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Letter of Agreement

This Letter of Agreement, hereafter referred to as "The Agreement", is made and shall remain in effect from January 1, 2021 to December 31, 2021, by and between the Center for Professional Assessment (Thailand) R.O.P., hereafter referred to as CPA (Thailand), for the purpose of achieving the various aims and objectives relating to the provision of TOEIC® testing services.

Whereas CPA (Thailand) and Rajamangala University of Technology Phra Nakhon intend to enter into The Agreement between the said parties, establishing the working arrangements, that each of the parties agree, in order to complete the aims and objectives.

Purpose

The Purpose of The Agreement is to provide the framework for any future cooperation between the said parties.

Obligation of the Parties

The partners acknowledge that no contractual relationship is created between them by The Agreement, but agree to work together in the true spirit of partnership to ensure responsive leadership and to demonstrate financial, demonstrative and managerial commitment to the aims and objectives.

Test Fees

For the duration of The Agreement, the test fees for Rajamangala University of Technology Phra Nakhon will be at **Category: A & Education**.

Cooperation

The activities and services shall include, but not be limited to:

- a. Services to be rendered by CPA (Thailand) include the provision of TOEIC Testing services as set forth in Annex I.
- b. Services to be rendered by CPA (Thailand) include acknowledgment and adoption of the procedures as indicated in Annex II, which shall be deemed an integral part of The Agreement.

Annex I & Annex II attached hereto are to be considered integral parts of The Agreement. Revisions to details in said Annexes are subject to change as deemed necessary by CPA (Thailand), and will be implemented at least thirty (30) days upon receipt of written notice by CPA (Thailand).

Resources

The Parties will endeavor to fulfill implementation and financial responsibilities necessary to fulfill their respective commitments related to fulfilling the aims and objectives under The Agreement.

Use of Intellectual Property

While any intellectual property developed through activities covered under The Agreement can be applied towards the attainment of the aims and objectives as set forth in The Agreement, both parties consent that any and all outputs will be used solely for the purposes set forth in The Agreement.

Amend/Termination

Either party may amend/terminate The Agreement by giving thirty (30) days written notice to the other party. However, in the event that any partner fails to perform its obligations under The Agreement, either Partner shall have the option to immediately terminate The Agreement, upon receipt of written notice.

Entirety

The Agreement including all Annexes, embodies the entire and complete understanding between the Partners. The Agreement shall be enforceable upon the exchange of electronically scanned signatures.

Signed for
Rajamangala University of Technology Phra Nakhon

Signed for the
Center for Professional Assessment (Thailand)



Khun Waraporn Tongjean
Director

December 25, 2020
Date



Anilin Trakulthong
Chief Marketing Officer

December 15, 2020
Date





ANNEX 1

TEST OF ENGLISH FOR INTERNATIONAL COMMUNICATION (TOEIC®) POLICIES FOR ORGANIZATION-AFFILIATED AND EDUCATIONAL PROGRAMS

The Center for Professional Assessment (Thailand) R.O.P. hereafter referred to as CPA (Thailand), has served as the Exclusive Representative for the TOEIC® test (Test of English for International Communication) in Thailand since 1990. The CPA (Thailand) Head office is located in Bangkok and maintains a Northern branch office in Chiangmai to serve the Northern region in Thailand.

CPA (Thailand) organizes both In-House and On-Site TOEIC® testing services for Organization-Affiliated clients, and Educational or Academic sector clients in both the Public and Private Sector, hereafter referred to as "Organization(s)".

Test of English for International Communication (TOEIC®)

The TOEIC® test is an English language proficiency test for individuals whose native language is not English. Over the past 40 years the TOEIC® test has set the standard for assessing English-language skills needed in an international workplace environment. Today, over 14,000+ organizations across more than 160 countries, place their trust in the TOEIC® test to help their organizations build a more effective workforce.

The TOEIC® test measures everyday English skills and helps to determine how well people can communicate; listen, speak, read, and write with others in English in an everyday living environment and workplace. The TOEIC® test does not require specialized knowledge or vocabulary as the test content reflects real-world language tasks and provides employers with information to effectively:

- Recruit and place individuals to best meet job requirements and standards
- Select employees for promotions and overseas assignments
- Identify job-training and staff development requirements
- Place and assess language training participants
- Ensure university graduation standards

The TOEIC® tests provide four-skill assessment of English language skills needed in the workplace.

Test	Test Delivery
TOEIC® Listening & Reading	Paper & Pencil
TOEIC® Speaking & Writing	Computer
TOEIC® Speaking Only	Computer
TOEIC® Writing Only	Computer

TOEIC® Program Testing for Organization-Affiliated and Educational Program

1. LETTER OF UNDERSTANDING (LOA)

To ensure mutual understanding concerning test regulations, procedures, and policies, each organization is required to sign a Letter of Agreement (LOA) with CPA (Thailand) after which test reservations can be made per the details in the LOA. As part of the Agreement, each organization is requested to designate a coordinator, or team, to liaise with CPA (Thailand) in all matters, to ensure efficiency and security of information.

2. TOEIC® TEST ADMINISTRATION LOCATIONS

The TOEIC® Institutional Testing Program provides testing services for organizations within Thailand.*

*For organizations located in Yala, Pattani, and Narathiwat alternate test sites can be arranged in Hat Yai or Songkhla.

2.1 In-House and Off-Site Test Administrations

CPA (Thailand) conducts daily Institutional In-House testing for Personal (non-organization affiliated test takers) and Organization Test Takers at CPA (Thailand)'s Bangkok and Chiangmai Test Centers.

CPA (Thailand) also conducts Institutional testing for Personal (non-organization affiliated test takers), and Organization affiliated Test Takers Off-Site within the Eastern Region in Chonburi and Rayong, based on CPA (Thailand) Test Schedules.

2.2 On-Site Test Administrations

CPA (Thailand) offers Institutional On-Site testing at client locations on request, provided that the required minimum number of examinees per test administration, and standard test room facility requirements are met. In some instances, CPA (Thailand) reserves the right to inspect test room facilities before confirming the test.

Photographs, or any other form of media recording is strictly prohibited and will be considered a direct violation of test security.

3. TESTING STAFFS

All In-House and On-Site tests are only conducted by CPA (Thailand) proctors to ensure standardization and test security. CPA (Thailand) proctors will oversee test areas both inside and outside designated test rooms at each test. Only CPA (Thailand) staff will be authorized to enter the test rooms.

4. ORGANIZATION-AFFILIATED AND EDUCATIONAL TEST TAKERS

The TOEIC® Institutional Testing Program provides testing services to the following type of test takers:

	In-House Test Administrations	On-Site Test Administrations
Organization-Affiliated Test Takers	<ul style="list-style-type: none"> Organization-Affiliated and/or organization sponsored test takers Organization-Affiliated individuals Organization Candidates 	
Educational Test Takers	<ul style="list-style-type: none"> Test takers are limited to students, teachers, or staff of the educational institute. 	<p><u>Within</u> the immediate Bangkok or Chiangmai metropolitan areas:</p> <ul style="list-style-type: none"> Test takers are limited to students, teachers, or staff of the educational institute <p><u>Outside</u> the immediate Bangkok or Chiangmai metropolitan areas test takers must be:</p> <ul style="list-style-type: none"> Students, teachers, or staff of the educational institute Students, teachers, or staff of other institutes Personal test takers

5. TEST SCHEDULES FOR IN-HOUSE AND ON-SITE TESTING

In-House Test Administrations	Industrial Project	On-Site Test Administrations
Monday-Saturday (with the exception of National holidays and CPA (Thailand) Office holidays)	Test dates and Test locations are scheduled by CPA (Thailand).	On-Site Test Administrations can be scheduled on days and at times requested by the Organization within regular CPA (Thailand) working days and hours. <ul style="list-style-type: none"> Monday-Saturday (with the exception of National holidays and CPA (Thailand) Office holidays), 08:00am-04:30pm

6. TEST TAKER VOLUME PER TEST ADMINISTRATION

In-House Test Administrations	On-Site Test Administrations
<ul style="list-style-type: none"> For tests at CPA (Thailand) Bangkok and Chiangmai Test Centers, the maximum number for single Organization-Affiliated test takers per test session is limited to ten (10) test takers per administration session. <p><u>Private Sessions:</u></p> <ul style="list-style-type: none"> Private sessions at CPA (Thailand) Bangkok and Chiangmai test centers can be arranged, on request, depending on room availability. The minimum number of test takers for the private sessions is twenty (20) test takers per administration session. A thirty-five percent (35%) surcharge will be applied. <p><i>Remarks: The minimum and maximum number of test takers per administration session is subject to change as deemed necessary by CPA (Thailand).</i></p>	<ul style="list-style-type: none"> <u>Within</u> the Bangkok Metropolitan or Chiangmai areas, the minimum group size for test administrations is twenty (20) test takers per administration. <u>Outside</u> of the immediate Bangkok Metropolitan or Chiangmai city areas, the minimum group size for test administrations is thirty (30) test takers per administration. For Educational organizations, the minimum group size for each administration in any location is thirty (30) examinees. <p><i>Remarks: Please see item 8.1 for "Minimum Charge"</i></p>

7. PROGRAM REPORTING OPTIONS

Organizations can select from score reporting formats, or "Score Programs" based on the type of organizational score report needs and score usage purposes. The type of score report for each program has a different format as indicated in the following table.

TOEIC® Score Result Formats for Organizations

Score Program	Type of Reports					
	Excel format Data (Transmitted electronically)	TOEIC® Score Roster (Up to 4 rosters)	Individual General Score Assessment	Individual Score Record	TOEIC® Official Score Report (No Photo)	TOEIC® Official Score Report (With Photo) <i>*for students in the Education Category only</i>
Program 1	✓	✓	-	-	-	-
Program 2	✓	✓	✓	✓	-	-
Program 3	✓	✓	✓	-	✓	-
Program 4	✓	✓	✓	-	-	✓

In-House Test Administrations	On-Site Test Administrations
<ul style="list-style-type: none"> Both Corporate & Educational organizations may select different Programs for each individual test taker under their auspices. 	<ul style="list-style-type: none"> For Corporate organizations, the organizations must select same Program for all test takers in each test administration. For Educational institutes, the institute may select different Programs for each individual test taker testing under their auspices.

7.1 TOEIC® Score Result Definitions

All TOEIC® Score Results are valid for 2 years from the actual test date.

TOEIC® Score Results for Organizations are reported based on the Score Program selected. The definition of each type of report is as follows:

Type of Reports	Definitions
TOEIC® Score Rosters	<p>TOEIC® Score Rosters are intended for internal organization use only and cannot be used by individual test takers as an indication of their official score. TOEIC® Score Rosters will be reported electronically in a PDF form, organized by First Name and TOEIC® Score Range. The lists provide the following information:</p> <ul style="list-style-type: none"> ● Organization Name ● For Test takers: <ul style="list-style-type: none"> ➤ Name ➤ National ID number or Passport Number (for Foreign Test Takers) or Employee ID number (for organizational options) ● Test Date ● Test Results <ul style="list-style-type: none"> ➤ Listening Score ➤ Reading Score ➤ Total Score
Individual General Score Assessments	<p>Individual General Score Assessments provide individual descriptive information for the TOEIC® Listening and Reading Scores, as well as descriptive research-based projections (70% accuracy) of Speaking and Writing skills. Individual General Score Assessments will be reported electronically in PDF format and provide the following information:</p> <ul style="list-style-type: none"> ● Organization Name ● For Test takers: <ul style="list-style-type: none"> ➤ Name ➤ National ID number or Passport Number (for Foreign Test Takers) or Employee ID number (for organizational options) ● Test Date ● Test Results <ul style="list-style-type: none"> ➤ Listening Score ➤ Reading Score ➤ Total Score ● TOEIC® Listening and Reading Score Descriptions (related to the actual score result) ● Speaking and Writing Descriptions (research-based projections with 70% accuracy)
Individual Score Records	<p>Individual Score Records are intended for <u>internal use only</u> and cannot be used by individual test takers as an indication of their official score. Individual Score Records will be printed individually with the following information:</p> <ul style="list-style-type: none"> ● Organization Name ● For Test takers: <ul style="list-style-type: none"> ➤ Name ➤ National ID number or Passport Number (for Foreign Test Takers) or Employee ID number (for organizational options) ● Test Date ● Test Results <ul style="list-style-type: none"> ➤ Listening Score ➤ Reading Score ➤ Total Score

TOEIC® Official Score Reports	<p>TOEIC® Official Score Reports will be printed and reported in individually sealed envelopes.</p> <p>The Organization can choose to have the TOEIC® Score Reports made available to an individual test taker or submitted to the Organization's designated coordinator.</p> <ul style="list-style-type: none"> ● Organization Name ● For Test takers: <ul style="list-style-type: none"> ➤ Name ➤ National ID number or ➤ Passport Number (for Foreign Test Takers) or ➤ Employee ID number (for organizational options) ➤ Date of Birth ➤ Photo (available only for Personal test takers and Education Organizational test takers under Program 4) ● Test Date ● Test Results <ul style="list-style-type: none"> ➤ Listening Score ➤ Reading Score ● Total Score) TOEIC® Listening and Reading Score Descriptions (related to the actual score result)
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7.2 Supplemental Reports

- TOEIC® Official Score Report Reprints

For organizational affiliated test takers testing under Program 3 (TOEIC® Official Score Report), test takers may request TOEIC® Official Score Report Reprints for tests taken within two (2) years of the request date. Reprint requests for tests taken over 2 years of the request date, will not be processed. The information included in the TOEIC® Official Score Reprints will be the same as the TOEIC® Official Score Report excluding photo & score descriptions.

- TOEIC® Score Comparison Reports

For a total number of over fifty (50) test takers, CPA can compile Score Comparisons of two or more test results for repeat examinees in an organization. The score comparison can, for example, be used to determine progress in a training program, or determine change over time.

There is a minimum of fifty (50) test takers per TOEIC® Score Comparison Reports with a charge of 2,500.00 (two thousand five hundred) baht. There will be an additional charge of 1,500.00 (One thousand five hundred) baht for every additional fifty (50) or fewer test takers.

- TOEIC® Score Analysis

For test administrations of over fifty (50) test takers, CPA (Thailand) can provide TOEIC® Score Analysis based on each organization's purpose such as training, rewards or annual/project report.

The maximum number of one thousand (1,000) test takers per TOEIC® Score Analysis can be customized for each organization as a complimentary service. There will be an additional charge of 1,000 (One thousand) baht for every additional one thousand (1,000) or fewer test takers.

8. TEST FEE

Test Fees are specified by Category and Program choice. The following fee policies are currently in effect for each test taker category:

- Personal Fee for an Institutional TOEIC® Test Administration - Baht 1,800.00/Test inclusive of VAT
- TOEIC® Corporate Activation fee, for first time or renewed clients (lapse of more than 2 calendar years). Once an Organization agrees to the Policies & Procedures and completes the Letter of Agreement, the Organization is required to purchase 'TOEIC® Corporate Activation Coupons' – Baht 36,000.00 (Thirty-six thousand baht) as a minimum charge equivalent to thirty (30) tests for the TOEIC® Listening & Reading test administrations (Price Category A-Program 3 in the Price Category and Program structure below).

These coupons are valid six (6) calendar months from the coupon issue date and are not refundable or able to be reissued in case of loss, being destroyed, or stolen.

- TOEIC® Corporate fees by Category. All organizations will continue with Price Category A after Corporate Activation Coupons have been exhausted (30 tests). The categories and fees are based on actual test volumes from the date of the Letter of Agreement in 2020 through December 31, 2020. After reaching the required test volumes, the category change will be automatically applied to all test administrations in the next calendar year. Organizations may select from several different programs based on the type of reports needs and purposes. Test fees vary based on the Program selected as in the following fee structure:

TOEIC® Corporate fees by Program

Category		Test takers per end of letter period	Program 1	Program 2	Program 3	Program 4
Activation		First time or renewed clients with a lapse of more than 2 calendar years	NA	NA	1,200.00	NA
A		1-500	1,000.00	1,100.00	1,200.00	NA
B		501-1,000	950.00	1,050.00	1,150.00	NA
C		1,001-2,500	900.00	1,000.00	1,100.00	NA
D		2,501-5,000	850.00	950.00	1,050.00	NA
E		5,001+	800.00	900.00	1,000.00	NA
Education	Students	Minimum charge 30 tests/test administration	NA	800.00	900.00	1,200.00
	Teacher/Staff		1,000.00	1,100.00	1,200.00	NA

Remarks: Rates per test are quoted in Thai Baht and are inclusive of VAT 7%

9. PAYMENT POLICIES

9.1 Minimum Charge

In-House Test Administrations	On-Site Test Administrations
<ul style="list-style-type: none"> • No minimum charge 	<p>For Organization-Affiliated Testing:</p> <p>Testing fees are based on the following:</p> <ul style="list-style-type: none"> • <u>Within</u> the immediate Bangkok and Chiangmai metropolitan areas, a minimum charge equivalent to twenty (20) test takers per test administration will be applied. • <u>Outside</u> of the immediate Bangkok metropolitan or Chiangmai areas, a minimum charge equivalent to thirty (30) test takers per test administration will be applied. All actual travel costs and expenses* incurred will be charged to the organization. <p>For Testing under Educational Institutions:</p> <p>Testing fees are based on the following</p> <ul style="list-style-type: none"> • A minimum charge in any location equivalent to thirty (30) test takers per test administration will be applied. • For On-Site testing, charges for each test taker exceeding the minimum for each test administration location (20) or (30), will be based on an actual per head count. <p>On the test day, if the actual number of test takers meet the minimum requirements and does not fall below seventy-five (75) percent of the reservation number stated in the test reservation form for each test administration, the organization will be charged only for the actual number of test takers in each test administration.</p> <p>However, should the actual number of test takers fall below seventy-five (75) percent of the reservation number stated in the test reservation form for each test administration, the organization will be charged for an amount equal to seventy-five (75) percent of the reserved number.</p>

	<p>All actual travel costs and expenses* incurred for test administration outside of Bangkok metropolitan or Chiangmai areas will be charged to the organization.</p> <p><i>*Travel costs and expenses (including travel charges, accommodation charges, test facility charges, etc.)</i></p>
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9.2 Surcharge

For both In-House and On-Site test administrations on Sundays, national holidays or non-CPA (Thailand) published Office Hours, a thirty-five percent (35%) surcharge for On-Site test administrations will be applied.

9.3 Penalty Fee

In-House Test Administrations	On-Site Test Administrations
<ul style="list-style-type: none"> Examinees who fail to cancel or change a reservation for a test at least one (1) working day before the test administration date will be charged a Baht 500.00 penalty fee in addition to their regular test fee the next time they come to test. Cancelling or changing test reservations can be requested only between Monday-Friday from 08.00am-04.30pm 	<ul style="list-style-type: none"> Organizations that fail to cancel an On-Site test reservation three (3) working days before the test administration date will be charged equivalent to fifteen percent (15%) of the number of test takers reserved via the On-Site Test Request Form, plus other expenses* incurred through the cancellation. All expenses incurred due to the requested change will be charged to the organization. <p><i>*Travel costs and expenses (including travel charges, accommodation charges, test facility charges, etc.)</i></p>

9.4 Payment Methods

All fees for TOEIC® are payable in Baht by the following payment methods:

In-House Test Administrations	On-Site Test Administrations
<ul style="list-style-type: none"> In cash, by credit card or online money transfer by QR Code on the test day Billed directly to the organizations 	<ul style="list-style-type: none"> Cash payment on the test day Billed directly to the organizations
<p><i>The Terms of Payment is seven (7) calendar days after the invoice date. In case of late payment, Interest will be applied.</i></p>	

All Official TOEIC® Score Report Reprints are payable in cash at CPA (Thailand) Bangkok or Chiangmai offices when processing the request.

10. RE-TEST POLICY

For Test Takers who wish to Re-Test, reservations can be made after the score of the previous test has been issued. Required intervals between each test are as follows.

Test Taker Category	Lapse days between each test
<ul style="list-style-type: none"> Thai Nationals Foreign Nationals who hold; <ul style="list-style-type: none"> ➢ Original a valid Thai Work Permit or original valid Student Card <i>or</i> ➢ Valid documentation from Thai Ministry of Education to certify current status as a Full-Time student 	<p>Five (5) Calendar days after the test date</p>
Foreign Nationals who <u>do not hold</u> the above documents	<p>28 Calendar days after the test date</p>

Note: Should any examinee re-test before the allowed period, the score from the re-test will be nullified and the test fee will not be refunded. This applies to both self-paid examinees testing as Personal and examinees testing under the auspices of organizations.

11. OTHER PRODUCTS & SERVICES

CPA (Thailand) provides value added services designed to enable client organizations to better understand score interpretation and application within the organization. Services targeted towards test takers are also provided to provide information on test formats.

11.1 Presentations

CPA (Thailand) provides a variety of presentations based on the needs of different audiences as follows:

- For Organization management:
 - TOEIC® Score Uses
 - TOEIC® Test Administration policies & procedures and other related services
- For Potential test takers
 - TOEIC® Test format
 - TOEIC® Score Uses in Thailand

**The First presentation will be provided on a complimentary basis by CPA (Thailand).*

11.2 Language Needs Assessment and Language Standard Setting

CPA (Thailand) provides organizations with complimentary services in conducting Language Needs Assessment to enable human resource departments to assess individual language needs for organizational designated English essential positions, or for graduation requirements from different faculties within universities. This is designed to assist organizations in establishing internal English Language Policies and Standards.

Center for Professional Assessment (Thailand)

Effective: January 1, 2021



ANNEX 2

**TEST OF ENGLISH FOR INTERNATIONAL COMMUNICATION (TOEIC®)
TESTING PROCEDURE FOR ORGANIZATION-AFFILIATED AND EDUCATIONAL PROGRAMS**

1. TEST RESERVATIONS

In-House Test Administrations	On-Site Test Administrations
<p>Test reservations can be made either by:</p> <ul style="list-style-type: none"> The designated coordinator from each organization can send the completed "TOEIC® Corporate Test Request Form for Individual Test Takers" to the CPA (Thailand) Test Reservation Department at email: test_reservations@cpathailand.co.th <i>OR</i> Organization-Affiliated test takers who have received authorization from the organization can make test reservations by calling the CPA Call Center at 0-260-7061, 0-2259-3990 ext. 101 (10 lines) and Ext. 603 for English Speakers or for test takers who require the use of metallic implants or medical devices of any kind during the test. <p>All In-House test reservations must be made AT LEAST one (1) working day before the requested test date. Seats are based on availability at the time requests are received.</p> <p>To cancel, change or postpone the test reservations, an organization test coordinator or Organization-Affiliated Test Takers must contact CPA Call Center AT LEAST one (1) working day prior to the test date. Otherwise, a Penalty Fee of 500 Baht will be charged on the next test date.</p>	<p>Test Reservations can be made by the designated coordinator from each organization who must complete and send the following documents to the CPA Test Reservation Department at email: test_reservations@cpathailand.co.th. Required documents depend on the following Client Categories:</p> <p>Corporate Clients:</p> <ol style="list-style-type: none"> TOEIC® Corporate Test Request Form for On-Site Test Reservations <i>and</i> Corporate Name List Form for On-Site Test Administrations <p>Educational Clients:</p> <ol style="list-style-type: none"> TOEIC® Educational Test Request Form for On-Site Test Reservation <i>and</i> Corporate Name List Form for On-Site Test Administrations <p>All On-Site test reservations must be made AT LEAST five (5) working days before the requested test date.</p> <p>To cancel, change or postpone the On-Site test reservations, the Designated Test Coordinator from each organization must inform CPA (Thailand) AT LEAST three (3) working days before the requested test date. (see "Penalty Fee" for On-Site Test Administrations in the Annex 1, Item 9.3)</p>

Re-Test Policy

The reservations for Re-Test can be made after the score of the previous test has been issued. Required intervals between each test are stated in the Annex 1, Item 10

2. DOCUMENTS REQUIRED FOR REGISTRATION

For In-House & On-Site Test Administrations, identification requirements are strictly enforced. It is each test taker's responsibility to read and understand the instructions and requirements. Test takers who arrive at the test center without all required documentation will not be admitted to the test. All test takers must use the exact same name and information that appears on each of the identification documents required for each Test Taker category.

All submitted documents must be completed and undamaged with all information clearly legible and visible. CPA (Thailand) reserves the right to deny entry to the test room if the required documents are not clear or not presented at the test center on the test day. The penalty fee will be applied in cases when the required documents are not presented.

THAI NATIONALS	
Test Taker Category	Documents Required
I. Personal	1. Original Valid Thai National ID Card, <u>OR</u> Original Valid Thai Electronic Driver's License, <u>OR</u> Original Valid Passport
II. Organization Affiliated Test Takers & Educational Test Takers	1. Documents in Test Taker Category I, <u>PLUS</u> 2. Original Valid Company ID Card with photo <u>OR</u> Original Valid Student Identification Card with photo
III. Test Takers who have implants or require the use of medical devices of any kind during the test	1. Documents in Test Taker Category I - II (for Test Takers in the respective categories) <u>PLUS</u> 2. Original or Certified Copy of Medical Certificate with original stamp from hospitals recognized by the Ministry of Public Health (excluding Clinics) to certify the necessity of using such implants or medical devices of any kind during the test. Such certificates must have been issued within one (1) year before the test date.

FOREIGN NATIONALS	
Test Taker Category	Documents Required
I. Personal Test Takers (Foreign Nationals who are currently; <ul style="list-style-type: none"> studying at a recognized educational institute in Thailand <u>or</u> working in Thailand and holding a valid Thai Work Permit) 	1. Original Valid Passport, <u>PLUS</u> 2. Additional documents; 2.1 For foreign test takers studying in Thailand: <ul style="list-style-type: none"> Original Valid full-time student Identification Card <u>OR</u> Original Valid documentation to prove current attendance at a Thai Ministry of Education Certified Secondary level or University level institute as a Full-Time Student (issued within thirty (30) days before the test date). 2.2 For foreign test takers working in Thailand: <ul style="list-style-type: none"> Original Thai Valid Work Permit Book (<i>Blue book</i>) <u>OR</u> Original Thai Valid E-Work Permit (<i>Card</i>) <u>OR</u> Thai Valid Digital Work Permit* (<i>Mobile Application</i>) <p><u>*NOTE:</u> For Thai Valid Digital Work Permits, foreign national test takers must complete all the following steps: > Show their digital work permit <u>using the official mobile application</u> at the CPA check-in counter on the test date. > Submit a signed printed hard copy of both sides of the digital work permit. > Submit an original certified letter from the employer (corresponding to the organization named on the digital work permit) not older than 30 days up to the test date.</p>
II. Personal (Foreign Nationals <u>Without</u> Work Permits)	1. Original Valid Passport
III. Organization Affiliated Test Takers & Education Test Takers	1. Documents in Test Taker Category I, <u>PLUS</u> 2. Original Valid Company ID Card <u>OR</u> Original Valid Student Identification Card
IV. Test Takers who have implants or require the use of medical devices of any kind during the test	1. Documents in Test Taker Category I - III (for Test Takers in the respective categories) <u>PLUS</u> 2. Original <u>or</u> Certified Copy of Medical Certificate with original stamp from hospitals recognized by the Ministry of Public Health (excluding Clinics) to certify the necessity of using such implants or medical devices of any kind during the test. Such certificates must have been issued within one (1) year before the test date.

3. CHECK-IN AND REGISTRATION ON THE TEST DAY

In-House Test Administrations	On-Site Test Administrations
<ul style="list-style-type: none"> • Test takers must arrive at the Test Center one (1) hour before the scheduled test time or at the designated time provided by CPA (Thailand) during test reservations. Check-In and Registration counters will be closed ten (10) minutes before the scheduled test time. • All required documents must be presented at Check-In. In case of no-show or late arrivals, all previously reserved test seats will be released to Standby test takers. • Any test taker who fails to appear at the test center at the scheduled time for a test or fails to cancel the reservation AT LEAST one (1) working day (not including Public Holidays) prior to the scheduled test date will have a Penalty Fee of 500.- Baht (Five hundred baht) added to their next test fee. 	<ul style="list-style-type: none"> • Test Takers must arrive at the test site at least one (1) hour or at the designated time provided by CPA (Thailand) during test reservations before the scheduled test time to complete the registration process and registration will be closed fifteen (15) minutes before the scheduled test time. • All required documents must be presented at the registration.

4. TEST FEE AND PAYMENT

	In-House Test Administrations	On-Site Test Administrations
Test Fee	Based on the test fee category in the current Letter of Agreement (LOA) for each organization.	Based on the test fee category and the minimum charge policy in the current Letter of Agreement (LOA) for each organization.
Payment Methods	<ul style="list-style-type: none"> • To be paid in cash, by credit card or QR Code transfer on the test day <u>or</u> • Billed directly to the organization. 	<ul style="list-style-type: none"> • To be paid in cash on the test day <u>or</u> • Billed directly to the organization.

5. TEST RULES AND REGULATIONS

- 1) All Test rules and regulations must be respected and strictly followed.
- 2) All Measures to prevent the spread of COVID-19 will be implemented and applied to all test takers.
- 3) All required documents listed will be checked and verified during Check-In and Registration and throughout the test session.
- 4) No electronic devices of any kind including items such as mobile phones, listening devices, recording or photographic equipment, remote controls, calculators, USB, flash drives, electronic car keys, SIM cards or any kind of watches are allowed in the test room.
- 5) No personal belongings such as briefcases, backpacks, pocket books, wrist watches, medicine, keys, documents, or stationery of any kind (see posted lists) are allowed in the test room.
- 6) Test takers will have seats assigned by test room proctors.
- 7) No test taker will be admitted after test materials have been distributed.
- 8) Test takers may not mark, underline or make any form of notes on your test book. If test takers do so, their test score will be cancelled.
- 9) Test takers will not be allowed to leave the test room at any time without permission from the Senior Proctor and will be required to remain at the assigned seat in the test room until the end of the test.
- 10) Test takers must focus on their own Test Books and Answer Sheets. Penalties issued from attempts to give or receive unauthorized assistance of any kind, before or during the test administration, may result in dismissal from the test room, or invalidation of the test taker's test results. Fees for Answer Sheets that are not scored due to a violation of test room policies are not refunded. Test takers may be banned from future testing if such violations are determined to have occurred.
- 11) TOEIC® Test items are protected by Copyright Law as Property of ETS. For this reason, ETS's TOEIC® test items must not be disclosed.
- 12) CPA (Thailand) has the full authority to interview and validate the score before releasing any Score Report.

Remarks:

- At the discretion of the test room proctors, test takers may be requested to remove specific items not listed before being allowed into the test room.

- Individual lockers are NOT provided. While shelving is provided for personal belongings, CPA (Thailand) accepts no responsibility for any items on shelves.
- Test takers who fail to follow test center policies or proctor instructions may be refused entry into the test room. Tests may be canceled and test fees may NOT be refunded.
- CPA (Thailand) reserves the right to take all action – including but not limited to, barring the test taker from future testing and/or canceling scores due to failure to comply with test administration regulations or directions. Should tests be canceled, scores will not be reported and test fees will not be refunded.

6. TEST RESULT ISSUE DATE AND MAILING SCHEDULE

6.1 In-House Test Administrations

Due to CPA Measure to Prevent the Spread of COVID-19, Score Self pick-up has been temporarily cancelled. Score Reports will be sent by Express Mail Services (EMS) only and EMS fees will be temporarily waived until further notice.

Bangkok Test Center		Chiangmai Test Center	
Test Day	EMS Sent Out Day	Test Day	EMS Sent Out Day
Mon - Thu	Next working day	Mon, Tue, Thu	3 working days after testing
Fri – Sat	Next Tuesday	Wed, Fri, Sat	4 working days after testing

Remarks: CPA (Thailand) will send Score Reports out based on the above schedule. The receiving day depends on Postal Office operations.

6.2 On-Site Test Administrations

TOEIC® Test Results will be sent to the Designated Test Coordination in each organization depending on the Test Volume as stated in the following table.

Test Volume	Score Release Date & Mailing Schedule	
	Tests administered by the Bangkok Office	Tests administered by the Chiangmai Office
1 - 499	2 working days after the test	5 working days after the test
500 - 1,000	5 working days after the test	7 working days after the test
1,000 – 5,000	10 working days after the test	12 working days after the test
5,000 +	20 working days after the test	20 working days after the test

7. TOEIC® OFFICIAL SCORE REPORT REPRINT REQUESTS

For organization test takers testing under Program 3 (TOEIC® Official Score Report), test takers may request TOEIC® Official Score Report Reprints for tests taken within two (2) years of the request date. The designated coordination in each organization must submit a letter of authorization to email: clientservices@cpathailand.co.th in advance of the request date for permission to release the individual score.

The request must be done by test takers or third parties in person at CPA Offices in Bangkok and Chiangmai during CPA working hours and will NOT be accepted by email or over the telephone. Documents required on the request date are as follows:

THAI NATIONALS	
For Self Requests	<ol style="list-style-type: none"> 1. Test Taker's Original Valid Thai National ID Card, <u>OR</u> Test Taker's Original Valid Thai Electronic Driver's License, <u>OR</u> Test Taker's Original Valid Passport
For Third Party Requests	<ol style="list-style-type: none"> 1. Test Taker's Original Valid Thai National ID Card, <u>OR</u> Test Taker's Original Valid Thai Electronic Driver's License, <u>OR</u> Test Taker's Original Valid Passport 2. Designee's Original Valid Thai National ID Card (for Thai Designee), <u>OR</u> Designee's Original Valid Thai Electronic Driver's License (for Thai Designee), <u>OR</u> Designee's Original Valid Passport (for both Thai or Foreign Designee) 3. Test Taker's Name-Last Name in English as printed on the original Score Report along with either the original Score Report or test date for the requested score.

FOREIGN NATIONALS	
For Self Requests	1. Test Taker's Original Valid Passport
For Third Party Requests	1. Test Taker's Original Valid Passport 2. Designee's Original Valid Thai National ID Card (for Thai Designee), <u>OR</u> Designee's Original Valid Thai Electronic Driver's License (for Thai Designee), <u>OR</u> Designee's Original Valid Passport (for both Thai or Foreign Designee) 3. Test Taker's Name-Last Name in English as printed on the original Score Report along with either the original Score Report or test date for the requested score.

Remarks: All submitted documents must be complete and undamaged with all information clearly legible and visible.

Score Reprint Mailing Schedule

Due to CPA Measure to prevent the spread of COVID-19, Score Self pick-up has been temporarily cancelled. Score Reprints will be sent by Express Mail Services (EMS) only and EMS fees will be temporarily waived until further notice.

Bangkok Test Center		Chiangmai Test Center	
Test Day	EMS Sent Out Day	Test Day	EMS Sent Out Day
Mon - Sat	2 working days after request	Mon, Tue, Thu	3 working days after request
		Wed, Fri, Sat	4 working days after request

Remarks: - Working days stated in the above table do not include Saturday, CPA holidays or public holidays.
- CPA (Thailand) will send out Score Reports on the days stated above. The receiving day depends on the Postal Office operations.

8. OTHER TESTS AND PRODUCTS

Test	Test Fee	Test Locations
TOEIC® Public L&R (Monthly)	Baht 2,000.00	In-House
TOEIC® Speaking Only	Baht 2,250.00	In-House & On-Site
TOEIC® Speaking & Writing	Baht 3,500.00	In-House & On-Site
TOEIC® Bridge	<i>Please contact CPA</i>	On-Site
TOEFL Junior	<i>Please contact ATC</i>	Authorized Test Center - ATC
TOEFL Primary	<i>Please contact ATC</i>	Authorized Test Center - ATC
TFI®	Baht 1,500.00	In-House
TOEIC® OLPC	<i>Please contact CPA (Thailand)</i>	Can be purchased at CPA (Thailand) Offices
Propell Workshop	<i>Please contact CPA (Thailand)</i>	

Remarks: For more information regarding other tests & products, please contact CPA Call Center directly.

9. TEST LOCATIONS

Bangkok Test Center:

Bangkok Business Building -BB Building,
Suite 1907, 19th Floor,
54 Asoke Rd., (Sukhumvit 21)
Sukhumvit, Wattana, Bangkok 10110 Thailand
Tel. 0-2260-7061, 0-2259-3990
ext. 101 (10 lines) / 603 (English Speakers)

Chiangmai Test Center:

Nawarat Building
3rd Floor, 4/6 Kaew Nawarat Road
Soi 3 Amphur Muang, Chiangmai
50000 Thailand
Tel. 053-241-273-5