

LISTENING AND READING TEST



***Learn about TOEIC®
test takers worldwide***

*Data from the 2009 TOEIC® Listening and Reading
Background Questionnaire inside*



The TOEIC® test: The global standard for measuring English proficiency in the workplace

For more than 30 years, businesses, government agencies and English-language learning programs around the world have looked to the TOEIC® test as the standard for English-language assessment in the workplace. Today, more than 10,000 users in 120 countries turn to the TOEIC test to make their hiring, placement and training decisions.

The TOEIC Background Questionnaire provides valuable information about test takers

Test takers complete the TOEIC Background Questionnaire before taking the TOEIC Listening and Reading test, providing essential information about them, including why they are taking the test, the industry they work in and the type of job they hold.

The following information is based on data gathered from all TOEIC Listening and Reading test takers who have completed the questionnaire in 2009. Use this information to learn more about the backgrounds of test takers, as well as some factors that affect their TOEIC scores and related improvement in English proficiency. However, you should be careful not to generalize this information.

More than 5 million TOEIC tests were administered in 2009.

Set TOEIC score benchmarks to ensure your organization's success

In today's competitive global economy, it is essential to find the best-qualified people who have the English skills to succeed. The TOEIC test gives all test takers an equal opportunity to demonstrate their English-language skills. That means you can compare test takers within your company and its subsidiaries using fair, valid and reliable TOEIC test scores.

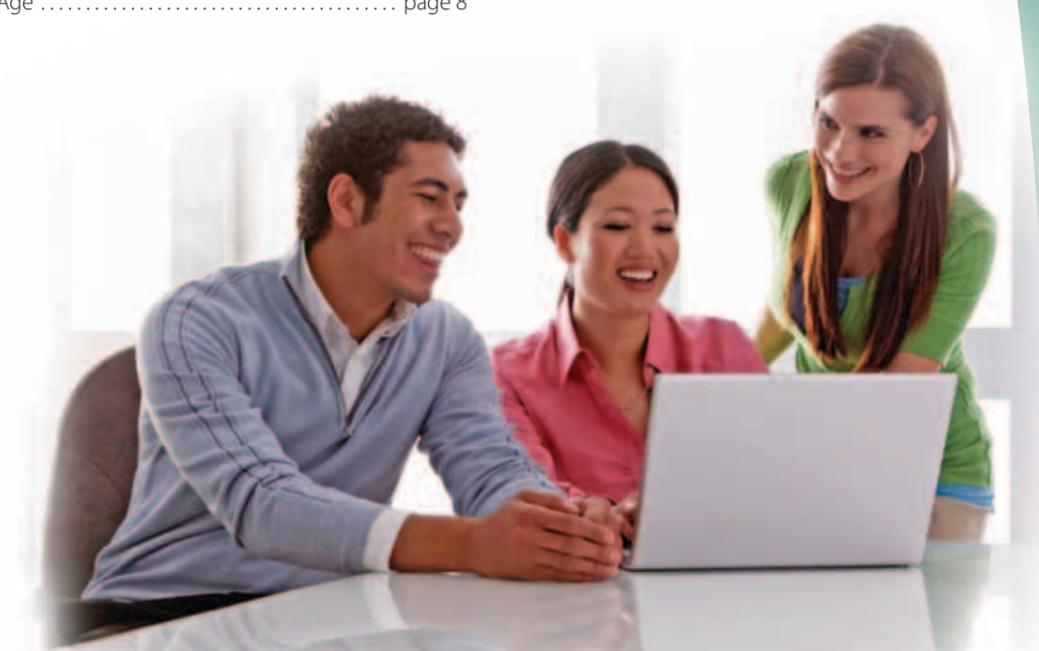
The "mean" or average scores provided in this brochure let you compare your employees with those of competitive companies and set TOEIC score benchmarks for:

- Recruiting and hiring candidates with the right English skills
- Placing new employees in the correct job at the appropriate level
- Selecting people who can best represent your company for international assignments
- Assessing the effectiveness of training programs

How did TOEIC test takers perform?

See how TOEIC test takers performed using these demographic variables in the following sections:

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Who took the TOEIC® Listening and Reading test in 2009?

31% took the TOEIC test for a job application

29% worked in scientific/technical professional positions

20% worked in clerical or administrative positions

30% selected Reading as their English-language skill used most often

39% were between 21 and 25 years of age

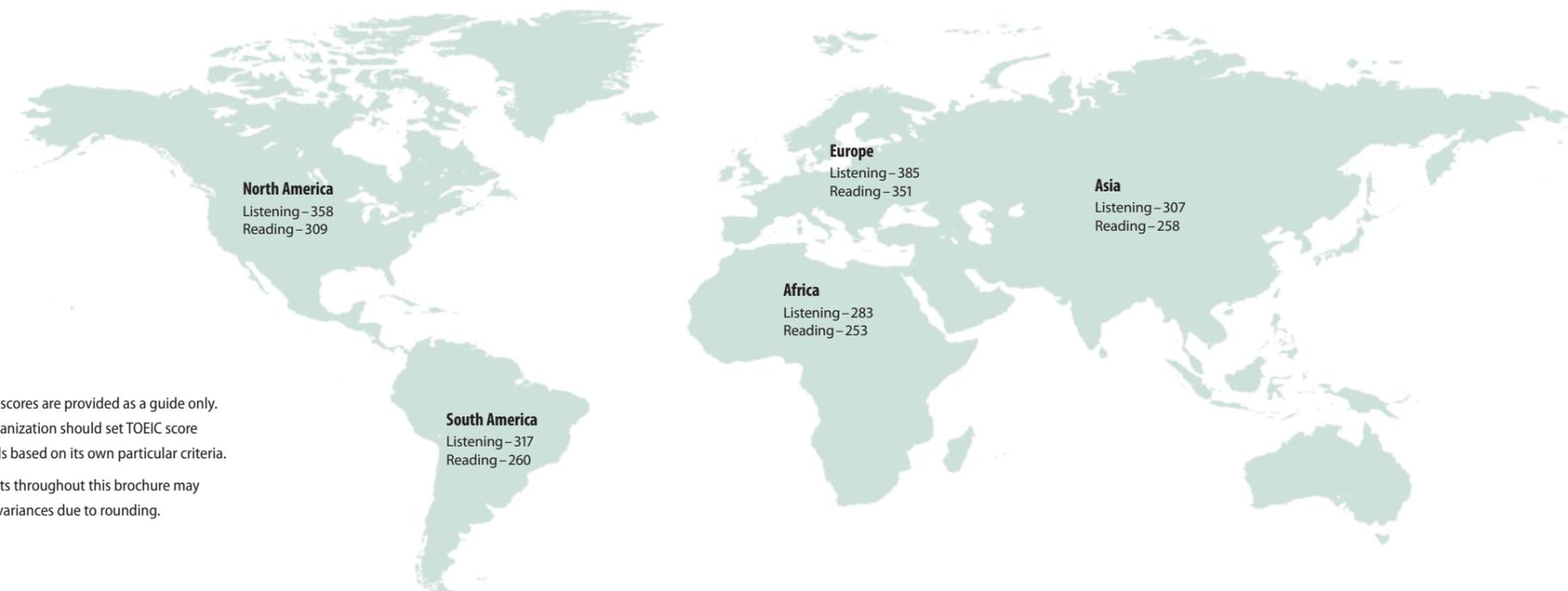


Global organizations worldwide use the TOEIC test

All across the world, global organizations turn to the TOEIC test. The map below shows the mean scores of test takers in Asia, South America, North America, Africa and Europe. These scores reflect how test takers performed on average and can be used as a guide to compare test takers. However, each organization must set TOEIC score standards based on its specific business needs.

The TOEIC Listening and Reading test is fair to all test takers regardless of where or when they take the test — or their gender, age, nationality or industry background. Standardized test administration means you can reliably compare different test taker scores no matter where or when they took the test. For example, last year's scores of a test taker in Korea can be compared with this year's scores of a test taker in Mexico.

Your organization can trust TOEIC test scores to help ensure your employees have the English-language skills they need to succeed in the workplace.



Average scores are provided as a guide only. Each organization should set TOEIC score standards based on its own particular criteria.

The charts throughout this brochure may contain variances due to rounding.

How TOEIC scores can be used to make better decisions

Both businesses and test takers use the TOEIC test to make critical decisions. For job seekers and employees, the TOEIC test can help shape their careers. Employers use TOEIC test scores to make hiring and promotion decisions, as well as select employees for overseas deployment. English-language learning programs use scores to make admissions decisions, to track student progress and as a qualification for graduation.

Set your organization's TOEIC score benchmarks based on which critical decisions you need to make. This will ensure test takers have the English-language skills they need to succeed in the workplace.

Test-taker Performance by Purpose

Purpose	Listening Mean	Reading Mean	Total Mean	Percent of Test Takers
For Job Application	331	280	610	31.2%
For Graduation	299	251	550	16.2%
To Assess Future Learning Needs	304	255	558	34.6%
For Promotion	282	241	524	10.1%
To Assess Language Program	300	249	549	8.0%

TOEIC Test Feature

Score reports include descriptions of test takers' strengths and weaknesses, which can be used to improve teaching and learning.

TOEIC Test Feature

The test is administered in secure test centers or through institutions worldwide.



The TOEIC test is good for business in every industry

The TOEIC test is used across a wide range of industries — from finance to manufacturing. Different industries need different English proficiency levels based on job requirements, so you can make sure your employees have the English-language skills comparable to your competitors, as well as to those in the other industries with whom you do business.

Performance in Major Industries

	Listening Mean	Reading Mean	Total Mean	Percent of Test Takers
Education College or Above	345	296	641	2.8%
Trading	337	291	628	2.7%
Pharmaceuticals	312	275	587	1.8%
Finance/Accounting/Banking/Security	329	295	623	4.3%
Telecommunications	317	278	596	2.2%
Transportation	310	252	562	2.0%
Electronics	268	228	495	18.8%
Armed Forces	301	261	563	2.0%
Hospital/Health/Medical/Research	304	253	557	1.9%
Hotel/Traveling/Recreation/Restaurants	306	237	543	1.9%

This chart reflects only a sampling of the major industries in which the TOEIC test is used. It does not include the data from all test takers who responded to the questionnaire.



TOEIC Test Feature

Test questions are based on real-life situations that employees may encounter in the workplace or during everyday activities.

TOEIC Test Feature

The test uses international English, the language used most often to conduct global business.

Determine the right level of English proficiency for the job

TOEIC test takers are from a wide range of professions, including management, teaching, marketing, administrative and technical. The majority of test takers worked in scientific/technical positions (29%), administrative positions (20%), marketing positions (11%) or technician positions (10%).

Different types of jobs within your organization may require different levels of English-language skills. The TOEIC test can help you assess whether your new hires have the right skills for each specific job. When experienced employees are considered for promotion, you can use their TOEIC test scores to determine whether they have the skills the new position requires.

Performance by Job

	Listening Mean	Reading Mean	Total Mean	Percent of Test Takers
Management	327	294	621	3.2%
Professional Specialist	317	284	601	7.2%
Teaching/Training	357	313	670	5.3%
Marketing/Sales	304	258	562	11.2%
Clerical/Administrative	312	268	580	20.0%
Scientific/Technical Professionals	279	239	518	28.8%
Services	319	265	583	5.6%
Other	284	238	523	8.7%
Technician	287	247	534	10.0%





Comprehensive usage of four skills corresponds to higher English proficiency

Test takers who scored highest on the TOEIC Listening and Reading test most often are those who regularly use all four English-language skills — Listening, Reading, Speaking and Writing. However, those that scored the lowest on the same test more often are those who only use a single skill.

Employees who are proficient in the full range of workplace English-language skills can better meet the real-life communication challenges of a global organization.

Performance by Skills Used

	Listening Mean	Reading Mean	Total Mean	Percent of Test Takers
Listening, Reading, Speaking & Writing	349	301	650	13.8%
Reading & Writing	322	279	601	9.6%
Listening & Speaking	319	261	580	17.4%
Reading	297	258	555	29.9%
Listening	292	235	527	13.8%
Speaking	296	238	534	11.7%
Writing	281	234	514	3.8%

Information is self-reported by the test takers.

Why taking the TOEIC test can be beneficial throughout a person's career

Although most people take the TOEIC test at a younger age when first entering the job market, the test may be taken any time throughout a person's career. In today's challenging economy, people are more likely to change careers or have multiple employers.

The typical TOEIC test taker in 2009 was between 21 and 25 years of age (39%), while 24% were younger than 20 years old, 18% were between 26 and 30 years of age and the remaining 19% were 31 years of age or older.

Performance by Age

	Listening Mean	Reading Mean	Total Mean	Percent of Test Takers
Under 20	283	225	508	24.0%
21 – 25	319	267	586	39.1%
26 – 30	325	282	607	18.0%
31 – 35	312	275	586	7.9%
36 – 40	297	260	557	5.2%
41 – 45	285	246	531	3.3%
Over 45	287	251	537	2.6%



TOEIC Test Feature

Rigorous security measures protect test integrity, so you can trust TOEIC test results.

The TOEIC test gives you a competitive advantage

Use this information about TOEIC Listening and Reading test takers to set English-language standards for your own organization, compare candidates' skills and use TOEIC test scores most effectively. Recruiting, developing and promoting employees with the English skills to succeed can help you remain competitive in today's global economy.

*To learn more about how the TOEIC Listening
and Reading test can benefit your organization:
contact your local ETS Preferred Network office, visit
www.ets.org/toEIC or e-mail globalforum@ets.org.*



About ETS

At nonprofit ETS, we advance quality and equity in education for people worldwide by creating assessments based on rigorous research. Founded in 1947, ETS develops, administers and scores more than 50 million tests annually.

Our experience, research and a commitment to excellence mean that test takers and score users alike can be confident that ETS assessments are:

Fair — all test takers have an equal opportunity to demonstrate their proficiency

Valid — the tests accurately measure what they are intended to measure

Reliable — test results are consistent across different test versions and among different groups of test takers



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