



**Missouri Division of Workforce Development
DWD Issuance 01-2013, Change 1**

**Issued: October 11, 2013
Effective: Immediately**

Subject: Changes to WorkKeys Testing for Missouri Career Centers

1. Purpose: This Issuance is written to provide notification on the policy for administering the WorkKeys assessments to Missouri Career Center customers and the changes relating to National Career Readiness Certificates (NCRC) as described in paragraph “2.” Below.
2. Background: The Division of Workforce Development (DWD) has used the ACT WorkKeys assessments since 2005 to assess the skills of Career Center customers. In 2006, DWD began issuing Career Readiness Certificates based on the achievement levels of the Reading for Information, Applied Mathematics, and Locating Information assessments; and in August 2010 converted to the NCRC.
3. Substance: While we continue with our support of NCRC, effective July 1, 2013, there will be changes to the WorkKeys testing policies. They are as follows:
 1. The WorkKeys assessments will only be administered using the Internet version in the Career Centers. The only exception to this is for testing accommodation for individuals with a disability.
 2. In the event the job seeker does not achieve a score high enough to earn a NCRC, or wishes to improve a score on an assessment, they may re-take the assessments providing they have utilized KeyTrain for remediation and the KeyTrain scores reflect an improvement in the assessment area. Please note that ACT strongly recommends that a person wait 30 days and receive intervention/training before retesting.
 3. The “other” tests such as Talent, Workplace Observation, will no longer be available through the Career Centers. Customers wishing to take these assessments should be referred to the closest testing facility (Community College, etc.). Please note that there is a charge from the college to take the assessment.

4. Action: This policy was effective July 1, 2013, the Career Centers and local Workforce Investment Boards must comply with this policy when providing WorkKeys assessments to Career Center customers. Change 1 to this policy is effective immediately.
5. Contact: Direct questions or comments regarding this issuance to Melissa Woltkamp, Manager, Special Projects at 573.526.8241, or melissa.woltkamp@ded.mo.gov.
6. Reference: None
7. Rescissions: DWD Issuance 01-2013, issued July 1, 2013.
8. Attachments: None

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