

Language School Test Administration Policies & Procedures

Organizations in Thailand and other parts of the world have long acknowledged the importance of English language communication. They also recognize that the level of English language required for each position or job function varies on job needs. Having recognized that positions require varying levels of English language ability, organizations must then quantify and qualify those requirements in order to establish fair and consistent standards, and to determine a valid and reliable method of measuring each individual's performance level against those standards.

The Test of English for International Communication (TOEIC®), along with other standardized tests such as the TOEFL, GRE, and SAT, is produced by the Educational Testing Service (ETS) in Princeton, New Jersey. Currently more than 6+ million TOEIC® tests are administered annually to both public and private sector organizations all over the world to assess English language proficiency levels in the area of listening and reading skills.

As the exclusive authorized representative for the Test of English for International Communication (TOEIC®) in Thailand, the Center for Professional Assessment (Thailand) is responsible for providing all TOEIC® Listening & Reading test related services to TOEIC® clients including:

- Testing service
- Information materials

In order to be afforded the language school rate and other benefits each language school must sign the Letter of Understanding with the Center for Professional Assessment (Thailand).

Testing Service

What and Why?

The TOEIC® test is a proficiency test that reliably measures the passive skills of listening and reading across a wide range from beginner to advanced levels. As a proficiency test, the TOEIC test measures not only what an individual knows, but also how well they can use that knowledge.

Who?

All test takers must only be students of the contracting language school.

Where, When and How?

The Center for Professional Assessment (Thailand) maintains in-house testing facilities both in the **Bangkok and Chiangmai offices**.

In-house tests are administered twice daily, in both Bangkok and Chiangmai, on a regular basis.

The on-going test schedule is as follows: Monday-Saturday: 09:00 to 11:30, and 13:00 to 15:30, excluding Public Holidays.

Language schools that want to send organization-sponsored test takers to test at the Bangkok or Chiangmai offices may do so by submitting a test request form directly to the test centers by fax number 0-2664-3122 (*Bangkok Office*), 053-248-208 (*Chiangmai Office*) or by email test_reservations@cpathailand.co.th at least 1 working day prior to the test date.

Test dates, test times and payment terms can be specified by the requesting language school.

Language schools are only eligible for sending test takers to sit for an in-house test administration.

Rescheduling and Cancellation

Language schools may change or cancel reservations for their organization-sponsored test takers up to 1 working day prior to the test date. Any test taker who fails to appear for a test without cancelling within that time limit, or who cancels or changes their test date less than 1 working day prior to the test date will have an additional Baht 500.00 processing fee added to their next test fee.

Re-testing Policies

Test takers who live and work or attend a registered educational institute in Thailand may only make a reservation for a single test administration (date and time) at a time. Test takers can only make a new test reservation for a test date 5 calendar days after the date of their previous test.

Individual test takers who do not live, or work or attend a registered educational institute in Thailand, and who are not Thai nationals, may only make a test reservation once a month and with not less than 28 calendar days between the test dates.

Pricing Policies

The following price policies are currently in effect ...

- A. **Personal Fee** for an Institutional TOEIC® Test Administration - Baht 1,500.00/Test
- B. **TOEIC Language School Fee** for an Institutional TOEIC® Test Administration - Baht 1,300.00/Test.
- C. **TOEIC Language School Activation Fee**

Once organizational clients have agreed to the Policies & Procedures, organization can purchase **'Language School Activation Coupons' – Baht 39,000.00**. This is a minimum charge equivalent to 30 tests for the TOEIC Listening & Reading test administrations. These coupons are valid from the date of the Letter of Understanding through June 30, 2017 and will be reviewed for adjustments at the end of the letter period. *The Activate Corporate Coupon is not refundable and cannot be reissued in case of loss, being destroyed or stolen.* All language schools will continue on *TOEIC Language School Fee* when Language School Activation Coupons have been used up (30 tests).

- E. **No-Show Policy.** The Center for Professional Assessment (Thailand) has a No-Show policy for all test takers. Test takers who fail to cancel a reservation for a test within 1 working day of that test will be charged a Baht 500.00 processing fee in addition to their regular test fee the next time they come in to test.

All fees are quoted inclusive of VAT.

Payment Policies

- All fees for TOEIC Test Administrations and Certificates are payable in Baht.
- TOEIC Test Administration fees for organization-sponsored test takers can be billed directly to the organizations; or
- TOEIC Test Administration Fees for organization-affiliated individuals can be payable in cash on the actual test day.
- All TOEIC Individual Score Report Reprints are payable at the time they are ordered.

Organization-Affiliated Test Results

Copies of all test results for organization-affiliated tests are sent directly to the test coordinator designated by the organization. The Center for Professional Assessment (Thailand) does not release individual scores to individual test takers from organizations unless specified by the requesting organization.

Individual Score Reports:

The base fee of each organization-sponsored test taker includes 1 copy of the Office TOEIC Score Report - provided in individual sealed envelopes – that includes Listening and Reading Score Assessments designed to provide a more detailed explanation of the numerical score.

In the immediate Bangkok area, if permitted by the organization, these test results can be picked up at the Center for Professional Assessment (Thailand) 1 working day after the test between the hours of 10:00AM and 4:30PM Mondays through Saturdays. Tests administered in the Chiangmai office, or in other provinces, will be available 3 working days after the test.

Score Reports are maintained at TOEIC Thailand for a period of 90 days after the original test date. After the 90-day period all scores reports are treated as Re-Print Requests.

Score Rosters: Standard Score Rosters are prepared for the organization and are organized by first name, as well as by TOEIC Score Range.

Individual General Score Assessments: In order to provide TOEIC® users with more detailed information of the numerical test scores, the Center for Professional Assessment (Thailand) also provides the organization with General Score Assessments. The General Score Assessments provide descriptive information for the TOEIC® Listening and Reading Scores, as well as descriptive research-based projections of Speaking and Writing skills.

All these reports are returned to the organization 1 working day after the test, but are not available to individual test takers directly from the TOEIC® program.

Official TOEIC® Score Report Reprints

Individuals testing as an Organization-Affiliated test taker requiring official copies of any of the score reports must first obtain a written and **signed letter of permission** to release the score from the organization. This letter must be received by the Center for Professional Assessment (Thailand) before any reprint request can be processed.

Once permission to release the score has been received the test taker must complete a score reprint request form at the Center for Professional Assessment (Thailand). The processing fee is Baht 100.00 per copy. Official TOEIC Score Reprints may be picked up 2 working days after the request. Score Reprint requests are not accepted over the telephone, by fax, or through e-mail.

Information Materials

Additional information on the TOEIC® can be obtained from the Center for Professional Assessment (Thailand) offices in both Bangkok and Chiangmai. Materials such as brochures and handouts are available from the Centers.

The Center for Professional Assessment (Thailand) also provides the TOEIC® test examinee handbook to all test takers. The handbook is designed to provide test takers with information on the test format, including question formats, and provides some sample practice questions. All promotional and guidance information is available from the Center for Professional Assessment (Thailand) at no charge. The Test takers handbook is also available on-line through the Center for Professional Assessment (Thailand) website at <http://www.cpathailand.co.th>.

Thailand Test Centers:

Bangkok Main Office:

Center for Professional Assessment (Thailand)
Suite 1907, BB Building,
54 Asoke Road, Sukhumvit
Bangkok 10110 Thailand
Tel: 0-2260-7061; 0-2259-3990
Fax: 0-2664-3122

Northern Region Branch Office:

Center for Professional Assessment (Thailand)
Nawarat Building, 3rd. Floor
4/6 Kaew Nawarat Rd., Soi 3
Chiangmai 50000 Thailand
Tel: 053-241-273-5; 0-53-248-220
Fax: 053-248-208

For Test Reservations: test_reservations@cpathailand.co.th
For the Letter of Understanding: marketing@cpathailand.co.th
For Accounting: admin@cpathailand.co.th
For other contacts: cpa@cpathailand.co.th
Website: <http://www.cpathailand.co.th>