



Missouri Department of Higher Education and Workforce Development

OWD Issuance 16-2019

Release Number—Program Year

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January 09, 2020

Effective Date:
January 09, 2020

Expiration Date:
Continuous, until further notice

SUBJECT:

Using ACT® WorkKeys® Curriculum and WorkKeys® Test Administration in Missouri Job Centers

ATTACHMENTS: None.

This Issuance is Official Policy of the Missouri Department of Higher Education and Workforce Development

ISSUING AUTHORITY:

Mardy Leathers
Director
Missouri Office of
Workforce Development

THIS ISSUANCE DOES NOT REQUIRE CREATION OR ALTERATION OF A CORRESPONDING LOCAL POLICY

KEYWORDS:

ACT, Quick Guide, National Career Readiness Certificate, WorkKeys

THIS ISSUANCE AFFECTS:

Missouri One-Stop Delivery System (MJC/AJCs)
WIOA Title I Local Areas/Local Boards/Local Plans
WIOA Title I One-Stop Delivery/Service Providers
WIOA Title III Wagner-Peyser Act Services
WIOA Section 188 Nondiscrimination Issues
State of Missouri Workforce System Procedures

FOR THE ATTENTION OF:

OWD State Professional Staff
One-Stop frontline staff
Local WDB Directors
One-Stop Operators
One-Stop Functional Leaders
Service Providers
Local Quality Assurance Monitors

RESCISSIONS:

DWD Issuance 01-2013, Change 1, “Changes to WorkKeys Testing for Missouri Career Centers,” October 11, 2013.

REFERENCES:

ACT® [Website]. (2020). <http://www.act.org>

SUMMARY:

This Issuance transmits the Office of Workforce Development’s (OWD) guidance on the use and administration of ACT WorkKeys Curriculum, and the WorkKeys assessments to Missouri Job Center customers.

BACKGROUND:

OWD has used the ACT WorkKeys® assessments since 2005 to assess the skills of Missouri Job Center customers. ACT issues National Career Ready Certificates (NCRC) based on the achievement levels of the Applied Math, Graphic Literacy and Workplace Documents assessments. The ACT WorkKeys Curriculum is the current remediation system to prepare individuals for taking the assessments.

SUBSTANCE:

The ACT WorkKeys® Assessment System is a comprehensive system for measuring, documenting and improving the common skills required for success in the workplace.

This policy pertains only to the substance and action steps necessary for staff of Missouri Job Centers and Local Workforce Development Boards (LWDB). This policy does not pertain to other partner agencies, testing entities and private businesses that provide these assessments through their own contract with ACT.

Access to WorkKeys Curriculum and the WorkKeys Assessments

OWD Staff, LWDBs and their sub-recipients may receive access to the WorkKeys Curriculum and WorkKeys testing system upon request using the Systems Access Request form and submitting the required information attesting to confidentiality and training. No other entities will be allowed access to the curriculum sites or realms contracted through the OWD without consent of the OWD.

All staff requesting access must complete the online training for the WorkKeys Curriculum and WorkKeys 2.0 testing version (if requested) prior to access being given. It is the responsibility of the employee's supervisor to ensure this training is completed by the employee prior to them administering assessments.

It is expected that all staff utilizing the WorkKeys Curriculum and administering assessments follow the ACT guidelines that are provided in the online training and in the WorkKeys Administrators manuals for Online and Paper and Pencil testing. As these manuals are created by ACT it is important that staff, when referring to these documents for guidance, refer to the online version as the primary resource. Do not rely upon a locally saved copy, as they may have been recently updated.

WorkKeys Curriculum

WorkKeys Curriculum is the remediation tool available to Missouri Job Center customers to prepare for the WorkKeys Assessments. All staff when requesting MoJobs access will also receive credentials to the WorkKeys Curriculum platform and will have the ability to set customers up with passwords to access the system. As **this is a basic, staff assisted service**, a **Wagner-Peyser enrollment** must be completed and **Activity Code "CR101 Remediation" (153)**¹ must be posted to indicate the individual has been set up for WorkKeys Curriculum remediation.

Within the WorkKeys Curriculum is a Quick Assessment that may be used to determine a customer's general understanding of basic Applied Math, Graphic Literacy, and Workplace Documents and to guide staff with assisting the customer on where to begin with the curriculum.

While there is no requirement that customers utilize the curriculum prior to the first time they take the WorkKeys assessments, it is to their benefit to do so. Preparing for the assessments will ensure they get the best score possible and earn a NCRC.

In the event the customer does not achieve a score high enough to earn a NCRC or the level desired on an individual assessment, the customer may retake the test(s) affecting the score to achieve the desired NCRC level, if remediation has been provided and documented.

WorkKeys Testing

All job seekers should be provided information about the WorkKeys assessments and the NCRC. If the customer is interested in taking the assessments staff will schedule them for testing. OWD will cover the cost of the three WorkKeys assessments (Applied Math, Graphic Literacy, and Workplace Documents) to earn a NCRC. OWD will also make available, based on employer request, the following additional assessments: Applied Technology, Business Writing, Workplace Observation, Fit and Talent.

As the **testing is considered a basic staff assisted service**, all customers taking the WorkKeys assessments must have a **Wagner-Peyser enrollment** and the **Activity Code "WorkKeys Assessment" (146)**² service posted.

The WorkKeys assessments are administered using the Internet version in the Job Centers. Paper assessments may be ordered and used for testing individuals that need accommodations, individuals with a disability or when online

¹ Please refer to OWD's most [current](#) Participant Activity Code Issuance.

² Please refer to OWD's most [current](#) Participant Activity Code Issuance.

testing is not available. It is the Job Center’s responsibility to order paper assessments and ensure the security of such assessments per ACT policy.

For ACT® WorkKeys® to successfully measure examinees’ skills, they must be uniformly administered. As with all standardized testing, it is critical that the procedures you employ are identical to those at other testing sites. If you have any questions that are not addressed in the administrator manuals, contact ACT for instructions. Following policies and procedures helps create a fair testing environment. Throughout the administration manuals, there are detailed directions for selecting facilities and staff, protecting test security, and administering tests in a standardized manner. Adherence to these standardized procedures is mandatory.

All of the test administration resources for both online and paper testing are available at the ACT WorkKeys Administration [website](#). As these manuals are created by ACT it is important that staff, when referring to these documents for guidance, refer to the online version as the primary resource. Do not rely upon a locally saved copy, as updates may have occurred.

Accommodations - In accordance with Title III of the Americans with Disabilities Act (ADA), and Section 504 of the Rehabilitation Act of 1973, ACT supports the use of test accommodations for individuals with disabilities who need accommodations. The ACT WorkKeys tests also support the accessibility needs of identified English learners. The test coordinator is responsible for determining and documenting use of ACT WorkKeys accommodations. See “Written Documentation” in each of the test administrator manuals. If you have any questions that are not addressed in the administrator manuals, contact ACT for instructions.

ROLES, RESPONSIBILITIES, and REQUIRED ACTIONS:

WorkKeys test scores and NCRC level will be added to the customer’s MoJobs record by OWD Central Office staff only. Individual test scores and NCRC information should only be provided to the customer; it is their responsibility to share with an employer if desired.

All Workforce System staff and LWDBs must comply with this policy when providing WorkKeys assessments and WorkKeys Curriculum remediation to Job Center customers.

TIMELINE:

All Missouri Workforce System Staff—Implementation of these rules.....Immediate and Continuous

INQUIRIES:

Please direct all questions or comments regarding this Issuance document to dwdpolicy@dhewd.mo.gov. All active Issuances are available at jobs.mo.gov/dwdissuances. Expired/rescinded Issuances are available on request.

For information about [Workforce Development](#) services, contact a [Missouri Job Center](#) near you.

Locations and additional information are available at jobs.mo.gov or 1-(888)-728-JOBS (5627).

Missouri Department of Higher Education and Workforce Development is an [equal opportunity](#) employer/program.

Auxiliary aids and services are available upon request to individuals with disabilities.

Missouri Relay Services at 711.