If you are age 15 or younger when you take the test, we suggest you be accompanied by a parent or other authorized adult age 18 or older, who will be required to complete and sign a release form at the test center.
- Both you and the parent or authorized person must present valid, acceptable ID, or you will not be able to take the test. If you think you may not be able to meet the ID requirements, contact the Office of Testing Integrity **before you register** for the test.

## Unable to Meet ID Requirements

If you have been granted political asylum, have refugee status, or are otherwise unable to meet the identification requirements, you **must** contact the ETS Office of Testing Integrity (OTI) at least 7 days **before you register** for the test. You will need to receive approval from OTI before you can register. You should also be prepared to submit any requested documents to OTI for review prior to receiving approval. If you do not contact OTI before you register, and as a result you are not permitted to take the test or your test scores are withheld, your test fee will not be refunded.

**Email:** [TSReturns@ets.org](mailto:TSReturns@ets.org)

**Phone:** 1-800-750-6991 (toll free for test takers in the U.S., U.S. Virgin Islands, Puerto Rico, and Canada)  
+1-609-406-5430 (all other locations)

Monday – Friday 7:30am-5:30pm U.S. Eastern time, except U.S. holidays

**Fax:** +1-609-406-9709

## Questions About ID Documents

For general questions about acceptable ID, call TOEFL Services:

1-877-863-3546 (toll free for test takers in the U.S., U.S. Virgin Islands, Puerto Rico, and Canada)  
+1-609-771-7100 (all other locations)

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# On Test Day (continued)

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## Test Center Procedures and Regulations

### General Guidelines

By submitting your registration for a TOEFL iBT test, you agree to follow all procedures and policies in this *Bulletin*, on the TOEFL website, or communicated to you at the test center.

- Test center staff cannot help you with schedule changes.
- Test-related information written on clothing, shoes, ID documents, or on any parts of your body is prohibited.
- Report to the test center at least 30 minutes before your assigned start time, for the check-in process. If you arrive late, you may not be able to take the test and your test fee will not be refunded.
- Your photograph will be taken and displayed at your testing station and on your score report. Be sure the correct photo is displayed at your assigned station.
- Test takers are subject to videotaping, photographing, signature comparison and other forms of ID verification. ETS reserves the right to ensure the security of test content by using electronic scanning devices (for example, hand-held metal detectors/wands). If you refuse to participate in these security measures, you will not be permitted to take the test and your test fee will not be refunded.
- **You are required to remain in the test center building.** It is your responsibility to ask the test center administrator for permission to leave the test center vicinity — for example, to go to the nearest restroom. If you leave the test center without permission, you may be dismissed, your scores may be canceled, and your test fee will not be refunded.
- 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 are taking the test or during breaks, unless you are a test taker age 15 or younger. Except for ETS-authorized observers, visitors are not allowed in the vicinity of the testing room while a test session is in progress.
- If you fail to follow the instructions of test center staff, you will not be permitted to take the test and your test fee will not be refunded. Any violation of these procedures during the test or during breaks may result in your dismissal from the test center, cancellation of your test scores, and/or banning you from future ETS tests.
- Discussion or sharing of test content or answers is prohibited – this includes during the test session, during breaks, and after the test is completed.

### Testing Room Guidelines

- You will be required to read and sign a confidentiality agreement at the test center. If you do not sign the agreement, you cannot take the test and your test fee will not be refunded.
- You may be required to sign a test center log before and after the test and any time you leave or re-enter the testing room.
- The test administrator will assign you a seat.
- If you need to leave your seat at any time, raise your hand; the timing of your test will not stop.
- You must have the test center administrator's permission to leave the room during the test session. Any lost time cannot be made up.
- Once the recorded portion has begun, it cannot be stopped. Breaks should not be taken during these times.
- You must answer at least 1 question each in the Reading and Listening sections and write at least 1 essay to receive scores for the test.

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# On Test Day (continued)

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- If at any time during the test you have a problem or need a test center staff member for any reason, raise your hand.
- The test center administrator will provide you with pencils and scratch paper. You can't request more scratch paper until you have used and returned all the pages you initially received. You cannot bring your own scratch paper to the test, remove scratch paper or a piece of scratch paper from the testing room for any purpose at any time, and you may not write on anything other than the scratch paper provided (for example, your desk or your ID document). The scratch paper is provided to help you for appropriate note taking during the timed sections of the test. Scratch paper is **not** to be used before the test, during untimed sections of the test, or during breaks. At the end of the test session, you will be required to return all scratch paper, in its entirety, to the test administrator. If you are observed using any document or unauthorized paper other than the scratch paper distributed by the test administrator, it will be confiscated.
- The test session will be actively monitored by test center staff. This includes staff walking around and entering and leaving the testing room. ETS respects your privacy and has implemented procedures to ensure the check-in process is handled in a respectful manner. ETS reserves the right to ensure the security of the test by using electronic scanning devices such as hand-held metal detector wands, and may employ additional security measures such as visual inspection for unauthorized testing aids or wearable technology. You should be prepared to undergo these measures – failure to comply may result in your dismissal from the test center, and your test fee will not be refunded.

ETS and the TOEFL Program reserve the right to take appropriate action and/or notify appropriate authorities including, but not limited to law enforcement, if a test taker responds in a threatening or disturbing way to an essay question or communicates with ETS or other individuals either verbally or in writing in a threatening or disturbing manner, or by using profanity.

## ID Verification

In addition to your required ID document, verification at the test center may include:

- Photographing/video surveillance
- Fingerprinting/thumbprinting
- Signature comparison
- Electronic detection scanning devices such as hand-held metal detectors/wands
- Biometric voice and photo identification
- Other forms of electronic confirmation

If you refuse to participate in any of these verification activities, you may not be permitted to take the test and your test fee will not be refunded.

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# On Test Day (continued)

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## Personal Items

- Personal items other than ID documents are not allowed in the testing room. This includes phones, tablets, watches and any other electronic, recording, listening, scanning or photographic devices. If you are seen using or accessing a device and/or transmitting data, including but not limited to text messaging, email, and photographs, your device may be inspected and/or confiscated. If you bring a phone with you to the test center, it must be turned off. You may not access your phone or other device during the test session or during breaks to check messages, make a call, or check the time.
- To ensure unauthorized items are not brought into the testing room, visual inspection of clothing, footwear and ID may also be conducted. You may be required to remove your eyeglasses for close visual inspection. The inspection takes a few seconds and will be done at check-in and when you return from breaks. Unless an inspection is required, removal of footwear in the testing room is prohibited.
- You may be asked to empty your pockets, raise your pant legs above your ankles, and/or pull your sleeves above your wrists for visual inspection. Such inspections are routine before each entry into the testing room. You may request that the inspections be performed by a staff member of the same gender as you and/or in an area sheltered from the view of other people – test center staff will make every effort to accommodate such requests, but ETS cannot guarantee that all test centers will have the necessary staff and space available.
- Jewelry is prohibited except wedding and engagement rings. Do not wear other jewelry to the test center.
- Clothing and other personal items, including but not limited to any hair accessories, neckties, bow-ties, hats, scarves, jackets, and outerwear, are subject to inspection. It is best not to wear items such as tie clips, cuff links, clips, combs, barrettes, headbands or other hair accessories, as you may be prohibited from wearing them in the testing room.
- Before the test, you will receive instructions from test center staff regarding where to store personal items. You will not have access to your personal items during the test session except for food, non-alcoholic beverages and medication, which can be accessed during a break. Food and beverages are allowed in the testing room only if approved as a testing accommodation. Any personal item you bring into the testing room may be confiscated by test center staff.
- Test administrators are not permitted to collect or hold phones, watches, or any other devices.
- Test centers and ETS assume no responsibility for personal items, including watches, jewelry, or devices, that you choose to bring to the test center.

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# On Test Day (continued)

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## Taking a Break/

### Leaving Your Seat

- There are no scheduled breaks during the test session.
- If you must leave your seat at any time, raise your hand. The test clock will not stop. If you leave the testing room, you will need to show your ID when you leave and when you return. Do not leave the immediate area of the testing room or the test center building without permission during the test or during breaks.
- You will not have access to your phone or any other electronic device during the test or during breaks.
- You cannot use the scratch paper provided or notes of any kind to prepare your essay at the beginning of the test or during breaks.

## Dismissal from a Test Center

The test center administrator is authorized to dismiss you from the test center, and/or your scores may be withheld and ultimately canceled, for any action that violates any of the policies and procedures contained in this *Bulletin*, on the TOEFL website, or communicated to you at the test center. If you are dismissed for a violation, your test fee will not be refunded. Violations include, but are not limited to, the following:

- Taking or attempting to take the test or part of the test for someone else, or having or attempting to have someone else take the test or part of the test for you.
- Failing to provide acceptable identification as described in this *Bulletin*, including refusing to have your photograph taken.
- Obtaining improper access to test content, a part of the test, or information about the test. This includes having test questions or answers in advance of the test administration and bringing pre-knowledge of any test information into the test center in any form, including but not limited to ID documents, prohibited devices and any other item used as an aid in connection with the test. ETS reserves the right to cancel scores if evidence of pre-knowledge is found.
- Using or having any prohibited item or device in your possession in the test center or testing room – see Personal Items on page 22.
- Using any object as an aid in connection with the test including, without limitation, phones, tablets, watches, pens, scan pens or other scanning devices, calculators, books, pamphlets, notes, unauthorized scratch paper, rulers, highlighter pens, dictionaries, test preparation materials, translators, and any electronic, scanning, listening, recording, photographic or wearable device.

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## On Test Day (continued)

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- Creating a disturbance – disruptive behavior in any form will not be tolerated. The test center administrator has sole discretion in determining what constitutes disruptive behavior.
- Attempting to give or receive help – communication in any form is not permitted during the test session. Discussion or sharing of test questions or answers is prohibited during the test session, during breaks, and after the test is completed, including communication via text messages, email or photographs.
- Using a break to prepare your responses.
- Using the scratch paper provided or notes of any kind to prepare your essay during breaks.
- 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, transmitted and/or disclosed by any means (for example, hard copy, verbally, electronically) to any person or entity.
- Attempting to remove scratch paper or a piece of scratch paper from the testing room or using scratch paper before the test or during breaks.
- Smoking in the test center (including e-cigarettes) or bringing food and beverages into the testing room, except when approved as a testing accommodation.
- Bringing a weapon or firearm into the test center.
- Leaving the test center vicinity without permission during the test or during breaks.
- Taking excessive or extended unscheduled breaks during the test – test 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 or test section when not authorized to do so, or working after time has been called.
- Evidence that a writing response includes material that is substantially similar to other test taker responses, or the quoting or paraphrasing of language or ideas from published or unpublished sources without attribution.
- Evidence that responses are invalid for reasons including unusual timing patterns, unusual answer patterns, inconsistent performance on different parts of the test, or performance inconsistent with other test administrations.
- Failing to follow any of the test administration regulations contained in this *Bulletin*, on the TOEFL website, given by the test administrator, or specified in any test materials.

ETS and the TOEFL Program 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 center administrator’s directions. If your scores are canceled, they will not be reported, and your test fee will not be refunded. Reports of cheating or fraud will be investigated thoroughly, and offenders may be prosecuted to the full extent of applicable laws.



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# On Test Day (continued)

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## Cancelling Scores

At the end of the test, you have the option to cancel your scores.

- All section scores will be canceled. You cannot cancel your scores for one section and have scores for other sections reported.
- Consider carefully before canceling. If you cancel, scores will **not** be reported to you or to any institution or agency.
- Your test fee will not be refunded.
- There is no charge for canceling your scores.

If you wish to cancel your scores but did not do so on test day, contact [TOEFL Services](#) within 1 week of your test date.

See “How to Reinstate Your Cancelled Scores” on page 28 if you cancel and then change your mind.

## Cancellation/Rescheduling of a Test Administration

- On occasion, weather conditions or other circumstances beyond our control may cause a delayed start or a rescheduled test, or scores may be cancelled after you take the test.
- Unless ETS or the TOEFL Program cancels a test administration at a given test center, it will be conducted as scheduled, barring any circumstances preventing prior notification of cancellation, such as a natural disaster or a terrorist act.

- If you miss a test administration that has not been officially canceled, you will be considered absent and will not receive a refund or credit of any kind.
- If your test is rescheduled by ETS before you take the test, you can select a different test date without paying a rescheduling fee.
- If you travel to the test center and find out that the test session has been canceled by ETS, you can reschedule your test at no charge or receive a full refund. Refunds are in U.S. dollars only.
- If you take the test and your scores are canceled by ETS, ETS will determine, at its sole discretion, whether or not you are eligible to re-test at no charge or to receive a refund.
- If ETS cancels a test administration or cancels scores after you take the test, and you have incurred travel costs to get to the test center, you may be eligible for reimbursement of reasonable and documented travel expenses, for yourself only, **within 30 days** of your test date.

When you contact TOEFL Services, have the appropriate receipts available and be prepared to provide the following information:

- Name
- Date of birth
- Mailing address
- Daytime phone number
- Email address
- Original test date
- TOEFL appointment number
- A description of the problem

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# On Test Day (continued)

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## Test Question Inquiries

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 can still occur. If you suspect a problem and want to question a test item for any reason, notify the test center administrator before you leave the test center, or contact ETS as shown below. Your inquiry must be received or postmarked **no later than 5 days** after you take the test.

**Mail: MS 42N-208, TOEFL Test Question Inquiries**

ETS, Rosedale Road  
Princeton, NJ 08541-0001, USA

**Fax: +1-609-683-2600**

Please include the following information:

- Name of the test
- Test date
- Name of the test center
- Section of the test
- Question number, if possible

## Reporting Suspicious Behavior

ETS takes test security very seriously. Although TOEFL tests are administered under strict supervision and security measures, testing irregularities can still happen. Please contact ETS **as soon as possible** after the test to report any irregular behavior you observe — for example, if you see someone copying from another test taker, taking a test or part of a test for someone else, having access to test questions or answers before the test session, or using notes or unauthorized aids. Any information you report will be held in the strictest confidence. Reports of cheating or fraud will be investigated thoroughly and offenders may be prosecuted to the full extent of the law.

**Email:** [reportcheating@toefl.org](mailto:reportcheating@toefl.org)

**Phone:** 1-800-353-8570 – toll free for test takers in the U.S., U.S. Territories, and Canada  
+1-609-406-5430 – all other locations

**Fax:** +1-609-406-9709

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# Score Reporting

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## Test Taker Score Report/Official Score Reports

- Your TOEFL test fee includes a test taker score report for yourself, and up to 4 official score reports that ETS sends directly to the institutions or agencies you designate when you register.
  - You can designate your free score recipients **only** during registration – you can't do it at the test center.
  - Keep in mind that if you designate any institution or agency to receive your scores, you will **not** be able to have your Writing and/or Speaking section rescored through the **Score Review service**.
  - ETS will send your test taker score report to you at the most recent mailing address you provided. If your mailing address changes after you take the test, contact **TOEFL Services**.
  - For a fee, you can also request additional score reports for institutions you did not identify before you took the test. Your order can be sent by mail or fax using the **TOEFL Score Report Request Form**.
- Score reports are sent approximately 5 weeks after you take the test. However, ETS has no control over mail delivery to various locations around the world. Allow 7-10 days after the mailing date for delivery in the U.S., and 4-6 weeks for mail delivery to other locations. For information specific to your postal system, contact your post office for estimated delivery times for mail from the U.S.
  - Score reports will be sent 2-3 weeks later to test takers whose answer sheets were not completed properly or whose answer sheets arrive late at ETS.
  - If you have not received your score report 7 weeks after your test date, contact **TOEFL Services**.

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# Score Reporting (continued)

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## How to Interpret Your Scores

Your scores are based on your performance on the questions in the test. You must answer at least 1 question each in the Reading and Listening sections and write at least 1 essay to receive your official scores. You will receive 3 scaled section scores (there is no total score):

- Reading (0-30)
- Listening (0-30)
- Writing (0-30)

Although the scaled scores of the 3 test sections (Reading, Listening, and Writing) all range from 1 to 30, each section is a separate measure and each measure has its own scale. Therefore, scaled scores obtained on a particular section can be compared to other scaled scores obtained on that same section on different test dates, but it is not appropriate to compare scaled scores across different sections.

## How to Reinstate Your Cancelled Scores

If you canceled your scores at the test center but then change your mind, your canceled scores can be reinstated if your request arrives at ETS **within 60 days** after your test date. Download, print, and fax or mail the **Score Reinstatement Request Form** to TOEFL Services (see page 7). The reinstatement fee is US\$20. Your scores will be reinstated and reported within 3 weeks after receipt of your request and payment.

**Note:** This applies only to scores canceled by the test taker. If your scores are canceled by ETS, they cannot be reinstated.

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# Score Reporting (continued)

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## How to Order Additional Score Reports

You can have additional score reports sent to institutions you did not identify before you took the test, for a fee of US\$20 per recipient.

- Score reports can be ordered by fax or mail using the **Additional Score Report Request Form**. Your order will not be processed and will be returned to you if you don't include complete and accurate information and the correct fee.
- Designated institutions cannot be changed or deleted after you submit the form.
- No refunds can be made.

**Note:** Check the TOEFL website to see if there are any payment method restrictions for your location.

TOEFL scores are measurement information and are subject to all restrictions on release of information in this *Bulletin*. They are not the property of the test taker.

Follow the instructions on the **Additional Score Report Request Form** to complete and submit your order and payment.

- Score reports are sent approximately 10 business days after receipt of your request and payment.
- ETS has no control over mail delivery to various locations around the world. Allow 7-10 days for mail delivery in the U.S., and 4-6 weeks for delivery to other locations. For more information specific to your postal system, contact your post office for an estimated arrival time for mail from the U.S.
- If you are paying by credit/debit card, you can fax your order form to +1-610-290-8972. Faxes won't be processed unless complete credit/debit card information is provided. If you think your fax may not have gone through and you attempt to resend it, write "**duplicate**" in large letters on all repeat faxes. This will help avoid unnecessary extra charges to your credit/debit card.

## Processing Tips

- Do not send a letter with your payment.
- Provide codes only for institutions you did **not** identify before you took the test.
- List no more than 8 institutions on the form. To order more than 8 reports, use a second form.
- Be sure to use the appropriate codes so your scores will be sent to the correct locations within each institution.
- Sign and date the form.
- Include an acceptable form of payment and the correct payment amount.
- Reports will be sent only to the number of recipients for which you have paid.

## Scores Are Valid for 2 Years

- TOEFL scores remain valid for 2 years after the test date. Because language proficiency can change considerably in a relatively short period of time, TOEFL scores more than 2 years old cannot be reported or verified.
- If you took the TOEFL test more than 2 years ago and you need to submit scores to an institution or agency, you will have to take the test again.

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# Score Reporting (continued)

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## How to Request a Score Review

You can have your Reading and Listening answer sheet and/or your Writing section re-scored through the ETS score review process **up to 3 months** after your test date. **You cannot request a score review if you have already requested that your scores be sent to any institution or agency.** The fee for reviewing an answer sheet is US\$50; the fee for a Writing section score review is US\$80. See page 11 for more information about fees and payment.

Only a single request can be submitted per test administration. You cannot request a review of your Writing section and then at a later time request a review of your answer sheet from the same test date.

Your Writing responses will be reviewed by scoring specialists. If your original score is confirmed, you will be notified by letter or email. If the review results in a change in your scores, whether higher or lower, you will receive your new scores. The revised scores will become your official scores for that test date.

To request a score review, download, print and complete the **Score Review Request Form** and send it with the required fee to the address on the form. If you are paying by credit/debit card, the form can be faxed.

Results of the score review process will be available approximately 3 weeks after receipt of your request and payment.

## Score Validation

Institutions have the ability to verify scores sent directly to them by test takers. If there is a discrepancy between the official scores recorded at ETS and scores you submit, the institution or agency will be asked to provide ETS with a copy of what you submitted.

At the request of the institution or agency, ETS will report the official scores as well as any previous scores recorded for you within the last 2 years. ETS or its authorized representative will also provide your score information at the request of any institution or agency that has a copy of your score posting or your test taker score report.

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# Score Reporting (continued)

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## ETS Score Cancellation Policies

ETS and the TOEFL Program strive to report scores that accurately reflect the performance of every test taker. Accordingly, ETS standards and procedures for administering tests have 2 primary goals: giving all test takers equivalent opportunities to demonstrate their abilities, and preventing any test taker from gaining an unfair advantage over others. These standards are of the utmost importance both to ETS and to those who rely on the validity of ETS test scores. ETS reserves the right to cancel any test score when, in its sole judgment, there is substantial evidence that the score is invalid. Scores may be cancelled as a result of test taker behavior or any irregularity that affects testing integrity.

### Test Taker Behavior

ETS reserves the right to dismiss you from the test center, cancel your scores, and ban you from taking an ETS test in the future for violations such as, but not limited to, those listed on page 23 under Dismissal from a Test Center.

### Test Integrity Irregularities

ETS may cancel scores for irregularities such as, but not limited to, the following:

- Problems with the administration of a test, such as improper timing, improper seating, defective test materials or equipment, and other disruptions (natural disasters, weather conditions, or other emergencies). These issues may affect an individual, a group of test takers, or multiple groups of test takers.
- Circumstances at the test center reasonably indicate that the test was improperly administered due to fraudulent or other improper or illegal activities. In certain circumstances, as determined by ETS, all scores for test takers at a particular test center may be cancelled, even if there is no evidence of wrongdoing by individual test takers.
- If your test administration is cancelled before you take the test, or your test cannot be scored or your scores are cancelled due to a testing irregularity, you can select a different test date and you will not be charged a rescheduling fee.
- If you arrive at the test center and find that the test has been cancelled by ETS, you can reschedule your test at no charge or receive a full refund of your test fee.
- If ETS cancels a test or cancels scores after your test and you have paid travel costs to get to the test center, you may be eligible for reimbursement of reasonable and documented travel expenses for yourself only **within 30 days** of your original test date.
- When you contact TOEFL Services, have the appropriate receipts available and be prepared to provide the following:
  - Name
  - Date of birth
  - Mailing address
  - Daytime phone number
  - Email address
  - Original test date
  - TOEFL registration number

If you have questions about rescheduling or refunds, contact **TOEFL Services**.

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# Score Reporting (continued)

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## Holding/Cancelling Scores

- If there is information that ETS considers sufficient to indicate that you have engaged in any activity that affects score validity, ETS may hold your scores for investigation. If your scores are on hold, you cannot send score reports to any institution or agency until the investigation is complete. If your scores are then cancelled, ETS may ban you from future tests. ETS will send copies of your cancellation letter to any score recipients who have already received your scores. In addition, when information exists that ETS considers sufficient that the administration of the test did not comply with some or all test administration regulations, some or all scores from that administration at that test center may be held or cancelled.
- ETS reserves the right to take any action — including, but not limited to, dismissing you from the test center, holding or cancelling your scores, and banning you from future testing — for failure to comply with test administration regulations or test center staff members' instructions. If you are dismissed from the test center or your scores are cancelled, those scores will not be reported and your test fee will not be refunded.
- ETS will also exercise its right to cancel any test score when, in its sole judgment, substantial evidence of pre-knowledge of test content is found.

## Identification (ID) Discrepancies

- If, in the judgment of ETS or in the judgment of the test center administrator, there is a discrepancy in your ID information, you may be dismissed from the test center.
- In addition, ETS may decline to score your test 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 or did not take the entire test yourself. If your scores are cancelled by ETS for any of these reasons, your test fee will not be refunded.
- ETS may also cancel scores, ban the test taker from future testing, and notify score recipients of the cancellation if fraudulent activity is detected after scores have been reported.

## Plagiarism

ETS reserves the right to cancel the scores of test takers when, in its judgment, there is evidence that a writing response includes text that is substantially similar to that found in other TOEFL responses, or that quotations or the paraphrasing of language or ideas from published or unpublished sources are used without attribution. Such responses do not reflect the independent compositional writing skills the test is intended to measure.



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# Score Reporting (continued)

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## Invalid Scores

- ETS may also cancel scores if, in its judgment, there is substantial evidence that they are invalid for any other reason. “Substantial evidence” means evidence that is sufficient to persuade a reasonable person. The substantial evidence standard is lower (meaning it requires less proof) than the “beyond a reasonable doubt,” “clear and convincing,” or “preponderance of the evidence” standards.
- Evidence of invalid scores can include, without limitation, discrepant handwriting, discrepant photographs, unusual answer patterns, or inconsistent performance on different parts of the test.
- Before canceling scores pursuant to the above paragraphs, ETS notifies the test taker in writing about its concerns, gives the test taker an opportunity to submit information that addresses those concerns, considers any such information submitted, and offers the test taker a choice of options. The options may include voluntary score cancellation, a free re-test, a voucher for a future test, or arbitration in accordance with the ETS standard Arbitration Agreement. **Note:** The arbitration option is available only for tests administered in the United States, U.S. Virgin Islands, Puerto Rico or Canada.
- More information about how and why ETS questions scores is available on the TOEFL website at [www.ets.org/toefl/ibt/scores/questioning/](http://www.ets.org/toefl/ibt/scores/questioning/).

## Liability

ETS shall have no liability to any test taker for damages or claims of any kind whatsoever that a test taker may assert against ETS for holding or cancelling scores, for not reporting scores, for banning the test taker from future testing, or for disclosure of test taker information pursuant to ETS’s rights as set forth in this document.

## Changes in Terms and Conditions

- You agree that ETS may amend or change these terms and conditions from time to time at its discretion by providing notice in the TOEFL section of [www.ets.org](http://www.ets.org) or in any of the appropriate TOEFL documents, or by emailing or otherwise giving notice to you.

- If you provide TOEFL information to a score user after the effective date of an amendment or if, before the effective date, you fail to withdraw your TOEFL information from all applicable score users or otherwise fail to instruct them not to access your score data, you will be deemed to have consented to the amendment. This does not restrict ETS from using another method for amendment under any of the TOEFL documents.

## Other Score-related Information

### Acceptable Scores or Score Requirements

- Each institution or agency decides for itself what scores or ranges of scores are acceptable.
- Score requirements may vary depending on such factors as your level of study (graduate or undergraduate), your field of study, whether or not you will be a teaching assistant, and whether or not the institution offers special courses in English as a foreign or second language.
- There are no specific passing or failing scores set by ETS or the TOEFL Program.
- If you have questions about how your scores are being used or interpreted, contact the institution or agency directly.
- If you are taking the test for certification purposes or for specific employment, check to see if a speaking score is required. If it is, you will need to take the TOEFL iBT test, which is a 4-skills test with a Speaking section. The TOEFL iBT test is administered via the internet.

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# Score Reporting (continued)

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## ETS Data Retention

ETS shall at all times protect your personally identifiable information with operational, administrative, technical and physical security safeguards. Unless your photograph or other biometric samples taken during registration or on test day are being used in connection with a test security investigation, ETS shall retain your samples for a maximum of 3 years, unless local regulations limit retention.

We will keep your information as necessary to meet the following requirements:

- To protect against fraud, theft, and misrepresentation by unauthorized test takers
- For the purpose of identity verification
- To maintain the integrity of the testing process

Individually identifiable TOEFL test scores are retained in a database for 2 years. After 2 years, all test taker information and test scores are removed. If you took the test more than 2 years ago, you will need to take the test again to have scores provided to you or to an institution or an agency.

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# Confidentiality of Information

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## Privacy

- ETS and the TOEFL Program take your privacy seriously, and we recognize your right to control the information about you that is stored by them. Our policies are designed to safeguard that information from unauthorized disclosure.
- Because of laws protecting confidentiality and privacy, only you can register yourself for a test or make inquiries regarding your registration or your test scores.
- ETS takes reasonable precautions to protect the integrity of your personal information provided in connection with the registration process, as well as any information generated internally that is specifically pertinent to you, and to keep this information secure.
- Your private information will not be made available to anyone but you; ETS (including the employees, agents, contractors, or professional advisors of ETS); the educational institutions or agencies you indicate before you take the test; and any person or entity required or authorized by law to receive this information.
- The TOEFL Program protects the information that is stored in data or research files held by ETS from unauthorized disclosure. Under certain specific conditions, this data may be shared.
- ETS's goal is to report valid scores that reflect the test taker's own unaided abilities. In the interest of that goal, ETS reserves the right to share any and all information in its possession about a test taker and the terms and conditions of test taking with (a) any entity which ETS recognizes as an authorized user of TOEFL test scores, including without limitation any entity to which ETS reports scores at the test taker's request, and (b) any government agency responsible for administration or enforcement of U.S. criminal and/or immigration laws.
- That information includes but is not limited to test taker identifying information, information concerning the conduct and findings of any test security investigation, and information regarding the test center where the test was taken.
- Your score report and the documents you complete that are retained by 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.

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# Confidentiality of Information (continued)

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## Consent

Notwithstanding anything to the contrary in any other ETS or ETS affiliate's ("ETS," "we," "us," "our") materials or agreements with you, you consent to the terms and conditions herein by registering for or taking an ETS test, creating an account or using our app or our website, providing survey information, requesting one of our services, or completing an order or submitting payment information.

You agree that we have the right to obtain, store, use, and transmit your personal information, including your full name, home address, email address, phone number, passport number, biometric data such as fingerprints, audio recordings and video files, your answers to background information questions, the test you are taking, test date, payment information, and how you specifically use our website or our mobile app ("Personal Information").

## Purpose and Use of Personal Information and Photographs

Your personal information can be used to:

- Complete any registration, purchase or other transaction you request
- Improve our products and services, and identify, develop and offer new or expanded products and services
- Improve and personalize your experience on the website
- Notify you about updates, products, services and/or special offers from ETS, its affiliates and selected third parties
- Ask you to participate in brief surveys or provide other information
- Generate aggregate statistical studies and conduct research ourselves or jointly with others related to our products and services and the use of our website
- Based upon your specific relationship(s) with us, we may use your personal information in ways described in more detail in one or more other agreements.
- Additionally, you consent to the transfer of your personal information within and outside of your country of residence and outside of the location where you take the test.
- We disclose your personal information to certain third parties with whom we have a direct or indirect business or contract relationship, to provide products and services you have requested.
- You will have the ability to opt out of receiving certain communications from us, including voicemail or email. If you do not opt out immediately, but later decide that you would prefer not to receive email communications from us, please contact the TOEFL Program through [www.ets.org](http://www.ets.org). Remember, however, that we may still send you email or call you in order to provide a product or service that you request.

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# Confidentiality of Information (continued)

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## Disclosure

- Your personal information may be disclosed to those third parties who provide services to ETS, provided that they have contractually agreed to use the personal information only as needed to provide the services.
- By electing to report your scores at the end of your test, you are authorizing ETS to report your scores to you and to any entity or person authorized or required by law to receive this information.
- Unless you cancel your scores at the end of the test, your scores will be reported. Any information you provided as part of registration may be used to report your scores or to contact you regarding test- or program-related issues.

## Individual Rights

At any time, you can:

- request access to and correction of your personal information
- make any inquiries, requests, or complaints about the use of your personal information
- withdraw your consent to the processing of your personal data; however, if you exercise this right, you may not be able to take any further tests and your scores may be canceled

Requests, inquiries, or complaints should be directed to TOEFL Services. See Contact Information on page 7.

# Institution and Department Codes

## Institution Codes

Up-to-date information on the institutions and agencies accepting TOEFL scores is on the website at [toeflgoanywhere.org](http://toeflgoanywhere.org) and available during registration online or via the mobile app. If an intended score recipient is not listed, contact the institution or agency directly to get the code number before you register. Using official destination codes ensures your score reports are sent to the correct locations.

**Note:** If you are applying for graduate study, see the Department Code list below. Use the correct code to be sure your scores go to the correct location at the institution.

## Department Codes

Use the following codes when selecting institutions, agencies or programs to receive your scores. Using official department codes will ensure your score reports are sent to the correct locations at the institutions.

00 – **Undergraduate and all other test takers** not applying for Graduate Study, Graduate Schools, or Business or Law Schools

01 – If you are applying for **Graduate** Study in a field other than Business or Law, use the appropriate code from the list below

02 – Graduate Schools of Management

03 – Law Schools

99 – Use this code for any department not listed below.

### HUMANITIES

26 Art History  
13 Classical Languages  
28 Comparative Literature  
53 Dramatic Arts  
14 English  
29 Far Eastern Languages and Literature  
15 Fine Arts, Art, Design  
16 French  
17 German  
04 Linguistics  
19 Music  
57 Near Eastern Languages and Literature  
20 Philosophy  
21 Religious Studies or Religion  
22 Russian/Slavic Studies  
23 Spanish  
24 Speech  
10 Other foreign languages  
98 Other humanities

### SOCIAL SERVICES

11 Archaeology  
27 American Studies  
81 Anthropology  
82 Business and Commerce  
83 Communications

84 Economics  
85 Education (including M.A. in Teaching)  
01 Educational Administration  
70 Geography  
92 Government  
86 History  
87 Industrial Relations and Personnel  
88 International Relations  
18 Journalism  
90 Library Science  
91 Physical Education  
97 Planning (City, Community, Urban, Regional)  
89 Political Science  
93 Psychology, Clinical  
09 Psychology, Educational  
58 Psychology, Experimental/Developmental  
79 Psychology, Social  
08 Psychology, other  
94 Public Administration  
50 Public Health  
95 Social Work  
96 Sociology  
80 Other social sciences

### NATURAL SCIENCES

31 Agriculture  
32 Anatomy  
05 Audiology  
33 Bacteriology  
34 Biochemistry  
35 Biology  
45 Biomedical Sciences  
36 Biophysics  
37 Botany  
38 Dentistry  
39 Entomology  
46 Environmental Science  
40 Forestry  
06 Genetics  
41 Home Economics  
25 Hospital and Health Services Administration  
42 Medicine  
07 Microbiology  
74 Molecular and Cellular Biology  
43 Nursing  
77 Nutrition  
44 Occupational Therapy  
56 Pathology  
47 Pharmacy  
48 Physical Therapy  
49 Physiology

55 Speech/Language Pathology  
51 Veterinary Medicine  
52 Zoology  
30 Other biological sciences

### PHYSICAL SCIENCES

54 Applied Mathematics  
12 Architecture  
61 Astronomy  
62 Chemistry  
78 Computer Sciences  
63 Engineering, Aeronautical  
64 Engineering, Chemical  
65 Engineering, Civil  
66 Engineering, Electrical  
67 Engineering, Industrial  
68 Engineering, Mechanical  
69 Engineering, other  
71 Geology  
72 Mathematics  
73 Metallurgy  
75 Oceanography  
76 Physics  
59 Statistics  
60 Other physical sciences

# Country/Location and Region Codes

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

UND – Use this code for any country/region not listed below.

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

# Native Language Codes

Use this list when indicating the code for your native language.

UND – Use this code for any language not listed below.

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



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# 2020-21 TEST DATES

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Test Dates	Mail-in Registration Deadline	Online Registration Deadline	Approximate Score Report Mailing Dates
October 10, 2020 November 14, 2020 February 13, 2021 April 10, 2021	August 24, 2020 September 28, 2020 December 28, 2020 February 22, 2021	September 11, 2020 October 16, 2020 January 15, 2021 March 12, 2021	November 11, 2020 December 16, 2020 March 17, 2021 May 12, 2021

**Note:** Not all test centers are scheduled to test on all dates. The most up-to-date information about test centers is on the TOEFL website at [www.ets.org/toefl](http://www.ets.org/toefl).

Visit the TOEFL website at  
[www.ets.org/toefl](http://www.ets.org/toefl)  
for the most up-to-date information

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