



What is Work Keys?

- Developed by ACT
- Identifies “real world” skills needed for success on the job
- Objectively evaluates internal training needs to build an effective workforce



SKILL AREAS

Communication

- Business Writing
- Listening
- Reading for Information
- Writing

Problem Solving

- Applied Mathematics
- Applied Technology
- Locating Information
- Observation

Interpersonal Skills

- Teamwork





Assessed Skill Levels

Writing	0	1	2	3	4	5	6	7	8	9
Listening	0	1	2	3	4	5	6	7	8	9
Teamwork	0	1	2	3	4	5	6	7	8	9
Observation	0	1	2	3	4	5	6	7	8	9
Locating Information	0	1	2	3	4	5	6	7	8	9
Applied Technology	0	1	2	3	4	5	6	7	8	9
Reading for Information	0	1	2	3	4	5	6	7	8	9
Applied Mathematics	0	1	2	3	4	5	6	7	8	9



LEVEL	CHARACTERISTICS OF PROBLEMS	SKILLS
3	<p>Translate easily from a verbal setup to a mathematical equation</p> <p>All information provided is necessary to solve the problems and is presented in logical order</p> <p>Units of measurement not involved in actual calculations (i.e., function solely as labels), except dollars and cents</p>	<p>Perform single-step basic operations (addition, subtraction, multiplication, and division) using whole numbers</p> <p>Change a number from one form to another, using whole numbers, fractions, decimals, and percentages</p> <p>Add and subtract negative numbers as well as positive numbers</p>

LEVEL	CHARACTERISTICS OF PROBLEMS	SKILLS
5	<p>Involve separating important facts from extraneous information</p> <p>Several steps of logic involved in calculations</p> <p>Mixed unit quantities may need conversion to a single and/or different set of units (e.g., 4 hours and 30 minutes = 4.5 hours)</p>	<p>Perform single-step conversions within and between English and non-English systems of measurement</p> <p>Calculate perimeters and areas of basic shapes</p> <p>Calculate percentage discounts and markups</p> <p>Compute the "best deal" using one- and two-step calculations and then comparing costs</p>



APPLIED MATHEMATICS

LEVEL 3 Sample Item

DO YOUR FIGURING HERE.

1. In your job as a cashier, a customer gives you a \$20 bill to pay for a can of coffee that costs \$3.84. How much change should you give back?

- A. \$15.26
- B. \$16.16
- C. \$16.26
- D. \$16.84
- E. \$17.16

LEVEL 5 Sample Item

DO YOUR FIGURING HERE.

1. Quick 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 the 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



National Career Readiness Certificate (NCRC)

- A credential based on Work Keys that verifies to employers that an individual has the essential core employability skills in:
 - Reading for Information
 - Applied Mathematics
 - Locating Information



Skill Levels

Bronze Level: Signifies a score of at least a level 3 in each of the three core areas. Has the necessary skills for 35% of the jobs in the Work Keys database.



Skill Levels

Silver Level: Signifies a score of at least a level 4 in each of the core areas. Has the necessary skills for 65% of the jobs in the Work Keys database



Skill Levels

Gold Level: Signifies a score of a level 5 in each of the core areas and has the necessary skills for 90% of the jobs in the Work Keys database.



Skill Levels

Platinum Level: Signifies a score of a level 6 in each of the core areas and has the necessary skills for 99% of the jobs in the Work Keys database.





NCRC

- The NCRC provides individuals, employers and educators a universally valued credential that certifies the attainment of these skills.
- High School students in Michigan are taking the Reading for Information, Applied Mathematics, and Locating Information assessments their junior year.
- The Workforce Development Board approved the MI NCRC as a credential in March of 2009 for WIA Adult, Dislocated Worker and Youth programs.



WorkKeys Assessments

- WorkKeys assessments and National Career Readiness Certificates will be offered **free of charge** at the Michigan Works! Service Centers to all customers.
- Assessments offered are Reading for Information, Locating Information and Applied Mathematics

Employability Skills Training

- MWAs must offer Employability Skills Training to all participants who have taken the 3 WorkKeys assessments
- All 12 skills standards must be successfully completed to attain the MI NCRC Employability Skills Completion of Training Certificate free of charge

Employability Skills Training

- **Employability Skills Standards include:**
 - Critical Thinking/Problem Solving
 - Oral Communication
 - Written Communication
 - Teamwork/Collaboration
 - Manage Conflict/Negotiation Skills
 - Information Technology Applications
 - Professionalism/WorkEthic
 - Diversity
 - Creativity/Innovation
 - Lifelong Learning/Self Direction
 - Ethics/Social Responsibility
 - Customer Service

Employability Skills Training

- Training can be completed on the Career Skills portion of KeyTrain
- Two components are not on KeyTrain and must be completed with a case manager
- Detailed outline of acceptable KeyTrain lessons provided
- Future plans: Classroom setting Employability Skills Training

KeyTrain

- KeyTrain is a web-based tutorial developed to assist individuals in increasing their WorkKeys skill levels
- KeyTrain is available to the general public free of charge at all four Michigan Works! Service Centers in Barry, Branch and Calhoun Counties.
- KeyTrain also has a Career Skills/Soft Skills module available

Data Tracking

- MI NCRC Participant WorkKeys scores will be tracked through the OSMIS for:
 - WIA
 - TAA
 - Wagner Peyser
 - JET

- Employability Skills Training will also need to be added to the ISS section of the OSMIS.

No Worker Left Behind

- WorkKeys and MI NCRC information must be included in No Worker Left Behind Orientations:
 - Value of the MI NCRC
 - Process required to obtain a MI NCRC
 - Information about remediation (KeyTrain)
 - Information on Employability Skills Training and completion of the Employability Skills Training Certificate

Job Profiles

- Job Profiles can be performed at businesses so that skills needed for specific jobs can be analyzed.
- Job Profiling identifies the skills and WorkKeys skills levels an individual must have to perform the job successfully
- Job Profile Information and established levels can determine WorkKeys test score levels required
- Provides an EEOC-compliant process that can be used to support hiring, promotion, and training decisions



Job Profiles

- Michigan Works! does NOT provide funding for job profiles
- Kellogg Community College does provide job profiles for a fee if a company is interested
- Without a job profile, it is recommended that an employer state that an NCRC is “preferred”, not “required”





SkillMap

- Uses web-based process to gather job task and WorkKeys skill information individually from employees
- Similar to profile but less expensive and web-based
- Provides an EEOC-compliant process that can be used to support hiring, promotion, and training decisions

WorkKeys Estimator

- Designed to provide employers with a method of documenting their decisions concerning the use of WorkKeys assessments.
- More general than a profile. Employer is provided with a notebook with instructions
- May use to assist with recruiting efforts, training goals and other low stake uses of the WorkKeys assessment



WorkKeys Estimator

- Michigan Works! does have ten WorkKeys Estimator Notebooks that can be used with companies

- O*Net can be used to access job descriptions that match positions within a company www.onetcenter.org
- Once the appropriate job title is identified, use the Occupational Profile database to determine what skill level is required
<http://www.act.org/workkeys/profiles/occuprof/indexrefer.html>

OCCUPATIONAL PROFILES

Title/DOT Number/ Holland Type/Job Family			AM	AT	L	LI	OB	RI	TW	W
Nurse Assistant			3	3	4	4	5	4	4	3
Range			3 6	3 5	2 5	3 5	3 6	3 6	3 6	3 5
355.674-014	S T	Number of Jobs	22	11	16	19	15	25	20	14
Nurse, General Duty			6	4	4	4	6	6	5	4
Range			5 7	3 6	3 5	3 5	5 6	5 7	4 6	3 5
075.364-010	S T	Number of Jobs	7	4	6	4	3	6	7	6
Nurse, Licensed Practical			6	5	4	5	5	6	5	4
Range			5 6	4 5	3 5	4 5	4 5	3 7	5 6	3 5
079.374-014	S T	Number of Jobs	4	3	4	3	2	4	2	4
Nurse, Staff, Community Health					5	5	5	5	6	4
Range					5 5	5 5	5 5	5 5	6 6	4 4
075.124-014	S T	Number of Jobs	0	0	1	1	1	1	1	1
Nursery School Attendant			4	3	4	4	5	5	5	4
Range			3 6	3 4	1 5	3 5	4 5	3 7	4 6	4 5
359.677-018	S U	Number of Jobs	6	4	6	4	3	7	6	5

Benefits to Employers

- Hire and retain better trained and skilled employees
- Reduce turnover rates and related costs
- Helps to target training needs and reduce training costs
- Provides accurate information for developing job descriptions
- Have a common language, credential, and standard to use in hiring and training

Benefits to Job Seekers

- Certificate holders will have recognized and validated proof of their ability to apply knowledge to work and future educational endeavors.
- The MI NCRC confirms an individual's competence in a specific set of workplace skills.
- Assessments will identify skills gaps and provide the opportunity to develop and deliver remediation in preparation for work or additional education and training.

Benefits to Job Seekers

- The MI NCRC will compliment other traditional credentials, such as high school diploma, community college degree, or college degree. While educational credentials mark the fulfillment of an individual's classroom learning experiences, **the certificate confirms the person's competence in a specific set of workplace skills.**

Benefits to Educators

- Increases chances that graduates will be hired
- Enables students to see a reason to take coursework seriously
- Improves students' success in entry-level and subsequent jobs
- Aligns curricula to meet the job skills employers need

Benefits to the Community

- Helps keep employers from moving entry-level jobs to other cities, states or countries
- Creates a work ready community to improve the quality of life for residents
- Attracts new employers to the state, resulting in economic development

Job Seeker Tips

- The NCRC proves that an individual has “real world” workplace skills to succeed on the job
- NCRC is designed to **compliment** traditional credentials such as high school diploma or college degree
- Traditional credentials may not give a complete indicator of a workers’ job skills
- Individuals with higher scores are prepared for a greater range of jobs and training programs
- These skills levels can be compared to the skills levels required for a desired job
- Employers receive stacks of applications for very few positions, the NCRC can help job seekers stand out from the crowd!

Websites

- www.act.org/certificate
 - This website will give information about the National Career Readiness Certificate. Employers and Job Seekers can also verify scores on this site.
- www.act.org/workkeys
 - This website gives general information about WorkKeys assessments.



Questions?

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