

Creating A Common  
Language for Workforce  
Development

**WorkKeys®**



**North Dakota Legislature  
Capitol Building  
Bismarck, North Dakota  
March 31, 2010**

**ACT®**

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FIFTY YEARS 1959|2009

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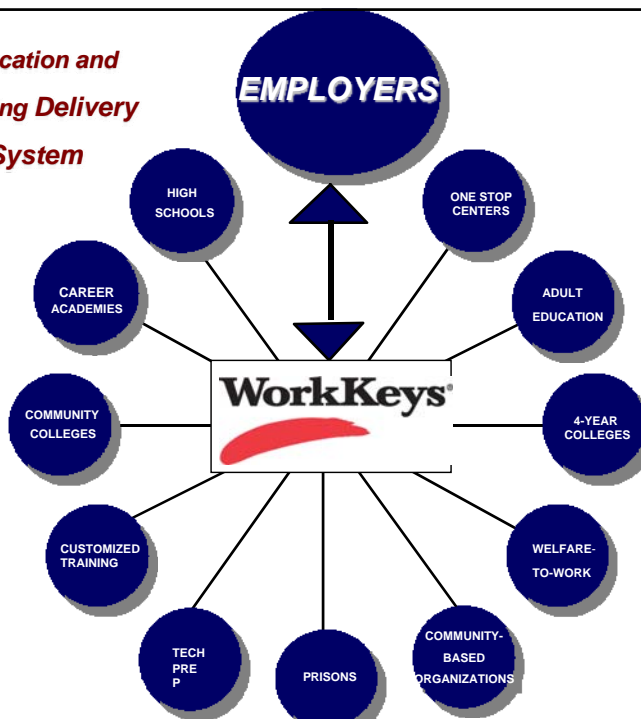
**ACT®**



- Nationally-known not-for-profit
- \$300 million organization
- Headquarters in Iowa City, IA with regional offices across the country
- Assessment and research organization-- ACT Assessment



*Education and  
Training Delivery  
System*



## *Our National Goal*

**To create a nationally-recognized  
SYSTEM  
for the assessment and  
improvement  
of work-related skills that is  
**EQUALLY**  
meaningful for employers and for  
education and training.**



## The Three Components of the WorkKeys™ System

- **Job Profiling**  
What skills and skill levels are needed  
in today's jobs/occupations?
- **Assessment**  
What work skills and skill levels does  
the individual currently have?
- **Education/Training**  
How can skill gaps be addressed in  
training programs?



## The Most Comprehensive Assessment of Workplace Skills

### Communication

- Business Writing
- Listening
- Reading for Information
- Writing

### Problem Solving

- Applied Mathematics
- Applied Technology
- Locating Information
- Observation

### Personal Skills

- Performance
- Talent
- Fit

### Interpersonal Skills

Teamwork











## Occupational Profiles Database

- ➔ 434 occupational profiles based on more than 4,668 job profiles across the country during the last five years
- ➔ Linked to O\*NET, the national occupational classification system
- ➔ On website for free at [www.workkeys.com](http://www.workkeys.com)



## Work Skill Assessments

-  **Not Normative**
-  **Work-related, Timed, Secure**
-  **Certification of Skills Levels**
-  **Paper-Pencil, Video, Audio, Spanish, and Computer-Based**
-  **Meets EEOC Guidelines**
-  **Used in Any Combination**
-  **Two or More Forms (for pre/post testing)**
-  **On DOL's Common Measures List**

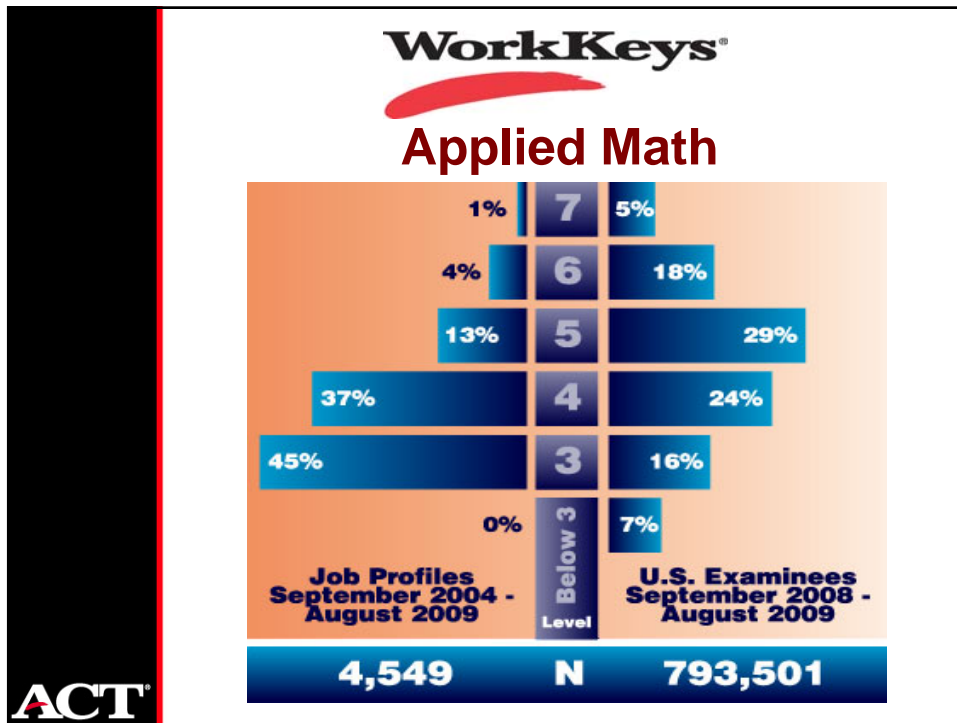


## Level 5 Applied Mathematics

*Quik Call charges .18 per minute for long-distance calls. Econo Phone totals your phone usage each month and rounds the number of minutes up to nearest 15 minutes. It then charges \$7.90 per hour of phone usage, dividing this charge into 15-minute segments if you used less than a full hour. If your office makes 5 hours 3 minutes worth of calls this month using the company with the lower price, how much will these calls cost?*

- |                   |                   |
|-------------------|-------------------|
| <b>A. \$39.50</b> | <b>D. \$54.00</b> |
| <b>B. \$41.48</b> | <b>E. \$54.54</b> |
| <b>C. \$41.87</b> |                   |





**An Empirically-Based Definition of Career Readiness**

<u>Work Skill</u>	<u>35%</u>	<u>65%</u>	<u>90%</u>	<u>99%</u>
*Applied Mathematics	3	4	5	6
*Reading For Information	3	4	5	6
*Locating Information	3	4	5	6

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# NATIONAL CAREER READINESS CERTIFICATE™

## GOLD

Is awarded in **North Dakota** to

**Joseph P. Sample**

In recognition of verified skills in Applied Mathematics,  
Locating Information, and Reading for Information

Governor John Hoeven



Certificate #J102ESSAMPLE  
Issue Date 8/30/08

**ACT**



## NATIONAL CAREER READINESS CERTIFICATE™

The WorkKeys® system permits a direct comparison of the level of skills needed to perform a job with the level of skills an individual currently demonstrates. The WorkKeys-powered Career Readiness Certificate shows that an individual has achieved a level of performance across a range of skills which, in combination, establish the person's readiness to enter a percentage of the jobs available or documented by the thousands of jobs in the ACT occupational profile database. The individual named on the face of this certificate has demonstrated the following proficiencies:

### Applied Mathematics

Solve straightforward, basic problems requiring math operations; describe situations that require exchange of fractions, decimals, and percents in work context; and manipulate simple money and time units to provide services or information.

Put information in the right order to solve problems requiring one- or two-step math operations; and use averages, ratios, proportions, rates, and fractions to describe situations and report information.

Perform several steps of logic and calculations; decide how to solve a problem; look up and use the correct formula; identify a best deal; calculate percent discounts and markups; and solve two-dimensional geometric problems to describe and analyze work situations.

### Locating Information

Find or fill in basic information in a simple bar graph, table, or pie chart to comprehend work-related issues and problems.

Find several pieces of information in straightforward charts, tables, and diagrams; summarize information; and identify trends in order to comprehend and analyze work-related issues and problems.

Sort through distracting information to identify and compare results in detailed tables, maps, instruction guides, graphs, and blueprints in order to analyze and interpret work situations.

### Reading for Information

Read and understand concise work-related documents, such as memos and announcements, in order to follow instructions and apply basic rules and information to workplace situations.

Read and understand work-related documents, such as procedures, policies, and notices, in order to follow instructions and apply important details and conditional information to workplace situations.

Read and understand work-related documents, such as technical manuals, in order to use the content to comprehend unfamiliar terms and jargon and to apply complex instructions to new workplace situations.

This credential is registered with ACT in the National Career Readiness database and may be verified at [www.MyWorkKeys.com](http://www.MyWorkKeys.com).

If you have questions, call 1-800-WORKKEYS.

Work Habits measured through ACT Talent Assessment

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**ACT**

# Talent Score Report

**WorkKeys®**  
Talent Assessment

Page 1 of 5

**Employer Report**

Report for: AngelasWorkKeys  
Test Date: Apr 9, 2009

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Examinee: Angelas2 Talenttest2  
Examinee ID:

WorkKeys Talent Assessment measures personal and workplace behaviors and attitudes. This report is designed to help identify examinee strengths and weaknesses in order to ensure success in the workplace.

The individual's results are expressed as percentile rank scores. These scores show how a person compares to others who have taken the assessment. For example, a score of 70 means that 70% of persons received scores that are the same as, or lower than, this person's score. Thus, higher scores show relative strengths, whereas lower scores show relative weaknesses.

**WorkKeys Talent Assessment Profile**  
Percentile Rank, Approximate percent at or below

Indices	Score	Percentile Rank
Teamwork	84	80
Work Discipline	90	90
Managerial Potential	97	95
Customer Service Orientation	89	85

Scales	Score	Percentile Rank
Carefulness	88	85
Cooperation	81	75
Creativity	99	95
Discipline	99	95
Goodwill	95	90
Influence	99	95
Optimism	99	95
Order	99	95
Surviv	99	95
Sociability	99	95
Stability	97	90
Striving	99	95

† The responses provided by this individual appear to be inconsistent. Exercise caution when interpreting these scores.

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## NATIONAL CAREER READINESS CERTIFICATE™

	NCRC STATE CONTRACT
	NCRC STATE PILOTS
	NCRC REGIONAL PROGRAMS
	CRC STATE/ACT REGISTRATION
	CRC STATE/ REGIONAL PROG
	WORKKEYS ACTIVITY 7-29-09



## Health Care Careers and the NCRC

Gold	Silver	Bronze
Diagnostic Medical Sonographers EMTs & Paramedics Health Technologists & Technicians, All Other Medical & Clinical Laboratory Technicians Medical & Health Services Managers Pharmacy Technicians Physical Therapist Assistants Psychiatric Technicians Registered Nurses Respiratory Therapists	Dental Assistants Dental Hygienists Health Support Workers, All Other Licensed Practical & Licensed Vocational Nurses Medical Assistants Medical Equipment Repairers Medical Records & Health Information Technicians Medical Secretaries Nursing Aides, Orderlies, & Attendants Psychiatric Aides Radiological Technologists Reception & Information Clerks	Cooks, Institutional & Cafeteria Dental Laboratory Technicians Dishwashers Home Health Aides Housekeeping Supervisors Janitorial Supervisors Maids & Housekeeping Cleaners Social & Human Services Assistants



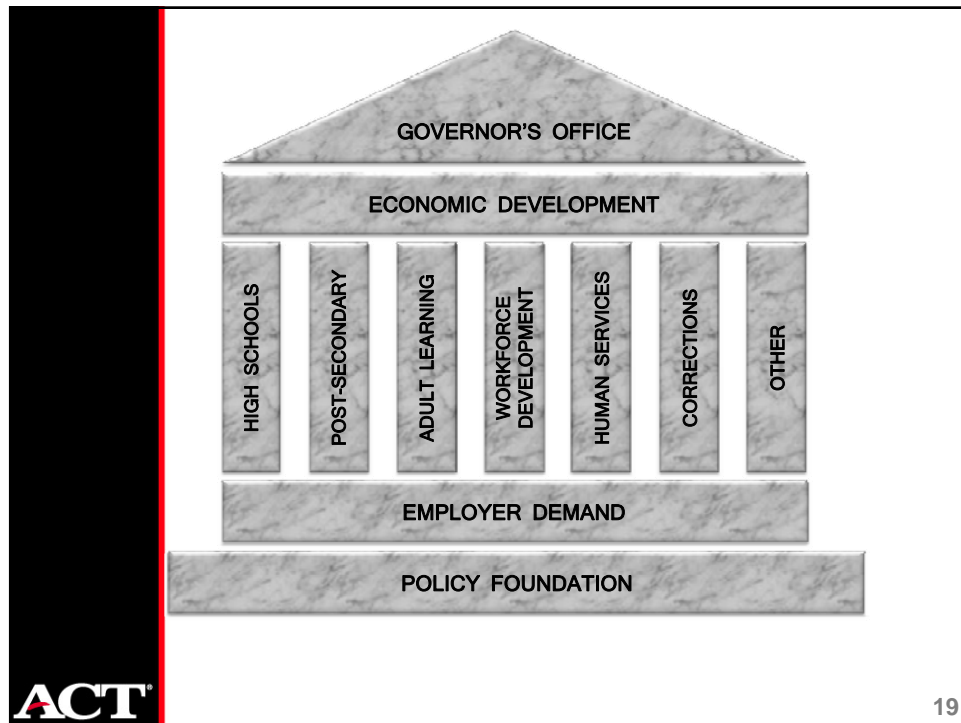
## Higher Skills = Higher Pay

### National Career Readiness Certificate Levels And Median Annual Salaries (U.S.)

Gold Occupations	Silver Occupations	Bronze Occupations
\$61,185	\$36,670	\$27,885

Source: O\*NET





## National Partners

- NAM National Association of Manufactures
- NCCER National Center for Construction and Education Research
- CAEL Council for Adult and Experiential Learning

## Shared Benefits

**Employers** get meaningful evidence of skills that lead to performance

**Educators** receive clear picture of employer expectations on skills

**Individuals** gain rewards for achieving precise levels of skills that lead to jobs



## Educator Benefits

- Focus Training Curricula on identified skill gaps
- Allows Educators to demonstrate student progress
- Linking academic achievement to career planning and job opportunities
- Offers a common language with Employers
- Increase Student employability



## Individual Benefits

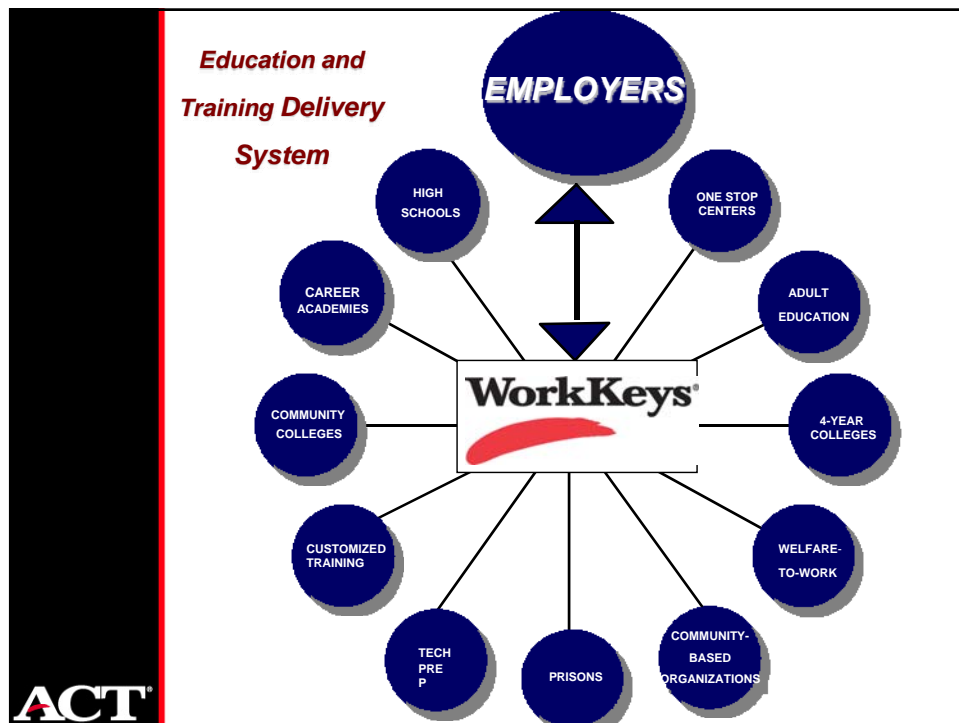
- Distinguish Individual as a qualified applicant
- Identify individual skill gaps and train to close those gaps
- Rank above other job applicants or incumbents for job placement or promotion



## Employer Benefits

- Identifies key job skill requirements
- Identify pool of skilled job applicants
- Matches Employee Skills with Job Requirements
- Align Training for Incumbent Worker to specific job skill requirements
- Communicate effectively with Educators
- Improves Employee Retention and Performance





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## Ready For College Ready For Work

- Study of Illinois 11<sup>th</sup> graders who took both the ACT and WorkKeys
- Found an association (not correlation) between College Readiness Benchmarks (21 in English, 22 in Math) on ACT and Level 5's on WorkKeys Applied Math and Reading For Information

