



DWD Issuance 02-2010

Issued: August 20, 2010
Effective: August 20, 2010

Subject: Implementation of the National Career Readiness Certificate (NCRC)

1. Purpose: The purpose of this policy is to emphasize the National Career Readiness Certificate (NCRC) as a value-added product /service for job seeker and business customers in Missouri's Next Generation Career Centers.
2. Background: This policy replaces the existing Missouri Career Readiness Certificate (CRC) policy. The name of the CRC was changed by ACT® to the National Career Readiness Certificate. This policy and Implementation Guide also reflect some changes to the CRC. Employers everywhere are searching for the most qualified applicants available and the NCRC provide these employers with that talent pool. The NCRC is used for screening, hiring and promotion, and targeting employee training and development.
3. Substance:

Missouri's Next Generation Career Centers (NGCC) emphasize skill improvement and skill attainment. NGCC's utilization of the WIN Initial Quick Assessment provides the first step in directing customers to the path of obtaining a National Career Readiness Certificate. The NCRC verifies to employers that an individual has essential core employability skills. The NCRC has become associated nationally with positive employment and retention outcomes. The Missouri Division of Workforce Development will position the NCRC as a demand driven solution by employers.

The reporting and management of the NCRC has changed and will now be completed through the ACT® RegiSTAR system, as described in the attached Implementation Guide.
4. Action: Effective August 20, 2010, the Missouri Career Centers and Local Workforce Investment Boards (WIBs) must comply with this policy when implementing the NCRC.
5. Contact: Direct questions or comments regarding this issuance to Melissa Woltkamp, Manager, One Stop, Adult and Youth Programs at 573.526.8241, or melissa.woltkamp@ded.mo.gov.
6. Reference: None

7. Rescissions: DWD Issuance 04-2007, and Attachments 1, and 2, Policy for the Implementation of the Missouri CRC, dated October 31, 2007.
8. Attachments: (1) Policy for the Implementation of the NCRC and (2) Implementation Guide for the NCRC.



Julie Gibson
Director



DWD Issuance 02-2010, Attachment 1: Policy for the Implementation of the National Career Readiness Certificates (NCRC)

The NCRC verifies to employers anywhere in the United States that an individual has essential core employability skills in Applied Math, Locating Information and Reading for Information. ACT® has researched over 16,000 occupations, and these three skills are highly important to the majority of jobs in the workplace. The certificate is an easily understood and nationally valued credential that certifies the attainment of these workplace skills.

Experience in states having a Career Readiness Certificate indicate that individuals receiving a NCRC will have far greater employment and retention outcomes if the NCRC is positioned as a demand driven solution with high awareness and use by employers.

Worldwide Interactive Network (WIN) Courseware is directly related to ACT®'s WorkKeys Assessments in order to provide remediation to individuals for improving their skill levels, and assisting them in achieving the NCRC.

The reporting and management of the NCRC will be done by ACT® RegiSTAR system. RegiSTAR is a web-based system used for the reporting and management of the National Career Readiness Certificates. On a weekly basis, RegiSTAR automatically sweeps test sites' WorkKeys® scores, registering NCRC and creating accounts for eligible examinees. The RegiSTAR sweep may encompass one or more test scoring sites. Also on a weekly basis, RegiSTAR will print and ship paper certificates automatically. DWD will be using RegiSTAR to pull and run reports on tests taken and certificates issued. (Please see the NCRC Implementation Guide for additional details).

A. Introduction of Implementation Approach

The purpose of this policy is to emphasize and promote the National Career Readiness Certificate (NCRC) as a *value-added* product/service for job seeker and business customers in Missouri's Next Generation Career Centers (NGCC). This policy pertains to the substance and action steps necessary for staff of Missouri Next Generation Career Centers and Local Workforce Investment Boards. This policy does not pertain to other key partners such as other agencies and institutions, testing entities and private businesses. Rather it is intended to inform, encourage and support those other entities in their adaptation and use of the NCRC as a valuable new service for talent development provided by NGCC.

As individual job seekers are attracted to obtaining the NCRC and seek testing, the next step of implementation involves testing logistics, actual certification and the issuance of the NCRC. The actions necessary for implementing these steps are described in more details in the NCRC Implementation Guide.

B. Customer Flow Process: Job Seekers

The NGCC Teams will promote the value of the NCRC as well as provide information about the NCRC to individual job seekers. The NCRC is a form of basic skills assessment that provides verification of skill levels to both the job seeker and potential employer.

There is no requirement that the client be assessed for the NCRC. If the client does not wish to take this type of skills assessment, they are referred to other feasible services.

If the client is interested in the NCRC, the NGCC staff will explain and initiate the process. The Division of Workforce Development (DWD) will provide training, technical assistance and support to local areas in the “best practices” suggested for details about how the certification process is explained and completed for the client.

The Division of Workforce Development (DWD) will cover the cost of the three tests for the WorkKeys® assessment, which consists of: Applied Math, Locating Information, and Reading for Information. DWD will also make available as needed the following additional tests based upon employer demand:

New Assessments
Applied Math-Healthcare
Reading For Information-Healthcare
Locating Information-Healthcare
Applied Math-Spanish Version
Reading For Information-Spanish Version
Locating Information-Spanish Version
Foundational Skills Assessments
Applied Technology
Observation
Teamwork
Business Writing
Listening
Writing
Personal Skills Assessments
Performance
Fit
Talent

C. Delivery of the NCRC through the NGCC Model

The NGCC will provide points of access to customers seeking a NCRC through the NGCC teams. Most Workforce Investment Areas have a basic infrastructure to accommodate this process. For those individuals charged with implementation, this section is designed to briefly explain the process.

1. Who should be Tested:

Any client who can benefit from the knowledge and verification of their skill levels.

2. The Testing Environment:

WorkKeys® assessments are standardized tests that involve specific guidelines with respect to security and administration. Any entity who is licensed to administer WorkKeys® must comply with ACT's requirements for the testing environment and training requirements for staff to administer the assessments. A complete description of ACT's requirements for WorkKeys® test administration guidelines are contained in the WorkKeys® Test Coordinator Manual and the WorkKeys® Directions for Test Administration. (All documents referenced as manuals and guidelines supporting the DWD NCRC Issuance and the recommendations found in this Guide are available from either DWD or ACT). If you have any questions concerning the testing environment, please contact your functional leader in the Career Center.

3. Testing Basics:

WorkKeys assessments are currently available using two separate delivery methods: internet-based and paper/pencil testing. Please note that while paper/pencil testing is available, the internet-based assessment is the preferred method of delivery and should be utilized whenever available.

a) Internet-based Testing:

For Internet-based testing, the administrator must provide a computer with Internet access, pencil, scratch paper and approved calculator. Scratch paper should be collected at the end of the testing session and shredded. When using internet-based testing, the subtests are timed and will automatically deactivate when the time has expired.

Test responses are automatically scored by ACT as the client is taking the test.

Test results are available immediately after the client has finished testing and can be retrieved by the test administrator.

b) Paper-and-Pencil Testing:

The test administrator is responsible for supplying the test booklet, answer sheet, pencil, and approved calculator.

The use of scratch paper, notes or dictionaries is not permitted. Examinees can perform calculations and record notes in their test booklets.

The test administrator must ensure that time restrictions are enforced for each of the three subtests.

The test administrator must account for all testing supplies (booklets/answer sheets, etc.) when the testing session has ended.

The tests results are either mailed to ACT to be scored or scanned on site. Either way, a summary of the client's score can be printed, but there may be a time delay between testing and the availability of the scores.

NGCC staff will be available to privately review assessment scores with all interested customers. The examinee should also be referred to the ACT WorkKeys® Occupational Profile Database for additional information on how their results relate to various jobs.

ACT will print the NCRC certificates. The certificates will then be mailed to DWD Central office to be distributed to the Missouri NGCC in approximately two weeks.

ACT will enter results into RegiSTAR and the individual's scores will then be automatically loaded into Toolbox.

4. Frequency of Testing:

There are considerations involved in an individual re-testing in the assessment process when they do not achieve minimum score levels. ACT provisions do permit re-testing using another form of the assessment. A person can retest as long as a new form of the test is available.

It is the policy of DWD that, if a client fails to attain scores which will result in a NCRC, the client must go through remediation before being allowed to retake the assessment(s). For detailed recommendations about re-taking the assessments, please see ACT Retest Recommendations, found in Attachment 7.

ACT validates the results of WorkKeys® assessments for five years.

5. Testing Results:

Test results are delivered in different formats depending upon the type of test given.

a) Internet-based Testing:

Test results are available immediately after the client has finished testing. NGCC staff will be able to privately review the results. However, in a large testing situation, this may not be possible. The NGCC staff should explain

the scoring system prior to testing and indicate when/how the client will get additional information about the test results. Clients will also have the ability to review their profiles/test scores on the RegiSTAR system once scores have been entered by ACT. See Attachments 8 and 9 of the Implementation Guide: The Certificate Account Quick Start Guide, Creating a New RegiSTAR Account, and Accessing Your Pre-Created RegiSTAR Account.

b) Paper-and-Pencil Testing:

The tests results are either mailed to ACT to be scored or scanned on site. A summary of the client's score can be printed, but there may be a time delay between testing and the availability of the scores.

In discussing client results, explain what skills and abilities they have demonstrated. ACT has established skills sets for each level of WorkKeys® (Level 3 and above). These skills appear on the back of the NCRC and can be accessed from the ACT website (www.act.org). Secondly, share the skills and WorkKeys® levels the client will need for the occupation they have selected. Explain if there is a gap between actual scores and the score profile for the occupation. If so, then the client will need to remediate prior to retesting. Explain the Worldwide Interactive Network (WIN) program and how the client can access WIN training.

6. Secure a Testing Location:

It is the policy of DWD that the NGCC be used to accommodate testing at their locations whenever feasible.

7. Remediation:

When an individual fails to earn a minimum Level 3 in the three assessments, or wishes to improve the scores, remediation is needed. WIN is the remediation tool used by DWD. WIN is an internet-based system that may be accessed at any time (once the individual is assigned a pin number) from any internet connection.

Remediation must be successfully completed before an individual will be allowed to re-take the assessments. For example; an individual takes the three required assessments and achieves a level 5 in Applied Mathematics, level 4 in Reading for Information and less than a Level 3 in Locating Information. The appropriate staff person would review the scores with the individual; explain the need for remediation in Locating Information and what that entails. The individual would then be directed to the WIN courseware system for remediation. Upon successful completion of remediation (as determined by scores on the imbedded WIN placement tests) the individual may re-take the WorkKeys® assessment for Locating Information.

During the remediation process the NGCC staff will monitor the progress of those individuals whom they have enrolled and provide guidance as needed. At times it may be necessary to enroll an individual in a traditional classroom situation, or provide one-on-one instruction.

This same remediation process is to be utilized if a NCRC holder wishes to attain a higher level NCRC. See Attachment 6 for the Remediation Flow Chart.



**NATIONAL CAREER READINESS
CERTIFICATE**

IMPLEMENTATION GUIDE

Missouri Division of Workforce Development

Implementation Guide for the National Career Readiness Certificate

Introduction

In December 2003, the Division of Workforce Development (DWD) began the process of implementing a career readiness certificate. Subsequently, Missouri became the 13th state of a 33-member consortium. Each member-state had developed or was in the process of developing a career readiness certificate based on ACT's WorkKeys®. By joining this consortium, the MoCRC became a portable credential recognized in all of these states.

The Missouri CRC is now changing to the National Career Readiness Certificate (NCRC), which has a national base rather than a state base. This makes the certificate even more portable and useful to the client. This Guide details the initial process to be followed, although adjustments will be made as opportunities for continuous improvement are identified.

This Implementation Guide provides many recommendations and suggested "best practices" to assist in the implementation and administration of the National Career Readiness Certificate (NCRC) through the Missouri Workforce Development System and partner agencies.

The purpose of the Guide is to explain basic implementation elements, explain details about expected actions to be taken and provide instruction, guidance, policy and best practices in functioning as an access point for the Next Generation Career Centers (NGCC), NGCC functional managers, local WIBs and partner program staff. The Guide is divided into the following sub-sections:

- A. Introduction of Implementation Approach**
- B. Customer Flow Process: Job Seekers**
- C. RegiSTAR System Information**
- D. List of Attachments**

A. Introduction of Implementation Approach

Due to the nature of the many different relationships necessary to implement the NCRC, it is important to introduce these to set the context of actions requested by this Guide. These relationships are displayed in Attachment 1.

Sound experience from other states in the ACT WorkKeys® consortium informs our implementation that there are five interrelated areas of systemic change in this process (see Attachment 1: *Worlds of Work Creating a National Career Readiness Certificate*). These are: 1) Public relations and marketing; 2) Testing job seekers; 3) Certifying them with the actual NCRC certificate; 4) Building relationships with key partners; and 5) Working with businesses as employers and customers of the testing function being implemented.

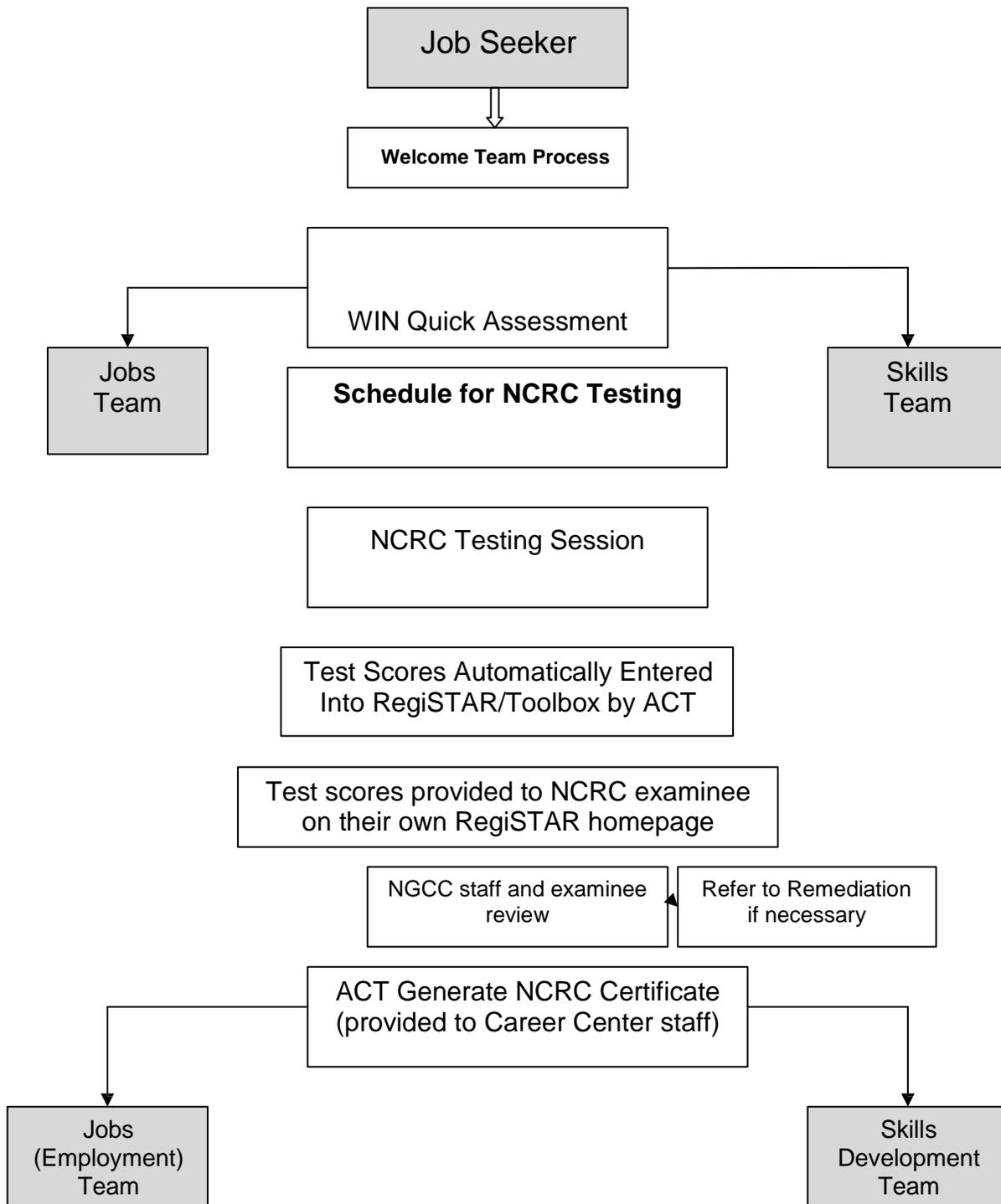
The NCRC process and relationships involved begin with the statewide support and provision of public relations and marketing. This support surrounds widening the impact as much as possible to the public awareness of the function of the NCRC, its benefits and uses, why one would wish to attain it, and where and how it can be obtained. This public awareness, of course, will apply to both businesses and to individuals in the general public. Included in the

marketing will be a clear distinction between the NCRC and the various other WorkKeys® tests and procedures. It will also clearly distinguish between the battery of three tests that comprise the NCRC for those skill sets (or the new product being offered at the NGCC) and the validation of other skill areas that may be accessed through other ACT assessments and the function of profiling for specific occupational skills. Currently, the State of Missouri is not financing the profiling of jobs. In addition, while implementing a NCRC creates a great opportunity for the NGCC to offer profiling services, this Guide is in no way related to that opportunity. It merely suggests actions toward a NCRC that may support profiling of additional jobs.

As individual job seekers are attracted to the NCRC, and seek testing, the next arena of work involves testing logistics and actual certification, including the issuance of the certificate. Actions necessary for implementing this function are described throughout this Guide and are its main focus. Also, as awareness of the NCRC and its benefits increases, the experience of other states in this process demonstrates that businesses may require a NCRC as a prerequisite to their interviewing or hiring a candidate. This makes the business itself a customer of this service. The implications of this success is that the NGCC staff must be keenly aware of service to the individual, creating a positive experience, as well as for the business, delivering a value added product in the outcome as a certified job candidate.

As the benefits and uses of NCRC becomes more widely recognized, the perceived value by employers will increase, therefore, it is vital that the NGCC staff (and WIB officials) engage in the development and promotion of significant “relationship building” with businesses, other WIBs, educational institutions and economic developers. These relationships promote the integrity of the new program; linking the delivery of the product (the NCRC candidate) with what exactly can be done with that product. Obviously, the focus is on increasing the effectiveness, rate and quality of job placement of the job seeker. Ultimately, these relationships will also serve to drive certification, increasing the awareness and value of the NCRC to increased numbers of job seekers. This Guide can only direct action to integrate success within these various areas of work and is intended in all cases to promote and encourage these relationships.

B. National Career Readiness Certificate Customer Flow/Process



C. RegiSTAR System Information

RegiSTAR is a web-based system used for the reporting and management of the National Career Readiness Certificates by ACT. On a weekly basis, RegiSTAR will automatically sweep Missouri test site's (or sites') Workkeys scores, registering National Career Readiness Certificates and creating accounts for eligible examinees. The RegiSTAR sweep may encompass one or more test scoring sites.

The certificates will then be printed by ACT and shipped to DWD Central Office for distribution.

Once an individual receives a NCRC, they may create an account with a valid email address at <https://myworkkeys.act.org>. The account is created based on the following criteria match: First Name, Last Name, Birth Month, Birth Date and Examinee ID. The benefits of creating an account will allow the individual to create and share the certificate electronically for free and allow employers to verify the individual certificate details.

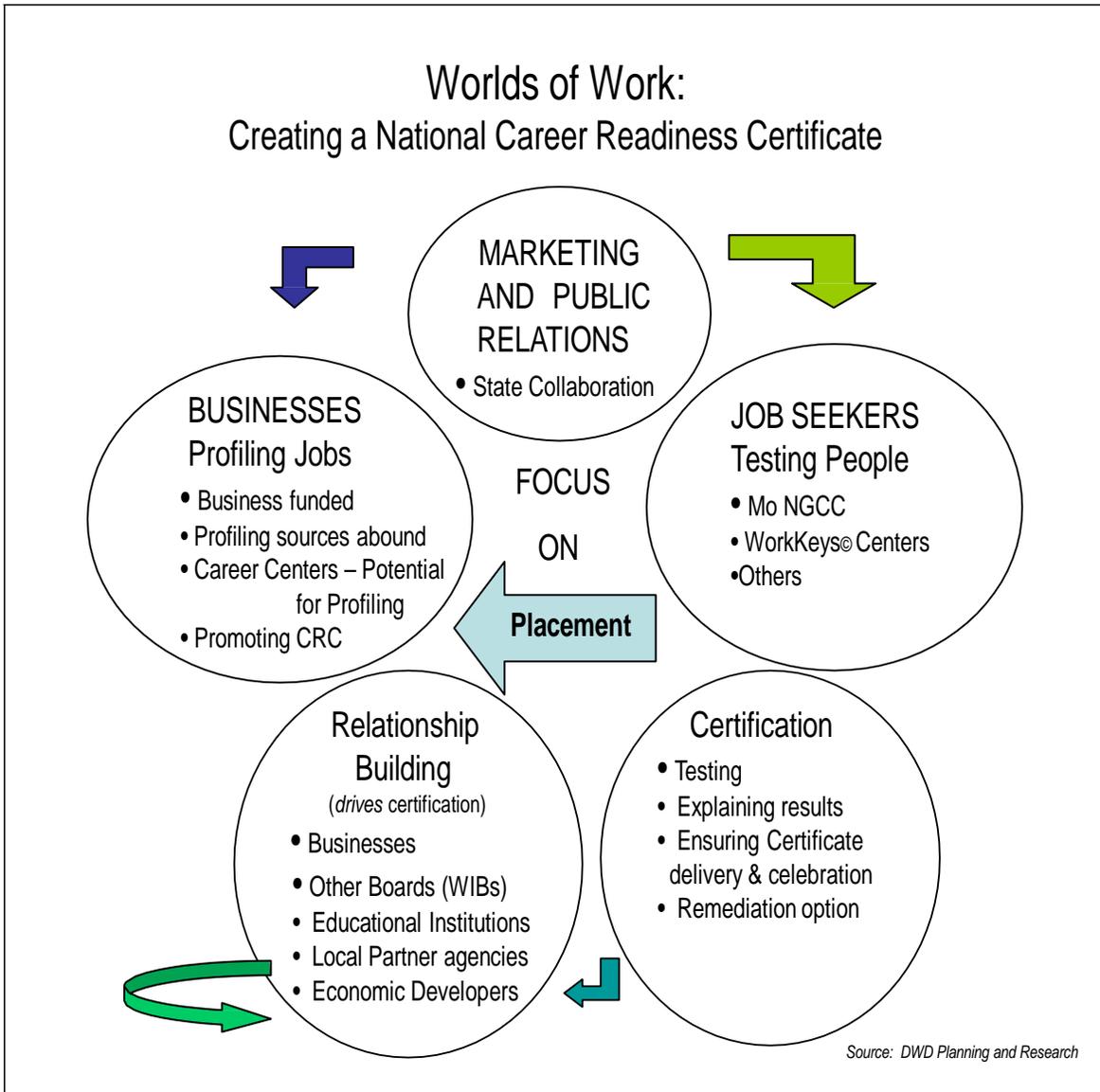
See Attachment 7 and 8: Certificate Account Quick Start Guide (Creating a New RegiSTAR Account and Accessing Your Pre-Created RegiStar Account)

D. List of Attachments

1. Worlds of Work: Implementing a National Career Readiness Certificate
2. Definition of Key Terms
3. Description of WorkKeys® Assessment Tests and Additional Tests
4. Toolbox Registration
5. NCRC Site Locations and Test Administrators
6. Recommended Flow of Remediation
7. ACT WorkKeys Retest Recommendations
8. The Certificate Account Quick Start Guide: Creating a New Account
9. The Certificate Account Quick Start Guide: Accessing Your Pre-Created Account

Attachment 1

Worlds of Work: Implementing a National Career Readiness Certificate



Attachment 2

Definition of Key Terms

ACT®: The organization that designed the WorkKeys system.

Career Development Report: A report that shows the skill levels of the job profile versus the skill level of the individual. This report will identify any gap in skills.

KeyTrain: An on-line or paper-pencil remediation tool aligned with the WorkKeys assessments to assist individuals with skills development.

Level: A set of skills mastered by an individual as defined by WorkKeys assessments. Higher-level scores include mastery of lower skill levels.

Memo to the Examine Report: A report that summarizes the assessments taken by an individual including the score and gives tips to the individuals on how he/she can improve that score.

NCRC Bronze Level Certificate: A certificate level based on scores from Applied Mathematics, Locating Information, and Reading for Information. A minimum score of level three on each assessment is required to achieve this level of certificate. The certificate is issued based on the lowest score of the three assessments.

NCRC Silver Level Certificate: A certificate level based on scores from Applied Mathematics, Locating Information, and Reading for Information. A minimum score of level four on each assessment is required to achieve this level of certificate. The certificate is issued based on the lowest score of the three assessments.

NCRC Gold Level Certificate: A certificate level based on scores from Applied Mathematics, Locating Information, and Reading for Information. A minimum score of level five on each assessment is required to achieve this level of certificate. The certificate is issued based on the lowest score of the three assessments.

NCRC Platinum Level Certificate: A certificate level based on scores from Applied Mathematics, Locating Information, and Reading for Information. A minimum score of level six on each assessment is required to achieve this level of certificate. The certificate is issued based on the lowest score of the three assessments.

National Career Readiness Certificate: The Career Readiness Certificate will be obtained directly from ACT®. This certificate uses the same three assessments as the MoCRC. Since Missouri's certificate is affiliated with the National certificate, a seal indicating this affiliation is placed on the NCRC.

Paper-and-Pencil Testing: Assessments where a booklet is used to display the questions and answers are recorded using a pencil on a bubble form to be scanned either locally or by ACT®.

Summary Report: A report that summarizes the assessments taken by an individual including the score on each assessment and a list of skills mastered with the score. Could be used as part of a career portfolio or integrated into a resume or cover letter.

WorkKeys System: A job skills assessment system measuring “real world” skills employers identified as critical to job success. These skills are valuable for any occupation and at any level of education. The system consists of six components: Job Analysis, Assessments, Training/Remediation, Skill Map, Estimator and the Occupational Profile Database.

Worldwide Interactive Network (WIN): An on-line or paper-and-pencil remediation tool aligned with the WorkKeys® assessments to assist individuals with skills development.

Attachment 3

Description of WorkKeys Assessment Tests and Additional Tests

Applied Mathematics: Measures the skill individuals use when they apply mathematical reasoning, critical thinking, and problem-solving techniques to work-related problems.

Applied Technology: Measures the skill Individuals use when they solve problems with machines and equipment found in the workplace. This skill includes four areas of technology: electricity, mechanics, fluid dynamics and thermodynamics.

Business Writing: Measures the skill individuals use when they write an original response to a work-related situation. Components of the Business Writing skill include sentence structure, mechanics, grammar, word usage, tone and word choice, organization and focus, and development of ideas.

Listening: Measures the skill individuals use when they receive verbal information in the workplace and relay it to another person.

Locating Information: Measures the skill individuals use when they work with workplace graphics.

Reading for Information: Measures the skill individuals use when they read and use written text in order to do a job. The written texts include memos, letters, directions, signs, notices, bulletins, policies, and regulations.

Observation: Measures the skill individuals use when they pay attention to and remember work-related instructions, demonstrations, and procedures.

Teamwork: Measures the skill individuals use for choosing behaviors that both lead toward the accomplishment of work tasks and support the relationships between team members.

Writing: Measures the skill individuals use when they write messages that relay workplace information between people.

Performance: Measures general work performance such as prevalence of theft, absenteeism, and resilience to work-related stress. It also screens for unsafe work behaviors such as working under the influence of alcohol/drugs, outbursts of physical or verbal aggression, and risky behavior that may lead to work-related accidents.

Talent Assessment: A selection and employee development tool that measures a candidate's work-related attitudes and behaviors such as: Carefulness, Cooperation, Creativity, Discipline, Goodwill, Influence, Optimism, Order, Savvy, Sociability, Stability and Striving.

Fit Assessment: Measures an individual's interests and values, providing information that can help determine how well a candidate matches up with occupations in an organization. This tool assesses work-related interests and a broad range of work-related values, such as Autonomy, Physical Activity, Influencing Others, and Precision.

Attachment 4

Toolbox Registration for NCRC

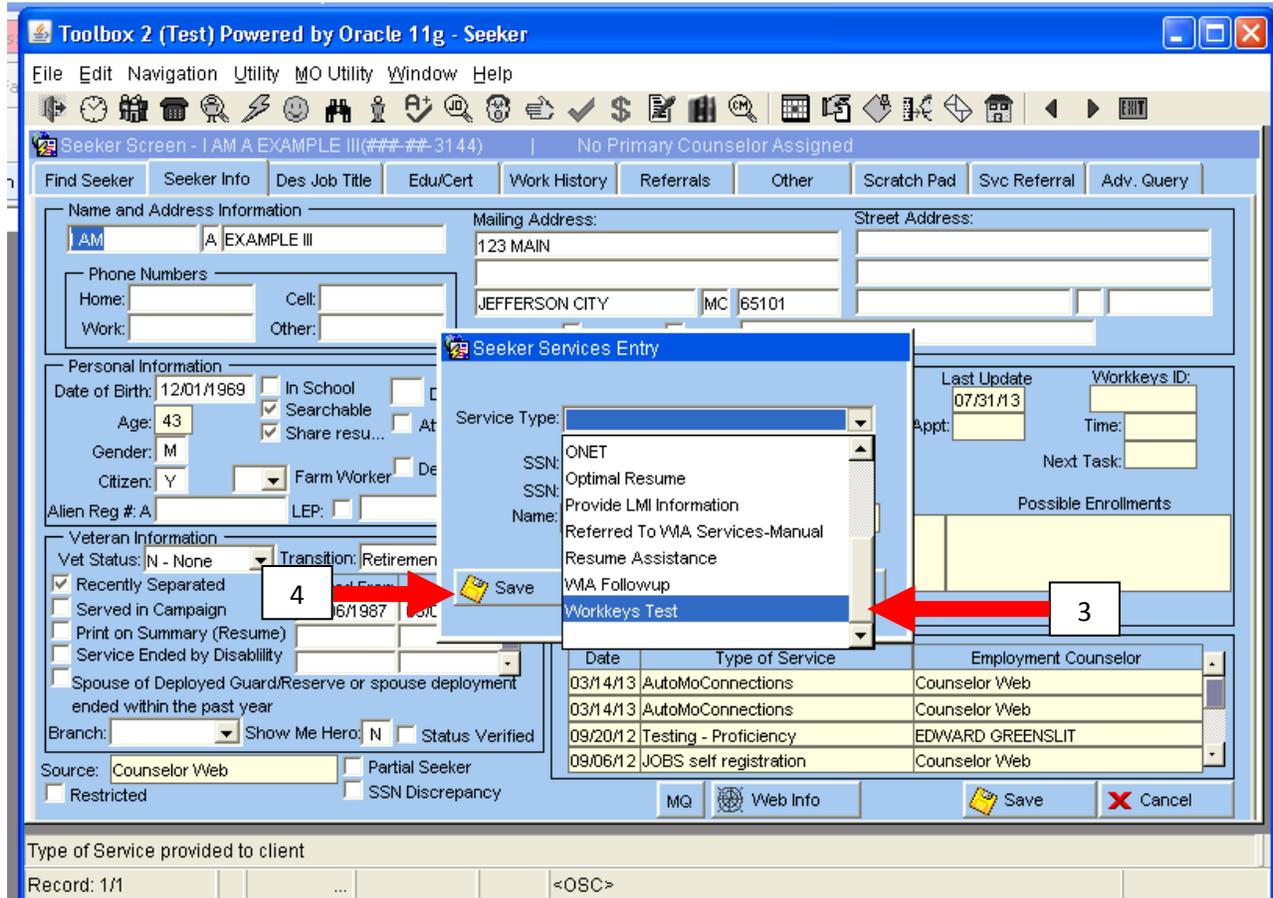
From the seekers record

1. Select options
2. Select Seeker Services

The screenshot shows the 'Toolbox 2 (Test)' application window. The 'Options' menu is open, and the 'Seeker Services' option is highlighted. A red arrow labeled '1' points to the 'Options' menu, and another red arrow labeled '2' points to the 'Seeker Services' option. The main window displays various fields for a seeker's record, including 'Name and Address Information', 'Personal Information', and 'Veteran Information'. A table at the bottom shows 'Services Provided' with columns for 'Date', 'Type of Service', and 'Employment Counselor'.

Date	Type of Service	Employment Counselor
4/13	AutoMoConnections	Counselor Web
4/13	AutoMoConnections	Counselor Web
20/12	Testing - Proficiency	EDWARD GREENSLIT
06/12	JOBS self registration	Counselor Web

3. Select Workkeys Test
4. Select Save



5. Click Close

The screenshot shows a web application window titled "Toolbox 2 (Test) Powered by Oracle 11g - Seeker". The main content area is a form for "Seeker Services Entry" for a user named "AM A EXAMPLE III". The form includes sections for "Name and Address Information", "Phone Numbers", "Personal Information", and "Veteran Information". A modal dialog box is open over the form, containing a "Service Type" dropdown, "SSN" fields, and a "Name" field. At the bottom of the dialog are "Save", "Cancel", and "Close" buttons. A red arrow points to the "Close" button, which is labeled with the number "5".

Seeker Services Entry

Service Type: [Dropdown]

SSN: ***-**-3144

SSN: [Field]

Name: AM A EXAMPLE III

Save Cancel Close

Date	Type of Service	Employment Counselor
03/14/13	AutoMoConnections	Counselor Web
03/14/13	AutoMoConnections	Counselor Web
09/20/12	Testing - Proficiency	EDWARD GREENSLIT
09/06/12	JOBS self registration	Counselor Web

- After save is selected the unique number should be created and the Selection will display on seeker info page.

Toolbox 2 (Test) Powered by Oracle 11g - Seeker

File Edit Navigation Options Utility MO Utility Window Help

Seeker Screen - I AM A EXAMPLE III(###-##-3144) | No Primary Counselor Assigned

Find Seeker | Seeker Info | Des Job Title | Edu/Cert | Work History | Referrals | Other | Scratch Pad | Svc Referral | Adv. Query

Name and Address Information

AM | A | EXAMPLE III | 123 MAIN | JEFFERSON CITY | MC | 65101

Phone Numbers

Home: | Cell: | Work: | Other: | Bad Address | Homeless | Email:

Personal Information

Date of Birth: 12/01/1989 | In School | Disabled | Age: 43 | Searchable | Attended ETT | Gender: M | Share resu... | Citizen: Y | Farm Worker | Deceased | Alien Reg #: A | LEP:

Veteran Information

Vet Status: N - None | Transition: Retirement | Served From: 08/06/1987 | Served To: 05/02/2014

Seeker Status

Status	Date	Last Update	Workkeys ID:
Emp Exchange: Inactive	06/13/13	08/27/13	028030001
Case Management: N/A		Next Appt:	Time:
UI Ben Year Beg Dt: Inactive			Next Task:
Dislocated Date:		EB	

Services Provided

Date	Type of Service	Employment Counselor
08/27/13	Workkeys Test	EDWARD GREENSLIT
03/14/13	AutoMoConnections	Counselor Web
03/14/13	AutoMoConnections	Counselor Web
09/20/12	Testing - Proficiency	EDWARD GREENSLIT

MQ | Web Info | Save | Cancel

Query Returned no Rows!

Record: 1/1 | ... | <OSC>

Attachment 5

NCRC Site Locations and Test Administrators

Region: West Central Missouri Career Centers			
Location	City, State	Phone Number	
1661 North Second Street	Clinton, Missouri 64735	660.885.5541	
802 State Route 13	Lexington, Missouri 64067	660.259.4671	
621 East Highland Ave. Suite 3	Nevada, Missouri 64772	660.448.1177	
215 East Fifth Street	Sedalia, Missouri 65301	660.530.5627	
1034 South Maguire	Warrensburg, Missouri 64093	660.429.2504	

Region: Central			
Agency	Address	Contact Person	Phone Number
Central Missouri Community Action	3626-B South Clark, Mexico	Mary Gordon	573.582.7864
Missouri Career Center	1500 Vandiver Drive, Suite 114, Columbia	Deanne Stubblefield	573.884.3640
Central Missouri Community Action	610 Collier Ln., Fulton 106 W. Hwy. 54,	Mary Gordon	573.642.3316
Missouri Career Center	Camdenton	Lan Hunot	573.346.1766
Missouri Career Center	1716 Four Seasons Dr. #102, Jefferson City	Judy Widner	573.522.9497
Central Missouri Community Action	401 E. High St., Suite C, Boonville	Ginger Wenger	660.882.5601/02
Work Connections	204 Theresa, Cuba	Chris Crowley	573.885.4425
Work Connections	1100- E West Scenic Rivers Blvd., Salem	Tonya Sanders	573.729.7137
Work Connections	206-C South Alvarado, Belle	Sheila Maylee	573.859.6100
Central Missouri Community Action	104 N. Church, Fayette	Ginger Wenger	660.248.3503
Missouri Career Center	2636 S. Jefferson Ave. Ste. 1, Lebanon	Betty Norman	417.532.4255
Work Connections	105 E. North Street, Eldon	Vickie White	573.392.7854
Work Connections	103 N. Fisher, Versailles	Courtney Lent	573.378.4164
Central Missouri Community Action	604-B E. Buchanan St., California	Ginger Wenger	573.796.3238
Central Missouri Community Action	Main St. & Kuster Blvd., Linn	Jony Haslag	573.897.3523
Missouri Career Center	1202 Forum Drive, Rolla	Chris Link	573.364.7030
Work Connections	704 Historic Rte. 66 #101, St. Robert	Nancy Phenix	573.774.4004
Work Connections	10231 W. State Hwy. E, Suite C, Potosi	Steve Greenwell	573.438.4414

Region: Kansas City & East Jackson

Agency	Address	Contact Person	Phone Number
Central KC	1740 Paseo Kansas City MO 64108	John Whitsitt, Training Manager	816.471.2330 Ext. 294
South KC	6801-A Longview Road Kansas City, MO 64134	Mitch Alexander, Instructor	816.966.0289
Independence/East Jackson Co. North Kansas City/Mapelwood Community College/Northland Human Services Center	15301 E. 23rd Street Independence, MO 64055	Cindi Velasques, Instructor	816.325.5890
Ray County	3100 NE 83rd Street Kansas City, MO 64119	Shellie Bassett, Instructor	816.468.8767
West Central	849 E. South Street Richmond, MO 64085	Carole Van Bibber, Instructor	816.776.3920
Community Action	109 Congress Belton, MO 64012	Karen Rawlins, Instructor	816.380.6690
	200 N. Oakland Harrisonville, MO 64701	Karen Rawlins, Instructor	816.380.6690

Region: Jefferson/Franklin Consortium

Agency	Address	Contact Person	Phone Number
Missouri Career Center - Arnold	3675 West Outer Road, Suite 102 Arnold, MO 63010	Sandy Nappier	1.800.292.1314 or 314.808.6829
Missouri Career Center - Washington	1108 Washington Square Washington, MO 63090	Sandy Nappier	636.239.6703 or 1.800.292.1314

Region: Northwest

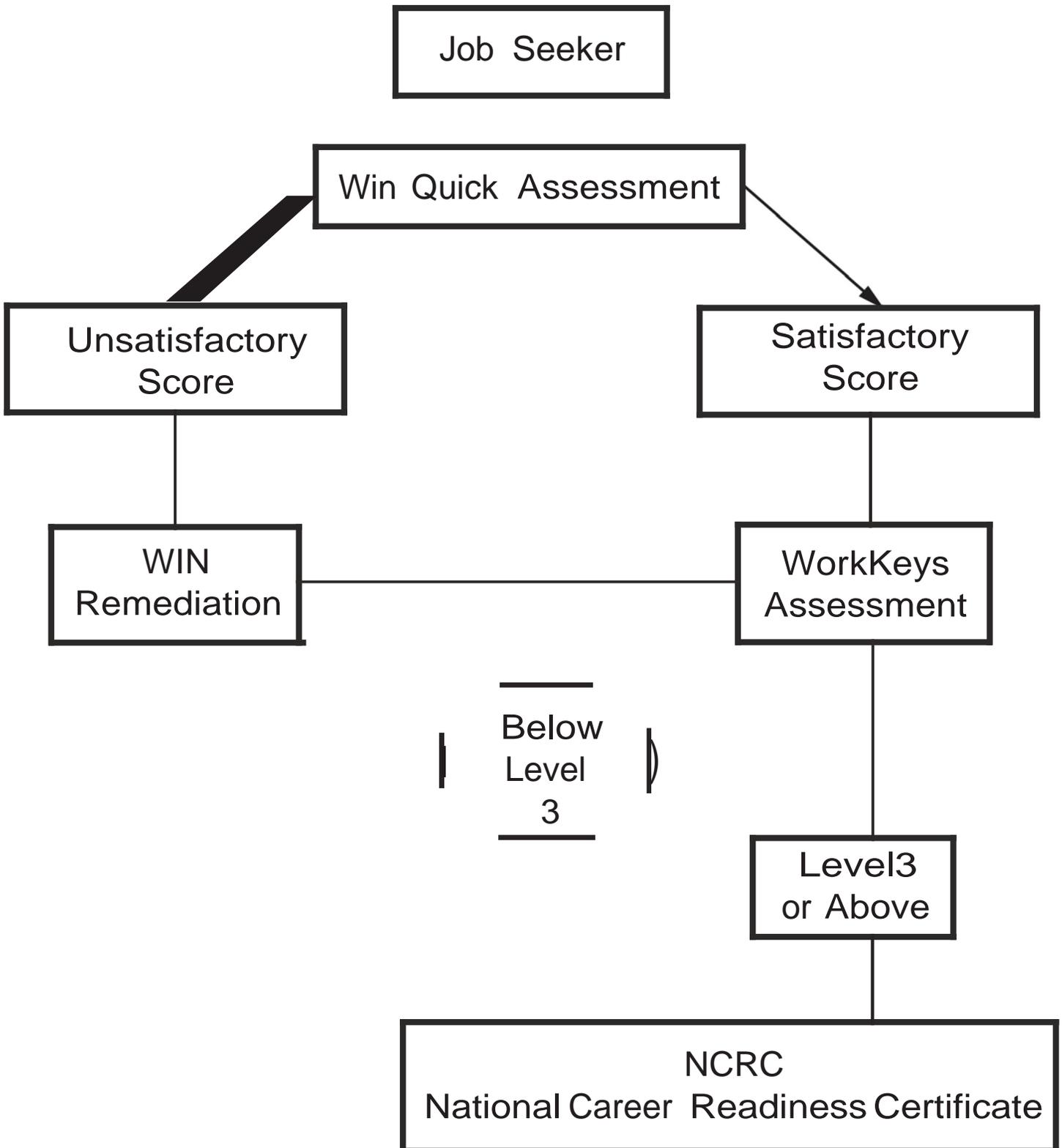
Agency	Address	Contact Person	Phone Number
Missouri Career Center	1212-B South Main Maryville, MO 64468	Kimberly Mildward Tim Howard	660.582.8980
Missouri Career Center	601 West Mohawk Chillicothe, MO 64601	Charlotte Bashford	660.646.0671
Green Hills Community Action Agency	1506 Oklahoma Avenue Trenton, MO 64683	Tyson Otto Catherine Campbell	660.359.3907
Missouri Career Center	301 South 7th Street St. Joseph, MO 64501	Sandy Dozier Kelly Leidy, April Gibson	816.387.9675
Community Action Partnership	111 West Third Cameron, MO 64429	Patsy Miller	816.632.7345

St. Louis City and County

Agency	Location	Contact	Phone
SLATE	1520 Market Street, Rm. 3050, St. Louis MO 63103		
North Oaks	26 B North Oaks		
Delmar/Central	4811 Delmar		
Deer Creek	3256 Laclede Sta. Rd.		
South County	7545 S. Lindberg, Ste. 140 4040 Seven Hills Dr., Suite 166		
Florissant	130 Larkin Williams Ind. Ct. Fenton, MO 63026	Gordon Douglas	636.305.2030

Region: Ozark			
Missouri Career Center-Springfield	1514 S. Glenstone Springfield, MO 65804	Jaydean Miller Donna Alrutz	417.887.4343
Region: Southeast			
Cape Girardeau Career Center	216 North Fountain St. Cape Girardeau, MO 63701		573.290.5766
Park Hills Career Center	403 Parkway Drive, Suite A, Park Hills, MO 63601	Linda Fitzgerald	573.454.2191
Sikeston Career Center	202 South Kingshighway Sikeston, MO 63801		573.472.4577
Region: Southwest			
Joplin Career Center	730 South Wall Avenue Joplin, MO 64801		417.629.3000
Monett Career Center	511 South Kyler		417.235.7877
Region: St Charles County			
St. Charles Career Center	212 Turner Blvd. St. Peters, MO 63376	Cindy Gloria	636.278.1360, Ext. 247
Region: South Central			
West Plains Career Center	3417 Division Drive, Ste 1 West Plains, MO 65775		417.256.3158
Poplar Bluff Career Center	1903 Northwood Dr., Ste 2-Poplar Bluff, MO 63901		573.840.9595
Region: Northeast			
Hannibal Career Center	203 N. 6 th Street Hannibal, MO 63401		573.248.2520
Moberly Career Center	1212 W. Hwy. 24 Moberly, MO 65270		660.263.5850
Kirkville Career Center	2105 East Normal Kirkville, MO 63501		660.785.2400

Recommended Flow of Remediation



Attachment 7

ACT WorkKeys Retest Recommendations

Paper and Pencil Testing:

If no more new forms are available the candidate must wait 30 days from the date of the first test to retake that form a second time.

If the candidate is retesting for the third time, an alternate form must be used. If no alternate form is available, the candidate must wait 90 days.

WorkKeys® Internet Version:

As above, a person can retest as long as a new form of the test is available. However, it is important to note that immediate retests are not likely to improve a candidate's scores as there has been no time for the individual to study and improve their skills.

If no more new forms are available the candidate must wait 30 days from the date of the first test to retake that form a second time.

If the candidate is retesting for the third time, an alternate form must be used. If no alternate form is available, the candidate must wait 90 days.

Summary:

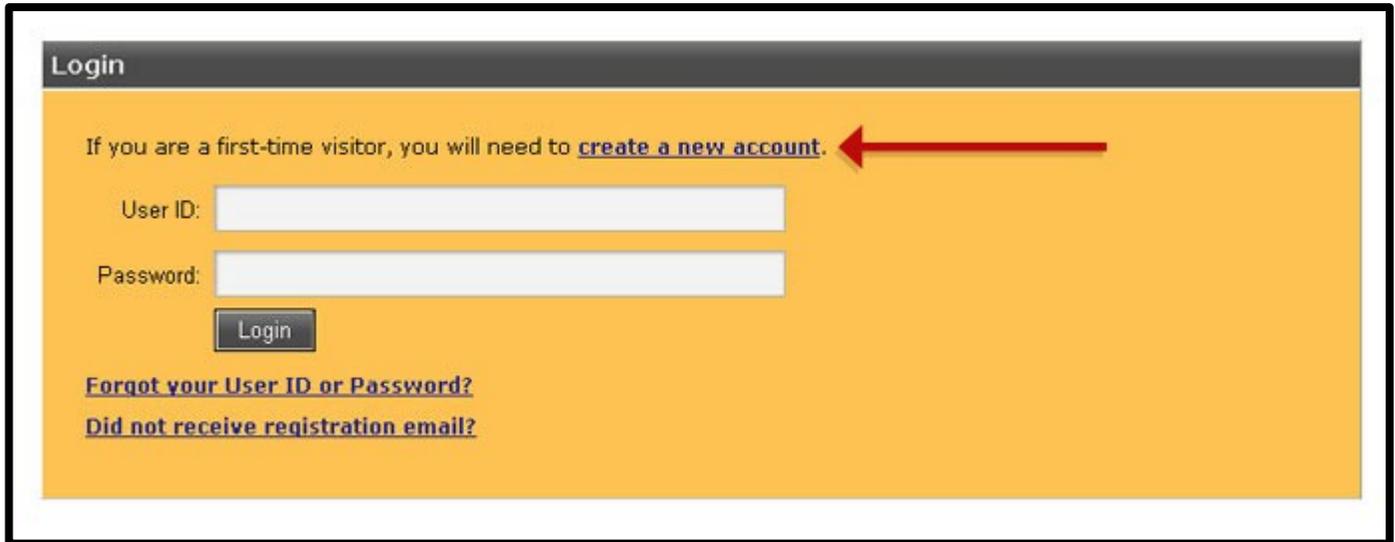
Essentially, ACT is saying, always take a new form of the test whenever possible. If there are no new forms available, the candidate cycles back to the first test form and there must be a 30 day waiting period from the first time they took this assessment form. If this is the third time the candidate is taking the same assessment, there must be a waiting period of 90 days from the last time they took the test, or they must have completed additional training. If the candidate has completed training, the candidate can test again as soon as training is completed.

The Certificate Account Quick Start Guide

Creating a New Account

Step 1. Go to the login screen.

To create your account for the first time, click on Create a New Account



Please Note: If you received a user ID and password, an account has already been created for you. To view your Certificate details you must use this information to log in to your account. If you have any questions, please contact your test site directly.

Step 2. Complete required information.

To create your account, fill in all of the required (*) fields. For the system to retrieve your test scores, you must **enter these fields exactly how you listed them when taking the tests:**

- **First Name**
- **Last Name**
- **Month and Date of Birth**
- **Examinee ID**

Please note: The user name and password for your account should not be the same user name and password used to access the testing system.

When complete, select Agree from the Terms and Conditions box and click Submit.

Cr>..dle dO Account

• reQUted

ContcdInforMUon

* First Name

Middle Name

* Ust Na!M

* Email Address

• Date of B.th.

MM/dd/yyyy

• Address 1 -

Address 2.

• C.y

• S.ate/Pwoince

* Zip/Postal Code:

Home Phone Number

Cell Phone Number

Ent<-r Your ExaminH 10

The4Exa!Tilt/h rou19d by th4 SV'ltm to look for Ults that you have uken. You should 4ntetr tht En"*1••10 dUt vou orevtOUSly used wh4tl talona a Wort<evs test. TYPici.. U'lls10 ts either your SSN.<<an emplOyee 10 or Student 10 mat'fOU may have had at the ome. If you need assistance fAn0In ths fidd,ptase contact us USII'9 the"*at lbe bottom of ttwspage..

• EQnw."IO

Select Your Ulo<er 10 and Pa word

Your us<< to must be J to 12 ch>acters f000 and passwordrm.s be 6 to 12 d'ataaers tono, use letters of the •habet (A-Z ora-z) and numercal dlglts (0--9) onlv. Choose comwtatons that W be easy for you to remember but hard fMothers to ess. VolA'password must contain at least one number..

• Ustf 1)

j.....0 j

* New Password:

* Reenter New Password:

Self!ct YomSecllrly Question and An wPr

If you forget your password or dtd not recetVe 'OIM' reQtstrabon email, you wll have to answer ths Que-sbon correctly to authencxate your od.....

* Security Question:

- Select -

* Your Answer:

Terms and Conditions

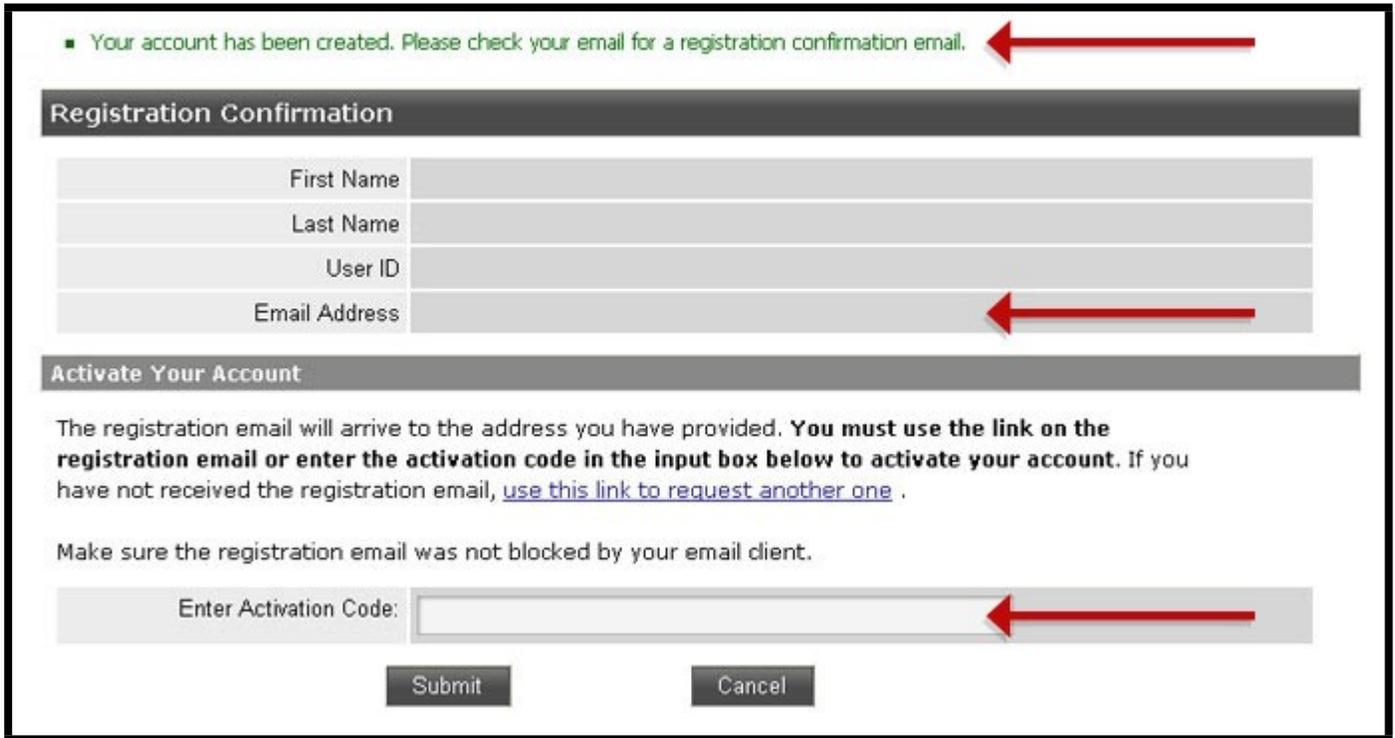
Youcentfy th u.all persona!lforma.uon th.lt you h.avt prCMded to My\orkKeys com (dt) "Sne 1 IS truf" and a<curate.You shoukt upd.ate ths Sltt when your ptrsonal informatiOn changts.

ACT reserves the r ght to invtsuga.te and tak t a<tlon againt any tndMchuJ suspt<tted of prCMdng f.al\$st Inform.auon, or orhtrwiSt .buSing the Snt..

O \$4otee AGree

Step 3. After the form is completed, a registration confirmation screen will appear.

An email will be sent to the address you provided to activate your account.



■ Your account has been created. Please check your email for a registration confirmation email.

Registration Confirmation

First Name	
Last Name	
User ID	
Email Address	

Activate Your Account

The registration email will arrive to the address you have provided. **You must use the link on the registration email or enter the activation code in the input box below to activate your account.** If you have not received the registration email, [use this link to request another one](#).

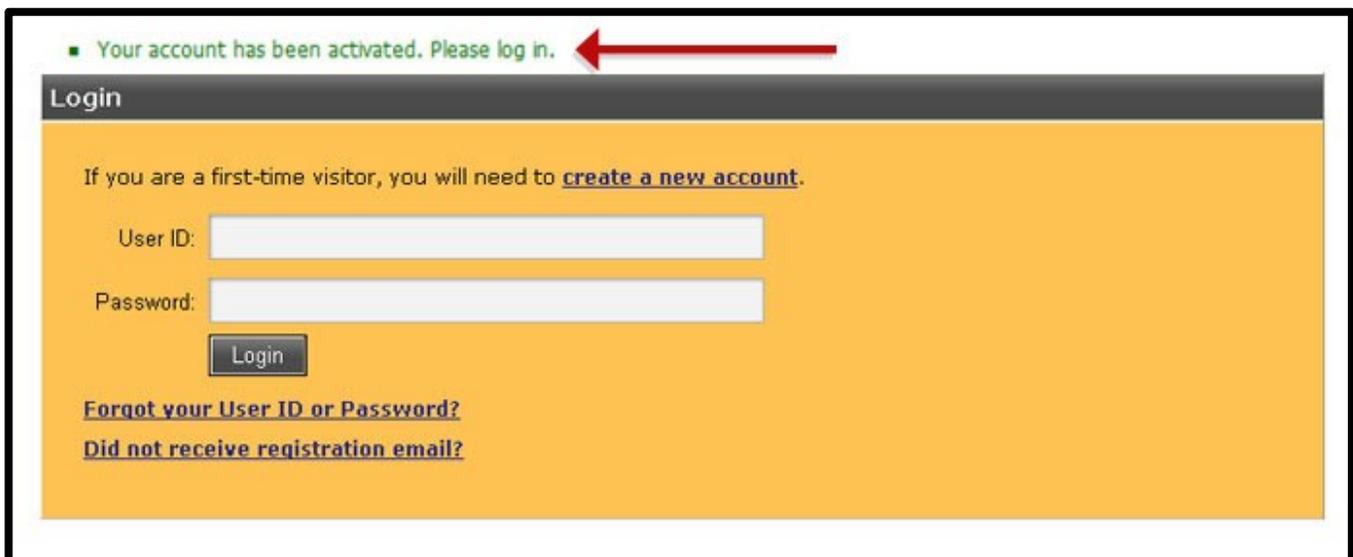
Make sure the registration email was not blocked by your email client.

Enter Activation Code:

Use the link or enter the activation code provided in the email.

Step 4. Once you've used the activation link, you can log in.

You will see a message stating your account is now activated. Log in using the user ID and password you created for your account.



■ Your account has been activated. Please log in.

Login

If you are a first-time visitor, you will need to [create a new account](#).

User ID:

Password:

[Forgot your User ID or Password?](#)

[Did not receive registration email?](#)

Step 5. You may now view your account homepage.

Important: If no available Certificates are shown, you may need to update match criteria.

The screenshot displays the 'MyWorkKeys Home Page' interface. On the left is a navigation menu with the following items: My Home, ReQI\$ter for TEST, Availbble Tr;;u.-.no, Account Management, Update Match Criteria (highlighted with a red arrow), Update User Profile, Change Password, Certificate Management, Test Management, Order Management, Order Certificates, Job Bank Management, FAQ, and Log out. The main content area is titled 'MyWorkKeys Home Page' and contains several sections: 'Best Certificate (?)' with the message 'At the current twn e you do not have ny certifi:atesdefined m the system.', 'Job Btmk(!:.) (C)' with the message 'At the current time you have not opened any accounts in any job banks.', 'Available Certificate(s) (?)' listing three certificates with status messages: a yellow star icon with 'At the eurrent tlm t you art not e5gible to create ttisc:tttGc::r.e', a double equals icon with 'SIIvet PJ the current fme you are not e"jgible to crP..ate tRs certitca:e', and another double equals icon with '6tOfiLQ N.tho cooent lmo you are not o)g!Uo to c.recto tm c.ortitca<e'. Below this is a section 'Recent 161(S) Taken (from 11st 90 days)(C)' with the message 'You have no test scores recorded within the last 90 days. Please use the Test Manaoement section of this ppplication to ff\lrew your re-corded test scores from me out five years.'

Step 6. Update match criteria (if applicable).

If no available Certificates are shown, you may need to update match criteria. Select Update Match Criteria on the left side navigation menu.

Verify the information is correct and entered exactly how you listed it when taking the tests.

Add information if you took any of the tests under different match criteria. For example, if you used "Jane" on one test and "Janey" on another.

Select Agree from the Terms and Conditions box and click Submit.

#	First Name	Last Name	Examinee ID	Month of Birth	Day of Birth
1	Jane	Doe	000-00-0000	03	27
2	Janey	Doe	123-45-6789	03	27
3	Jane	Sample	000-00-0000	03	27
4				- Select-	- Select-
5				- Select-	- Select-

Disagree Agree

Submit

You will receive a message stating your match criteria have been updated.

Your match criteria have been updated.

Account Management

Account Information

Ordering and Sharing The Certificate

Step 7. Create your Certificate.

Select Certificate Management from the left side navigation menu. Your available certificates will be displayed.

Click Create Certificate.

The screenshot displays a web application interface for Certificate Management. On the left is a vertical navigation menu with the following items: My Home, Register for Test, Available Training, Account Management, Update Match Criteria, Update User Profile, Change Password, Certificate Management (highlighted with a red arrow), Test Management, Order Management, Order Certificates, Job Bank Management, FAQ, and Log out. The main content area is titled 'Certificate Management (2)' and is divided into three sections: 'Current Certificate(s) (2)' with the message 'At the current time you do not have any certificates defined in the system.', 'Available Certificate(s) (2)', and 'Expired Certificate(s) (2)' with the message 'At the current time you have no expired certificates.' The 'Available Certificate(s) (2)' section lists three certificate types: Gold, Silver, and Bronze. Each has a message: 'At the current time you are not eligible to create this certificate.' The Silver certificate is further detailed in a table with columns 'Expiration Date' and 'Action'. The 'Expiration Date' is '01/22/2012' and the 'Action' column contains a 'Create Certificate (2)' button, which is pointed to by a red arrow.

Expiration Date	Action
01/22/2012	Create Certificate (2)

Step 8. Share your Certificate electronically.

Please Note: ACT does not release any information until you have authorized it. Employers will not be able to verify your Certificate details until you have shared your Certificate.

Your Certificate has been created and will be displayed under Current Certificate(s).

Click on the "P" to make your Certificate public for releasing information to employers.

The screenshot shows the 'Certificate Management' section of the ACT website. A sidebar on the left contains navigation links such as 'My Home', 'Register for Test', 'Account Management', 'Certificate Management', and 'Log out'. The main content area displays a notification: 'Your certificate has been created.' Below this, there are three sections: 'Current Certificate(s)', 'Available Certificate(s)', and 'Expired Certificate(s)'. The 'Current Certificate(s)' section contains a table with one row for a Silver certificate. The table has columns for 'Certificate ID', 'Expiration Date', 'Shared With', 'Not Shared With', and 'Actions'. The 'Certificate ID' is '123SAMPLE' and the 'Expiration Date' is '12/06/2011'. In the 'Not Shared With' column, there is a 'P' button. A red arrow points from the 'P' button to the 'Not Shared With' column header. Another red arrow points from the 'P' button to the 'Actions' column, which contains 'View' and 'Order' buttons.

Certificate ID	Expiration Date	Shared With (?)	Not Shared With (?)	Actions
123SAMPLE	12/06/2011		P	View Order

You will notice the "P" has moved to the Shared With column and a Public Share URL has been created.

Use this link when sending resumes or applications electronically to employers.

By making your Certificate public, employers may verify your Certificate by either clicking the URL or entering the Certificate ID at <http://www.act.org/certificate/verify.html>.

This screenshot is similar to the previous one, but it shows the public share URL for the Silver certificate. The 'Certificate ID' '123SAMPLE' is circled in red. Below the table, the URL 'https://myworkkeys.act.org/mwk' is displayed. A red arrow points from the 'P' button in the 'Not Shared With' column to the URL. Another red arrow points from the 'P' button to the 'Actions' column.

Certificate ID	Expiration Date	Shared With (?)	Not Shared With (?)	Actions
123SAMPLE	12/06/2011		P	View Order

Public Share URL: <https://myworkkeys.act.org/mwk>

Certificate details are available by clicking on the Public Share URL.

Your Certificate must be made public for employers to verify Certificate details.

MyWorkKeys Home

Certificate Details

Career Readiness Certificates validate an individual's skills in Reading for Information, Applied Mathematics, and Locating Information. To find out more about the skills required at each level of these tests please select Additional information at the bottom of this page.

Certificate Information

Gold

Certificate ID:	123SAMPLE
Certificate Level Description:	National Gold Certification This portable credential--powered by WorkKeys--verifies that an individual has essential core employability skills in Reading for Information, Applied Mathematics, and Locating Information. Employers can use the certificates, along with other education and background information to make employment and training decisions.
Expiration Date:	11/14/2012

Certificate Holder Information

First Name:	
Last Name:	
Middle Name:	

Step 9. Order a paper certificate.

Select the Certificate Management section from the left side navigation menu.

Click Order for a printed National Career Readiness Certificate.

My Home

- Register for Test
- Available Training
- Account Management
- Update Match Criteria
- Update User Profile
- Change Password
- Certificate Management**
- Test Management
- Order Management
- Order Certificates
- Job Bank Management
- FAQ
- Log out

Certificate Management (2)

Current Certificate(s) (2)

Silver	Certificate ID	Expiration Date	Shared With (?)	Not Shared With (?)	Actions
	123SAMPLE	12/06/2011			<input type="button" value="View"/> <input type="button" value="Order"/>

PUBLIC SHARE: <https://myworkkeys.act.org/mwk>

Available Certificate(s) (2)

- Gold** At the current time you are not eligible to create this certificate.
- Silver** At the current time you are not eligible to create this certificate.
- Bronze** At the current time you are not eligible to create this certificate.

Expired Certificate(s) (2)

At the current time you have no expired certificates.

- Fill in all the required (*) fields.
- Confirm the Name Displayed is correct-this is exactly how it will be printed on The Certificate.
- There will be a \$15 charge to order an official paper Certificate.
- Once you have verified your information is correct, select Agree and click Submit.
- Allow 3-4 weeks for delivery

Order Certificate(s)

• rQu.-td

Certificate Information

Name Displayed: F.....

Certificate ID: 10-0

• Number of Certificate(s): 10-0

Total Price: \$0.00

Shipping Information

• First Name: _____

• Last Name: _____

• Address 1: _____

• State/Province: _____

• Zip/Postal Code: _____

Credit Card Information

* Credit Card Type: - Select -

• Cardholder's Name: (Enter cardholder's name exactly as it appears on the card.)

• Card Number: (no spaces) _____

• Expiration Date: (MM/YY) _____

• Security Code: (The CVV security code is a 3-digit number on the back of Visa, MasterCard & Discover cards. Also 4-4 code on the front of American Express.)

Accepted Use Policy

Certificates are designed to be portable Credentials that verify to employers that you have developed core employability skills in Reading for Information, Applied Mathematics, and Learning Information. You may share your certificate information with anyone of your choice, but it is recommended that you do so wisely. The best procedure is to choose to share your certificate; and then send your certificate ID and the URL link to potential employers so that they can verify with ACT that you indeed have a certificate at the level specified.

Certificates are only valid for use beyond the first testing of the WorkKeys assessment included in _____

I do not agree Agree

Congratulations on earning a National Career Readiness Certificate!

If you have any questions, please call 1-800-NVORKEY (967-5539)

The Certificate Account Quick Start Guide

Accessing Your Pre-Created Account

Step 1. Go to the login screen.

If you received your User ID and Password (from back of Certificate, email, report, letter), you must use this information to log in. If you have any questions, please contact your [test site](#) directly.

Login

If you are a first-time visitor, you will need to [create a new account](#).

User ID:

Password:

[Forgot your User ID or Password?](#)

[Did not receive registration email?](#)

Step 2. Complete your account profile.

To activate your account you must update your profile. Complete all required fields.

■ Your Profile is incomplete. Update with complete profile.

Update User Profile

* = required

Account Information

User ID: PAULT78844

Contact Information

* First Name: TINA

Middle Name:

* Last Name: PAUL

* Email Address:

* Date Of Birth: MM/dd/yyyy

Address 1: P O BOX 96

Address 2:

* City: S BOARDMAN

Step 3. After the form is completed, a welcome page will appear.

Click continue.

■ Your profile has been updated; if you have taken tests using the new profile please select Update Match Criteria and add it to your match criteria.

Welcome to the Site

You are seeing this page because this is your first visit to this site. We strongly recommend that you look over the Frequently Asked Questions (FAQ) document that is available from the navigation menu of this application.

Additionally you can get information by selecting the Additional Information or Contact Us links that typically appear at the bottom of the pages.

[Continue](#)

[Additional Information](#) | [Contact Us](#) | [Privacy Policy](#)

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Step 4. Change your password

For your security, it is highly recommended that you change the password that was provided with your Certificate. Select Change Password from the left-side navigation menu.

Change Password

Your password must be 6 to 12 characters long. Use letters of the alphabet (A-Z or a-z) and numerical digits (0-9) only. Choose combinations that will be easy for you to remember but hard for others to guess. Your password must contain at least one number.

* Old Password:

* New Password:

* Reenter New Password:

* = required

[Submit](#)

[Additional Information](#) | [Contact Us](#) | [Privacy Policy](#)

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Ordering and Sharing The Certificate

Step 5. Share your Certificate electronically

Please Note: ACT does not release any information until you have authorized it. Employers will not be able to verify your Certificate details until you have shared your Certificate.

Your Certificate has been created and will be displayed under Current Certificate(s).

The screenshot displays the 'Certificate Management' section of a user interface. A navigation menu on the left includes options like 'My Home', 'Register for Test', 'Account Management', 'Certificate Management', 'Test Management', 'Order Management', 'Order Certificates', 'Job Bank Management', 'FAQ', and 'Log out'. The main content area shows a notification: 'Your certificate has been created.' Below this, there are three sections: 'Current Certificate(s) (2)', 'Available Certificate(s) (2)', and 'Expired Certificate(s) (2)'. The 'Current Certificate(s)' section contains a table with one entry:

Certificate ID	Expiration Date	Shared With (?)	Not Shared With (?)	Actions
123SAMPLE	12/06/2011		(P)	View Share

Red arrows in the image point to the 'Certificate Management' menu item and the 'P' icon in the 'Not Shared With' column of the table. The 'Available Certificate(s)' section lists Gold, Silver, and Bronze certificates, each with a message: 'At the current time you are not eligible to create this certificate.' The 'Expired Certificate(s)' section states: 'At the current time you have no expired certificates.'

Click on the "P" to make your Certificate public for releasing information to employers.

You will notice the "P" has moved to the Shared With column and a Public Share URL has been created.

Use this link when sending resumes or applications electronically to employers.

By making your Certificate public, employers may verify your Certificate by either clicking the URL or entering the Certificate ID at <http://www.act.org/Certificate/verify.html>.

Certificate Management (?)

Current Certificate(s) (?)

Star	Certificate ID	Expiration Date	Shared With (?)	Not Shared With (?)	Actions
Silver	123SAMPLE	12/06/2011	P		View Order

Public Share URL: <https://myworkkeys.act.org/mwk>

Available Certificate(s) (?)

- Gold: At the current time you are not eligible to create this certificate.
- Silver: At the current time you are not eligible to create this certificate.
- Bronze: At the current time you are not eligible to create this certificate.

Expired Certificate(s) (?)

At the current time you have no expired certificates.

Certificate details are available by clicking on the Public Share URL. Your Certificate must be made public for employers to verify Certificate details.

Certificate Details

Career Readiness Certificates validate an individual's skills in Reading for Information, Applied Mathematics, and Locating Information. To find out more about the skills required at each level of these tests please select Additional information at the bottom of this page.

Certificate Information

Star	Certificate ID:	123SAMPLE
Gold	Certificate Level Description:	National Gold Certification This portable credential--powered by WorkKeys--verifies that an individual has essential core employability skills in Reading for Information, Applied Mathematics, and Locating Information. Employers can use the certificates, along with other education and background information to make employment and training decisions.
	Expiration Date:	11/14/2012

Certificate Holder Information

First Name:	
Last Name:	
Middle Name:	

Print

Step 6. Order a paper Certificate

Select the Certificate Management section from the left-side navigation menu. Click Order for a printed National Career Readiness Certificate.

The screenshot displays the ACT WorkKeys portal interface. On the left, a navigation menu includes 'My Home', 'Account Management', 'Certificate Management', and 'Order Management'. The 'Certificate Management' section is active, showing a table of 'Current Certificate(s)'. The table has columns for 'Certificate ID', 'Expiration Date', 'Shared With (?)', 'Not Shared With (?)', 'Silver', and 'Actions'. A single certificate is listed with ID '1234567890' and expiration date '12/06/2011'. The 'Actions' column for this certificate contains 'View' and 'Order' buttons, with a red arrow pointing to the 'Order' button. Below the table, there is a message: 'At the current time you are not eligible to create this certificate.' and a 'Silver' star icon. At the bottom, there is a section for 'Expired Certificate(s)' with the message: 'At the current time you have no expired certificates.'

- Fill in all the required(*) fields.
- Confirm the Name Displayed is correct-this is exactly how it will be printed on The Certificate.
- There will be a \$15 charge to order an official printed Certificate.
- Once you have verified your information is correct, select Agree and click Submit.
- Allow 3-4 weeks for delivery

My Home

Register for Test

Available TranWIO

Update Match Content

Update user Profile

Change Password

Certificate Management

Test Management

Order Management

Order Certificates

Job Bank Management

FAQ

Log out

Order Certificate(s)

* = required

Certificate Information

Name of sponser: **4**

Certificate ID: **1003**

Number of Certificate(s): **103**

Total Price: \$0.00 Certificates are \$15.00 each

Shipping Information

• first Name: _____

• last Name: _____

• M: kess 1 _____

Address 2: _____

• City: _____

• State/Province: _____

• Zip/Postal Code: _____

Credit Card Information

• Credit Card (r) type: **H** Select

• Cardholder's Name: _____
(Enter cardholder's name exactly as it appears on the card.)

• Card Number: _____
(Enter card number exactly as it appears on the card.)

• Expiration Date: **rn 03**
(mm/yy)

• Security Code: _____
(The CVV2 security code is a 3-digit number on the back of MasterCard & Discover cards and a 4-digit code on the front of American Express cards)

Additional Usage Policy

Certificates are designed to be portable credentials that certify to employers that you have essential core employability skills in Reading for Information, Applied Mathematics, and Locating Information. You may share your certificate information with anyone of your choice, but it is recommended that you do so wisely. The best practice is to choose to share your certificate and then send your certificate ID and the URL link to potential employers so that they can verify with ACT that you indeed have a certificate at the level specified.

Certificates are only valid for five (5) MS beyond the first test date of the WorkKeys assessment included in _____

Disagree Agree

Submit

Congratulations on earning a National Career Readiness Certificate!

If you have any questions, please call 1-800/WORKKEY (967-5539)