



2 Capitol Mall
P.O. Box 2981
Little Rock, AR 72203
dws.arkansas.gov

Asa Hutchinson
Governor
Daryl E. Bassett
Director

Arkansas Department of Workforce Services

ISSUANCE NUMBER PY 18-10

Daryl E. Bassett, Director

December 27, 2018

TO: ACT WorkKeys Curriculum Administrators, ACT WorkKeys Test Administrators and CRC Partnership

SUBJECT: Arkansas Job Link Registration (AJL) Reminder

1. **PURPOSE:** CRC Reminder to register all ACT WorkKeys customers in Arkansas Job Link (AJL).
2. **GENERAL INFORMATION:**

In recent days it has come to the attention of the Department of Workforce Services (ADWS) that some providers are forgetting to register ACT WorkKeys customers in Arkansas Job Link (AJL).

The Arkansas Department of Workforce Services sent an Arkansas Career Readiness Certificate Policy Issuance to its partner agencies to assist in working with Career Readiness Certificate operations in 2014, which provided guidance to all that administer the WorkKeys instructions to ensure that the individual, current job seeker or not, register in Arkansas Job Link (AJL).

ADWS realizes that over the years staff change and sometimes program operations and procedures are inadvertently not provided to the new employee associated with a particular program. With that in mind, we want to **remind all CRC Administrators** that all jobseekers/students being administered the WorkKeys test must be registered in AJL whether they are an active job seeker at the time or not. Without such registration the individual will be flagged when the name appears on a list submitted by the authorized test site to the ADWS Administrative office, which will alert ADWS there is no matching social security number on file for that individual.

Each successful completer of the ACT WorkKeys test should receive a timely certificate to share with an employer which documents his/her skill level. We do not want to hinder the employment of a job seeker.

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3. ACTION REQUIRED:

Delays in receiving certificates resulting from failure to register the successful participant in AJL are unnecessary and unacceptable. Please remember that all ACT WorkKeys participant information should be entered into AJL when registering that participant for the WorkKeys test.

Additionally, please be reminded two-year colleges, high schools and Career Pathways initiative that are designated to proctor the WorkKeys assessments are required to provide the WorkKeys scores to the ADWS local office manager for entering into the AJL System. For security purposes, do not include the entire social security number when submitting the scores electronically or when faxing information on a job seeker/student. Instead, provide the name and last four digits of the SSN e.g., xxx-xx-1234. Please call the appropriate office to provide full SSNs when requested.

Special Note:

ADWS will distribute a detailed Issuance updating and reminding all CRC Partner agency staff on CRC Policy and Procedures within the next few weeks.

4. EXPIRATION DATE: Continuing