

# WorkKeys®



## An Overview

## What is WorkKeys®?

WorkKeys is a **job skills assessment system** measuring “real world” skills that employers believe are critical to job success. These skills are valuable for any occupation—skilled or professional—and at any level of education.

### Assessments

The abilities to learn, listen, communicate, work in teams, and solve problems are important assets for any worker, regardless of career choice. WorkKeys assessments measure these abilities in four key areas:

#### Communication

Business Writing, Listening, Reading for Information, Writing

#### Problem Solving

Applied Mathematics, Applied Technology, Locating Information, Workplace Observation

#### Interpersonal Skills

Teamwork

#### Personal Skills

Performance, Talent, Fit

Any of the 12 WorkKeys assessments can be completed in less than an hour and can be taken at schools, businesses, or other locations that administer WorkKeys. Several assessments are available in computer-based and Spanish versions.

### Job Analysis

The WorkKeys job profiling component offers a concrete way for organizations to analyze the skills needed for specific jobs and to describe those needs to educators, students, and job applicants.

For each position, job profiling identifies the skills and WorkKeys skill levels an individual must have to perform successfully. By comparing job profile information with individuals’ scores on the WorkKeys tests, organizations can make reliable decisions about hiring, training, and program development.



### Training

WorkKeys enables educators, individuals, and employers to identify skill gaps and guide training decisions to improve WorkKeys scores when necessary. Training resources are available online and through the ACT Center® network and WorkKeys partner sites, as well as one-stop career centers, Workforce Investment Act centers, and school-to-work consortiums. The option to improve skills is a win-win situation for everyone—making individuals more employable and businesses more competitive through a better-trained workforce.

## WorkKeys Skill Scores

### Level Scores

These scores can be used for selection, promotion, or other individual high-stakes purposes. The scores are designed to be used with a job profiling process for employee selection and promotion decisions. Level Scores consist of a range of four or five broad score bands across the performance range.

### Scale Scores

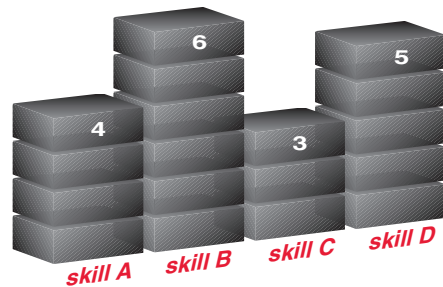
These scores can be used to show growth over time, provide group comparisons in outcomes measurements, and show evidence of ability to benefit. Educators and trainers frequently assess the achievement of their students by administering a pre-test and a post-test in selected subject areas. Scale Scores are not to be used for hiring or promotion decisions.

## National Career Readiness Certificate

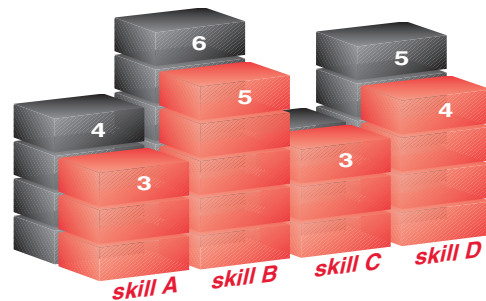
ACT's National Career Readiness Certificate (NCRC) ensures that an individual has certain foundational skills that are important across a range of jobs. The NCRC offers individuals, employers, and educators an easily understood, conveniently attained, and universally valued credential that will contribute to the nation's workforce and economic development objectives.

Recipients are awarded certificates of Platinum, Gold, Silver, or Bronze levels, depending on their skill levels in Applied Mathematics, Reading for Information, and Locating Information. With multiple skill levels, individuals can receive training and advance in a selected career path. The certificate is a portable credential, allowing employees to use it anywhere in the nation. The certificate is a portable credential, allowing employees to use it anywhere in the nation. The certificate can complement diplomas, degrees, and resumes, and it gives job seekers an advantage in the interview process.

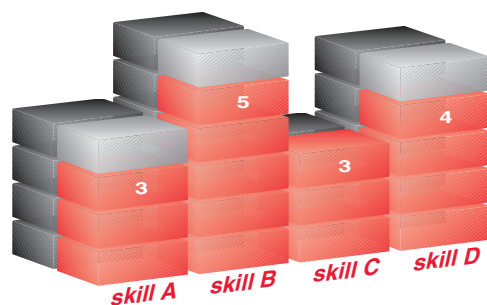
## How WorkKeys Works



**Job Profiling** identifies the skills required for a job



**Assessments** show current skill levels of students or job applicants



**Training** helps individuals and employers correct skill gaps

# Where Do I Find WorkKeys?

## WorkKeys Partner Sites

Licensed by ACT, the WorkKeys partner sites provide local access to WorkKeys services and strengthen the connections among individuals, employers, and educators. Our WorkKeys partners are associated with technical and community colleges, vocational and adult education centers, career counseling centers, schools, and state and local government agencies. These sites give individuals and employers direct access to WorkKeys job profiling, assessments, and reporting services, as well as training to address workplace skill gaps. Career counseling, job placement, job matching, and other services also may be available. A list of the WorkKeys partner sites can be found at [www.workkeys.com](http://www.workkeys.com).

## ACT Center Sites

More than 200 ACT Center sites nationwide provide various testing and training services for individuals, businesses, and organizations. The sites offer high-stakes certification and licensure tests for trades and professions. They also offer WorkKeys training to help individuals improve their skills and WorkKeys scores.

## Educational Sites

Millions of WorkKeys assessments are administered through high schools and other educational institutions each year to help

students assess their current skill levels and to determine how improving their skills can lead to better-paying jobs. The WorkKeys scores offer a clear way for students to demonstrate their abilities to employers or their readiness for educational programs beyond high school.



## Ordering WorkKeys

The system offers a number of options to serve individuals, schools, and businesses. For more information about ordering the package that best meets your needs, call 800/WORKKEY (967-5539).

## WorkKeys Support Materials

WorkKeys practice tests and prep packages are available to help individuals prepare for the tests. *Targets for Instruction* manuals also are available to help educators develop curricula and instructional strategies for each of the WorkKeys skill areas.

# WorkKeys Benefits

## Benefits for Businesses

Increase your bottom line through your employees

Reduce turnover, overtime, and waste while increasing morale

Take the guesswork out of your selection decisions

Establish legal defensibility in your selection process

Use WorkKeys to meet ISO 9000 standards and ensure quality business practices

Get the most efficiency from your training practices

Improve the effectiveness of your training dollars

## Benefits for Educators

Help instructors identify gaps between student skills and employment needs

Align curricula to meet the job skills employers need

Develop more efficient teaching strategies

Enable students to see a reason to take coursework seriously

Encourage parent involvement in students' academic efforts

Increase chances that graduates will be hired

Improve students' success in entry-level and subsequent jobs

## Benefits for Individuals

Build confidence that skills meet the needs of local employers

Determine skill improvement and training needs

Improve opportunities for career changes and advancement

## Benefits for the Community

Encourage businesses to stay in the community

Keep employers from moving entry-level jobs to other cities, states, or countries

Increase the tax base through more profitable business partners

Decrease unemployment rates

Improve the quality of life for community residents



## WorkKeys and ACT

WorkKeys has been developed by ACT, an international leader in educational assessment and workforce development services for more than forty years, best known for the ACT college entrance exam. Over the past decade, ACT has completed WorkKeys job and occupational profiles for thousands of jobs across every employment field and has administered millions of WorkKeys assessments. The system is used by thousands of companies and schools across the United States and internationally.

WorkKeys links education and workforce partners within a community, offering a common language to help them communicate about job skill requirements needed to develop employees and build a better workforce.

For more information about this comprehensive job skill assessment system, call 800/WORKKEY (967-5539) or visit our website at [www.workkeys.com](http://www.workkeys.com).

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