Creating A Common Language for Workforce Development

WorkKeys®

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

ACT

ACT®
FIFTY YEARS 1959|2009

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www.workkeys.com

ACT

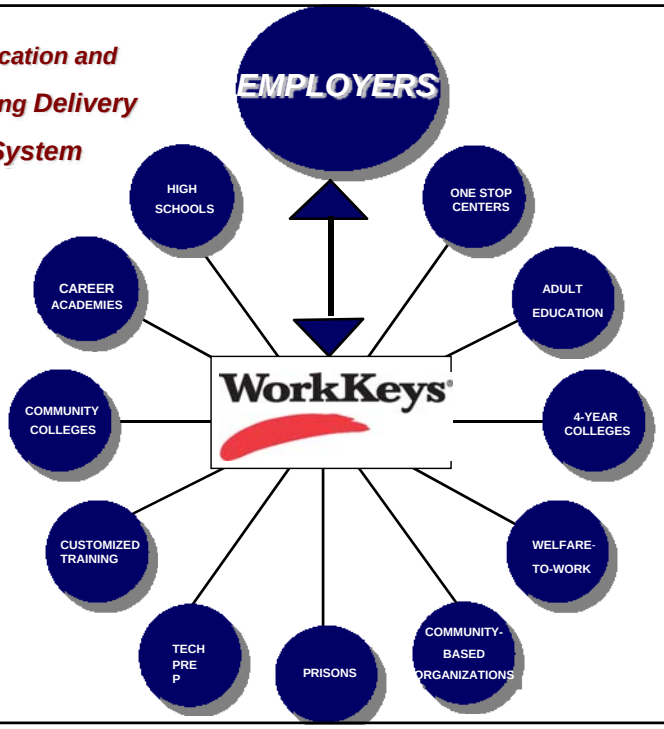
ACT™

Information for Life's Transitions

- **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**

ACT®

Education and Training Delivery System



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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.

ACT

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?

ACT

The Most Comprehensive Assessment of Workplace Skills

Communication
- Business Writing
- Listening
- **Reading for Information**
- Writing

Personal Skills
- Performance
- Talent
- Fit

Problem Solving
- **Applied Mathematics**
- Applied Technology
- **Locating Information**
- Observation

Interpersonal Skills

Teamwork

ACT

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**

ACT

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 MoreForms (for pre/post testing)**
- **On DOL's Common Measures List**

ACT

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?

A. $39.50
B. $41.48
C. $41.87
D. $54.00
E. $54.54

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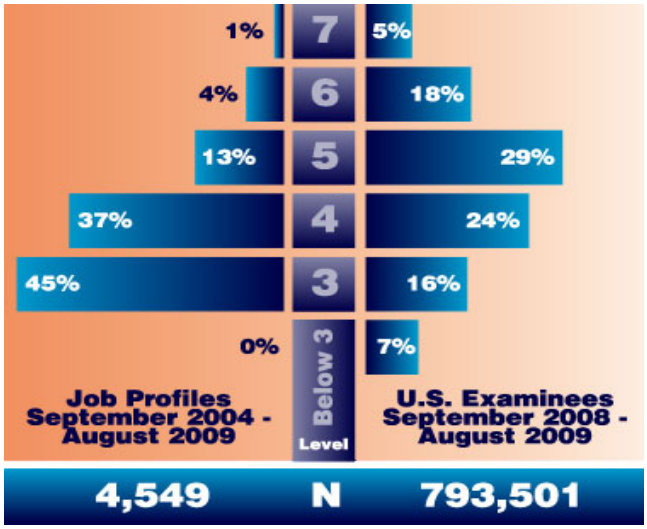
WorkKeys®

Applied Math



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An Empirically-Based Definition of Career Readiness

Work Skill	35%	65%	90%	99%
∗Applied Mathematics	3	4	5	6
∗Reading For Information	3	4	5	6
∗Locating Information	3	4	5	6

ACT®

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

GREAT SEAL OF THE STATE OF NORTH DAKOTA

Certificate #J102ESSAMPLE
Issue Date 6/30/08

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 as 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 interchange of fractions, decimals, and percents to make sense; 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 trends in detailed tables, maps, instrument gauges, 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 context 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.

If you have questions, call 1-800/WORKKEY.

Works Habits measured through ACT Talent Assessment

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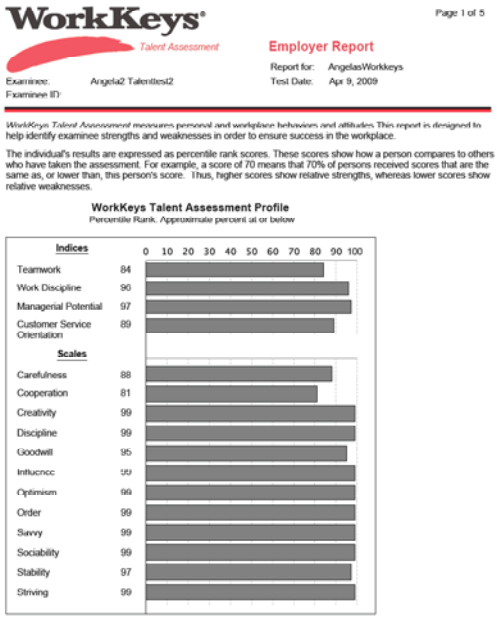
ACT

Talent
Score
Report



WorkKeys®
Talent Assessment

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Employer Report

Report for: AngelasWorkkeys
Test Date: Apr 9, 2009

Examinee:
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	
Teamwork	84
Work Discipline	90
Managerial Potential	97
Customer Service Orientation	89
Scales	
Carefulness	88
Cooperation	81
Creativity	99
Discipline	99
Goodwill	95
Influence	99
Optimism	99
Order	99
Savvy	99
Sociability	99
Stability	97
Striving	99

0 10 20 30 40 50 60 70 80 90 100

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

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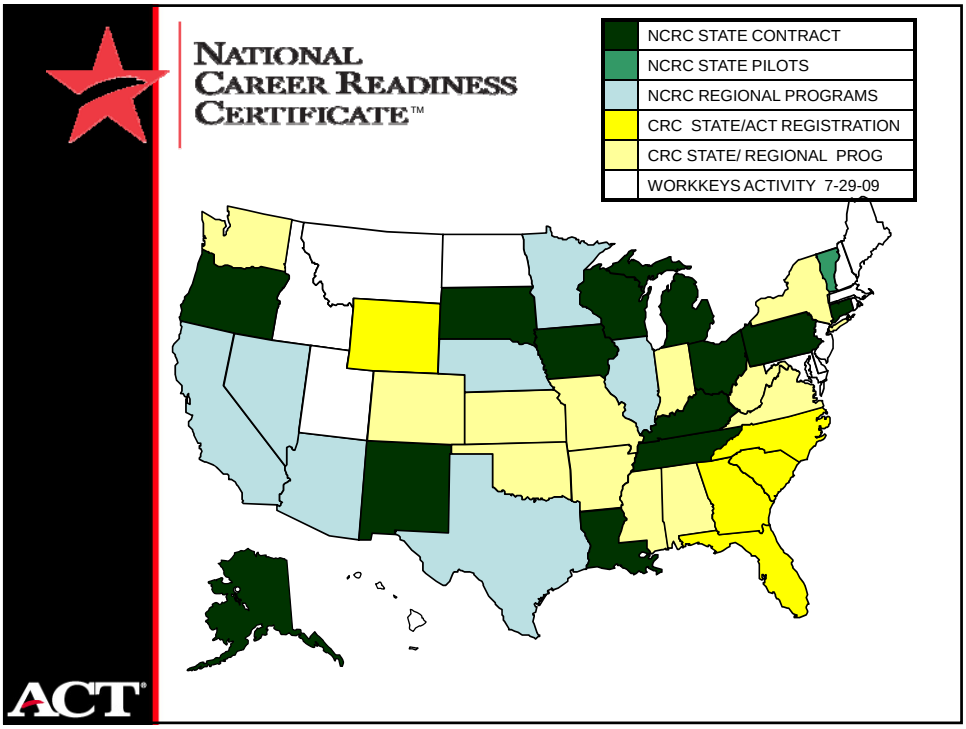

NATIONAL CAREER READINESS CERTIFICATE™

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

ACT

Health Care Careers and the NCRC

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

ACT

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

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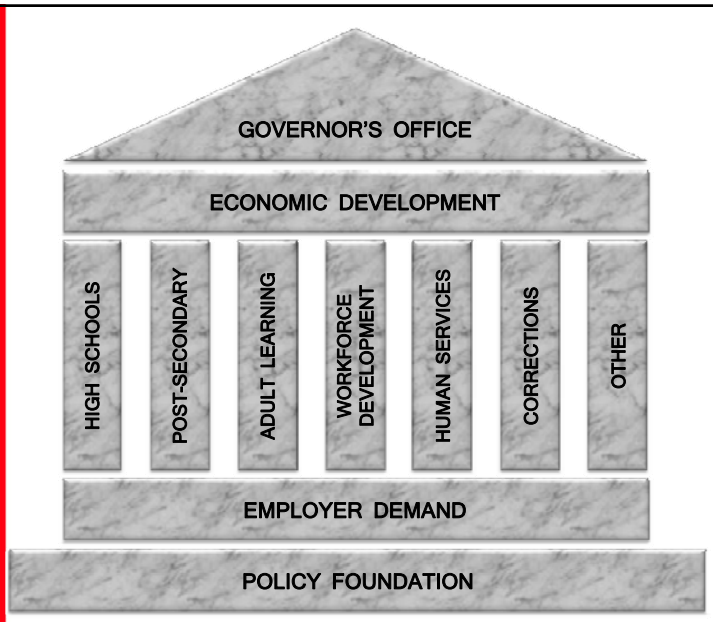

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National Partners

- 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

ACT

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

ACT

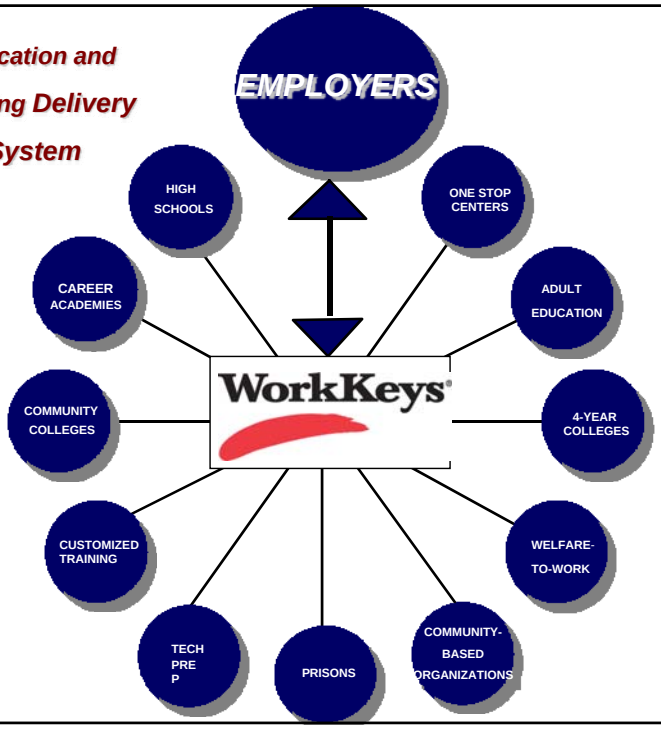
Individual Benefits

- 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

Education and Training Delivery System



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Ready For College Ready For Work

- Study of Illinois 11th 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