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**DEPARTMENT OF WORKFORCE SERVICES
ISSUANCE NUMBER PY 18-12**

Daryl E. Bassett, Director

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TO: ADWS LO, AR CRC Partners (AR Community Colleges, AR Career Education/Career and Technical Education, AR Adult Education, Career Pathways), WorkKeys Administrators, and WorkKeys Test Administrators

SUBJECT: Arkansas Career Readiness Certificate (CRC) Policy and Procedures

Purpose: To officially issue Arkansas Career Readiness Certificate program process and policy updates.

General Information: The primary purpose of the Arkansas Career Readiness Certificate (CRC) Program is to positively impact the economy in Arkansas by helping job seekers build their workplace skills, respond to employer needs and increase the likelihood of a job seeker's success.

The biggest challenge facing Arkansas employers and economic developers actively recruiting industry to our state continues to be the gap between the current workforce and the job skills needed by employers. To stay competitive in the global market, solutions are necessary to better align workers' skills with high-skill and high-wage jobs. In response to narrowing or eliminating that gap for the employer and the worker, the Arkansas Career Readiness Certificates, over the past years, have come to represent a large part of the solution.

The Arkansas Career Readiness Certificate is a portable credential based on the ACT WorkKeys assessments that document and verify to employers that an individual possesses the basic workplace skills they are seeking. Individuals who earn an Arkansas CRC are automatically eligible for the National Career Readiness Certificate (NCRC). Even if an individual has a high school diploma, GED or a post secondary degree, the CRC further verifies that he or she can handle tasks that are common and vital in today's workplace such as understanding information in common workplace documents, the ability to use mathematical reasoning to solve workplace situations, and to recall understand, and extract information from graphics such as diagrams, tables, forms, graphs, and charts.

In order to be issued an Arkansas CRC, a job seeker must complete the approved process. The ACT WorkKeys assessments have been purchased by the State and are free of charge to active job seekers, Career Pathways Initiative students, Career and Technical Education high school students and employers who are hiring potential new employees. WorkKeys assessments that are purchased by an employer, college, or other institutions and not purchased by the State cannot be used for the

issuance of an Arkansas CRC or NCRC. Individuals taking WorkKeys assessments to earn an Arkansas CRC should never pay testing sites for the assessments.

To earn an Arkansas CRC, job seekers are assessed in Workplace Documents, Applied Math and Graphic Literacy, through the WorkKeys employability skills assessment system. As a result of the assessments, job seekers earn a Bronze, Silver, Gold or Platinum certificate or identify areas in which they need further instruction. The certificate is signed by the Governor and the Director of the Department of Workforce Services. The back of each certificate provides detailed information about the skills of the job seeker earning the certificate.

The WorkKeys Curriculum is a pre-WorkKeys instructional tool that helps prepare individuals for the WorkKeys assessments. It includes the WorkKeys Curriculum and tools for WorkKeys, Essential Skills (These are the same skills included in Career 101 Soft Skills (optional)) that may include but not limited to, Problem Solving and Critical Thinking, Work Discipline and Working in Teams. It is the first step toward achieving a certification. If the individual does not score at least a Level 4 on the WorkKeys Curriculum Pretest instruction, this indicates a need for skill improvement. The WorkKeys Curriculum Pre-test system can be used to improve their skill level. The system includes targeted, self-paced instruction, pre-assessments, soft skills lessons and an occupational job profiles database. These components can help individuals learn, practice and demonstrate the skills they need in the jobs and careers they desire.

The WorkKeys Curriculum is designed to improve job seekers basic skills so that they will be ready for employment and successful in job-specific training. The system also includes a Beginning Skills component to develop literacy and prepare job seekers who are below the measured WorkKeys skill levels.

The WorkKeys assessments are a timed comprehensive assessment that measures real world skills that employers believe are critical to job success. The skills measured by WorkKeys are valuable for any occupation that's skilled or professional and at any level of education. The Applied Math, Graphic Literacy, and Workplace Documents assessment questions are based on situations in the everyday work world.

WorkKeys was created by ACT, Inc., who developed the ACT exam that is commonly used for college entrance testing. Thousands of employers in Arkansas, nationally and internationally use the WorkKeys assessments and job profiles in their everyday hiring practices.

National Career Readiness Certification (NCRC) and RegiSTAR

An Arkansas Career Readiness Certificate has always been a portable credential; however, in 2014, all Arkansas certificates, past and present, began being recorded in ACT's national RegiSTAR database. The transfer of Arkansas records to the national RegiSTAR system further validates an individual's certification, no matter in what state they seek employment.

RegiSTAR is a web-based system used for the reporting and management of National Career Readiness Certificates (NCRC). RegiSTAR automatically sweeps our testing sites for ACT WorkKeys scores and automatically registers certificates in the ACT national database. This system allows administrators to pull certificates and test data reports. Additionally, online accounts are automatically created for individuals to easily access and share certificate details.

CRC Program Eligibility: The Arkansas Career Readiness Certificate program is being made available only to active job seekers, Career Pathways Initiative (CPI) students and high school students enrolled in the Arkansas Department of Career Education’s Career and Technical Education (CTE) program. The Arkansas CRC program is not for incumbent worker services such as internal job promotions within a company. Although the Arkansas CRC program is not for the incumbent worker who is seeking an internal job promotion within a company he is employed, the individual may participate in the Arkansas CRC program if the individual is seeking a higher paying position with another company requiring applicants to have a CRC or a specific level CRC.

Active Job Seekers aged 16 or older may begin the process to earn an Arkansas Career Readiness Certificate. An “Active Job Seeker” is defined as a person obtaining the credential to actively pursue employment within 90 days of their program completion.

Career Pathways Initiative (CPI) Students - All Arkansas Department of Higher Education CPI students are required to use the WorkKeys Curriculum instruction and WorkKeys assessments to build their workplace skills. The WorkKeys Curriculum and WorkKeys assessments have been made available to all students needing a tutorial program to improve their workplace skills.

Career and Technical Education (CTE) High School Students – High school students enrolled in the Arkansas Department of Career Education’s Career and Technical Education program are eligible to complete the CRC process. The student must be age 16 or older with a valid social security number.

- ❖ Approved CTE high schools that administer the WorkKeys Curriculum and/or proctor the WorkKeys assessments can only proctor to their respective high school students. Job seekers are not allowed to take the WorkKeys Curriculum Pre-test or WorkKeys assessments at a high school campus.

PROCESS UPDATES

The Arkansas Career Readiness Certificate has been made possible through collaboration between the following partner agencies and institutions: Arkansas Department of Workforce Services (ADWS), Arkansas Department of Career Education (ACE), Arkansas Community Colleges (ACC), Arkansas Economic Development Commission (AEDC), Arkansas Department of Higher Education (ADHE) and Arkansas Department of Education (ADE). Agencies and institutions interested in administering the WorkKeys Curriculum and/or proctoring the WorkKeys assessments should contact the CRC Administrative office for assistance.

A. Arkansas JobLink (AJL): All job seekers who begin the process to earn an Arkansas CRC must complete an Arkansas JobLink (AJL) registration. Career Pathways Initiative (CPI) students and Career and Technical Education (CTE) students who are not yet active job seekers should have their AJL registration flagged in the system by ADWS local office staff and entered as “in progress” with an estimated completion date. Additionally, when the student completes the CPI or CTE program and becomes an active job seeker (ready for employment) the AJL registration should be reviewed and updated by ADWS local office staff. Students who are entered in AJL prior to seeking employment and have not been flagged as “*in progress*” will create a negative impact on ADWS performance as measured by the U. S. Department of Labor. It is imperative that an AJL registration is completed for

everyone who begins the process to achieve an Arkansas CRC, with attention to detail for those who are not yet actively seeking employment.

- It is the responsibility of the person who administers the WorkKeys Curriculum to ensure that the individual completes an AJL registration. To complete the registration online go to: www.dws.arkansas.gov. Job seekers also have the option of visiting the nearest Workforce Center to complete the AJL registration in person. An Arkansas Career Readiness Certificate **will not** be issued if the job seeker/student is not registered in AJL.
- The two-year colleges, high schools and CPI programs 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.

B. Social Security Numbers: Arkansas Career Readiness Certificates are issued by the job seeker/student social security number. It is imperative that the SSN and name match the information registered in Arkansas JobLink. The importance of an accurate SSN and name will result in the individual receiving or not receiving their certificate in a timely manner. Individuals with an invalid SSN will not receive a CRC until the correction is made. For security purposes, do not include a SSN when submitting WorkKeys Curriculum or WorkKeys scores electronically or when faxing information. Instead, provide the name and last four digits of their SSN e.g., xxx-xx-1234. Please call the appropriate office to provide full SSNs when requested.

- ❖ The CRC Administrative Office will email a correction request to the WorkKeys Test Administrator when an invalid SSN has been entered in the system. The notification will inform the WorkKeys Test Administrator that the individual's certificate has been delayed due to an invalid SSN. The SSN is to be entered into the Examinee ID field on the Validus registration page. **The CRC Administrative office should be notified immediately after the correction is made.** The office will issue the individual a CRC in the next batch of certificates.

C. WorkKeys Curriculum must be completed at an approved site in order for the job seeker to receive a referral form to take the WorkKeys assessments: The pre-test cannot be completed at home or away from an approved CRC partnership site. Job seekers may work on their lessons at home to build their skill gap and for additional practice work however, the actual administration and supervision of WorkKeys Curriculum by CRC staff is necessary to evaluate the job seeker and determine how to effectively assist the individual to reach their goals. The pre-test is not timed and job seekers can spend as much time as they desire practicing on their lessons. The WorkKeys Curriculum scores and final quizzes are not the same as WorkKeys scores.

D. Expiring WorkKeys Curriculum Pre-test Scores: The WorkKeys Curriculum system was purchased by the state of Arkansas as a practice tool to help individuals prepare for and

successfully complete the ACT WorkKeys assessments. Therefore, WorkKeys assessments must be completed within 30 days of successfully completing WorkKeys Curriculum Pre-test. If not, the individual should be instructed to return to the referring agency/institution for a refresher course using the WorkKeys Curriculum. WorkKeys Test Administrators should pay close attention to the date on the WorkKeys referral form. If the individual did not show for the scheduled date on the form, they should be referred back to the site that administered the WorkKeys Curriculum Pre-test. A new referral form should be completed when the individual is rescheduled to take WorkKeys.

E. WorkKeys Assessment Sites: To earn an Arkansas CRC, WorkKeys assessments should be taken at approved sites by authorized staff.

- Approved Career and Technical Education high schools that administer the WorkKeys Curriculum instruction and/or Proctor the WorkKeys assessments can only proctor to their respective high school students.
- Adult Education Centers authorized by the Arkansas Department of Career Education to administer the WorkKeys assessments may not proctor WorkKeys to students who are still enrolled in high school.
- Job seekers must possess a State referral form completed by ADWS local office to take WorkKeys Curriculum and/or WorkKeys assessments. ADWS will not pay for assessments proctored to job seekers who do not have the approved State referral form on the scheduled day of testing. The approved State referral form is the job seekers “ticket” into the testing room along with a picture ID and should not be altered by anyone other than ADWS authorized staff. Job seekers are not allowed to take the WorkKeys Curriculum or WorkKeys assessments at a high school campus.
- Students and job seekers are allowed 55 minutes on each of the WorkKeys assessments. The three assessments do not have to be taken on the same day.

F. WorkKeys Scoring: The Arkansas CRC program uses results from the Applied Math, Graphic Literacy and Workplace Documents to award certificates in five skill levels:

- PLATINUM+: Scores a Level 7 or higher across the three (3) skill levels
 - PLATINUM: Scores a Level 6 or higher on all three (3) skill levels
 - GOLD: Scores a Level 5 or higher on all three (3) skill levels
 - SILVER: Scores a Level 4 or higher on all three (3) skill levels
 - BRONZE: Scores at a minimum Level 3 on all three (3) skill levels

NOTE: You will not find certificate Levels (*Platinum, Gold, Silver or Bronze*) in the ACT Validus WorkKeys score reports. The assessments are scored <3, 3, 4, 5, 6, and 7.

- <3 = Unsuccessful (less than 3)
- 3 = Bronze
- 4 = Silver
- 5 = Gold
- 6 = Platinum
- 7 = Platinum +

If the job seeker scores a 3 or above on the WorkKeys assessments in all three areas (*Workplace Documents, Applied Math, and Graphic Literacy*) an Arkansas Career Readiness Certificate will be issued based upon the **lowest** skill score.

Example:

Job Seeker A: Workplace Documents score: 6
Applied Math score: 5
Graphic Literacy score: 4
Eligible for Silver CRC

Example

Job Seeker B: Workplace Documents score: 5
Applied Math score: 7
Graphic Literacy score: 3
Eligible for Bronze CRC

Job Seeker C: Workplace Documents score: 7
Applied Math score: 7
Graphic Literacy score: 6
Eligible for Platinum CRC

Job Seeker D: Workplace Documents: 6
Applied Math score: 7
Graphic Literacy score: 5
Eligible for Gold CRC

Job Seeker E: Workplace Documents score: 5
Applied Math score: 6
Graphic Literacy score: <3
Not Eligible for CRC**

- ❖ Job Seeker E should be referred for developmental skill building in Graphic Literacy utilizing the WorkKeys Curriculum. The individual must provide documentation of having successfully improved their skill level before receiving a new referral form to retake the Graphic Literacy WorkKeys assessment.

G. WorkKeys Retakes: The State would like to allow as many new job seekers as possible to have an opportunity to receive a CRC. Therefore, in the event that a job seeker or student successfully completes the CRC process and earns a Bronze certificate but would like to upgrade their certificate to a higher level such as a Silver, Gold or Platinum, this request cannot be approved.

Individuals who have taken WorkKeys assessments are allowed the opportunity to retake WorkKeys under the following two conditions:

- 1) Unsuccessful first attempt: The individual did not achieve a WorkKeys score high enough to be issued a CRC and they have done some skill upgrade work either through

Adult Education, ADWS local office or Arkansas Workforce Center staff using the WorkKeys Curriculum. The individual must provide documentation of having successfully improved their skill level on the part of the assessment(s) that they were unsuccessful on during the first attempt and should be given a new referral form indicating which assessment(s) they are allowed to retake. **The maximum attempts allowed for WorkKeys are two (2) (original plus one additional attempt) before the job seeker is automatically referred to Adult Education.** In the event that the individual does not want to go to Adult Education for developmental courses, another tool should be introduced to them and they are no longer eligible to retake WorkKeys.

- 2) Job seeker applying for ACT job profiled position: The job seeker did not achieve a WorkKeys score high enough to be issued a CRC at the level required to satisfy the job requirement placed by the employer. Before the individual is allowed to reassess, skill upgrade work must be completed through Adult Education, ADWS local office or Arkansas Workforce Center using the WorkKeys Curriculum. The job seeker should be given a new referral form indicating which assessment(s) they are allowed to retake. **The maximum attempts allowed for WorkKeys are two (2) before the job seeker is automatically referred to Adult Education.** In the event that the individual does not want to go to Adult Education for developmental courses, another tool should be introduced to them and they are no longer eligible to retake WorkKeys.

H. Unapproved WorkKeys Retakes: The CRC is a statewide program, therefore, when WorkKeys sites allow even one to two individuals to repeatedly assess multiple times without following procedures, the number of wasted assessments quickly add up. WorkKeys Test Administrators should **never** allow individuals to repeat an assessment(s) on the same day. The assessments (Applied Math, Graphic Literacy and Workplace Documents) are purchased by the State and are free of charge to the individual and to the employer for hiring potential new employees. The State would like to allow as many new job seekers as possible to have an opportunity to receive a certificate. Please note that **unapproved** retake scores will not be used to award a certificate.

- 1) Attempt to upgrade certificate level: CRC holders are not allowed to retake assessments in an attempt to upgrade their previous score simply to achieve a higher certificate level. Approval for individuals' requesting a retake of an assessment simply to improve the certificate level is not the design of the program. However individuals are allowed to retest when the request is employer driven and the job has been profiled requiring a higher level of certification. (See: WorkKeys Retakes)
- 2) ACT Job Profile not completed: In the event that an employer requires a specific CRC level for employment, the employer must have had an ACT job profile completed for those specific position(s). An employer can only prefer that a job seeker have a CRC if the job has not been profiled. For example, an employer may not request all Silver CRC holders if the position listed with ADWS has not been profiled.
- 3) Developmental skill building courses: The job seeker did not go back to Adult Education, ADWS local office or Arkansas Workforce Center when referred to further develop their skill gap on unsuccessful WorkKeys assessment(s). Another

tool should be introduced to the job seeker and they are not eligible to retake WorkKeys until the course work is completed.

I. Certificates: The Arkansas Department of Workforce Services' CRC Administrative Office will issue certificates based on the scores in the ACT WorkKeys Data Export Report. The individual must score a Level 3 or above on the Applied Math, Graphic Literacy and Workplace Documents assessments to receive an Arkansas CRC/NCRC. The CRC Administrative Office will mail certificates to the institution that proctored the WorkKeys assessments for distribution to the individual. Once received by the institution, certificates should be stored in a secure location and should not be mailed; however the WorkKeys Test Administrator should inform the CRC holder to revisit the site where they took WorkKeys and show a picture ID to receive their certificate. Additionally, WorkKeys Test Administrators should inform individuals that CRCs have no expiration date.

J. Certificate Reprints: Job seekers/students should be informed by the WorkKeys Test Administrator to safeguard their certificate once received since reprints will not be issued. In lieu of a certificate reprint, WorkKeys Test Administrators are allowed to print WorkKeys scores from the ACT Validus system at no additional cost to the individual. Certificate holders can contact ACT directly at 1-800-WORKKEY, select Option 2, to order a printed National Career Readiness Certificate at no cost to them.

K. Share Your ACT National Career Readiness Certificate (NCRC): Certificate holders can now share their nationally portable credential. WorkKeys assessment scores are now registered into the ACT National Career Readiness Certificate (NCRC) database. Scores are usually available in the NCRC database 24 hours after successfully completing the Applied Math, Graphic Literacy and Workplace Documents assessments. This database will allow NCRC holders to view their certificate level and to share their NCRC information with employers or whomever they give authorization to view.

- ❖ To protect the individual's privacy, ACT will not release any information until the NCRC holder authorizes it. In order for employers/others to verify the NCRC details, the individual must first share their certificate by accessing the following website: <http://www.act.org/certificate/login.html>
- ❖ After the individual shares their certificate, the credential may be verified at: <http://www.act.org/certificate/verify.html>

L. Unapproved Forms: The Arkansas Department of Workforce Services' CRC Administrative office policy is to provide uniformed and consistent CRC materials across the state. Never, under any circumstances should any form be used that has not been approved by the ADWS CRC Administrative Office. Only the approved Arkansas CRC forms should be accepted. Any form that you have received and/or use that was not submitted by the ADWS CRC Administrative office is not an approved form. CRC partnership sites should not develop or use forms they have created. Much thought and collaboration from the CRC Partners have been utilized to create and develop all forms to include the necessary information needed from the respective agencies.

M. Employers Requesting to Pay for WorkKeys Assessments: Companies interested in WorkKeys assessments for internal promotions for their employees and/or interested in

purchasing additional WorkKeys assessments other than Applied Math, Graphic Literacy and Workplace Documents must contact ACT WorkKeys directly at 1-800-WORKKEY for price information. ACT will invoice the employer not ADWS and payments will be made directly to ACT.

- ❖ WorkKeys assessments purchased by a company and/or institution for purposes other than those related to the Governor’s Workforce Cabinet Initiative will not receive a certificate from the Arkansas Department of Workforce Services.

N. WorkKeys Pricing: ACT bills the Arkansas Department of Workforce Services directly for each Applied Mathematics, Locating Information and Reading for Information assessment launched under the “CRC-Billing to ADWS” financial profile in the Validus system.

O. Financial Profile: A Financial Profile must be selected for each assessment added to a WorkKeys registration in the ACT Validus system. Selecting the Financial Profile tells ACT what price to charge for each assessment. If the financial profile is not set, the price charged to your site will be the *highest standard price*. Please pay close attention to set the Financial Profile before the assessment is authorized and launched.

Arkansas Department of Workforce Services (ADWS) and ACT appreciate your participation as an authorized site, proctoring WorkKeys assessments as part of the Arkansas CRC program. ACT has entered into a contract with ADWS confirming the Agency’s commitment to pay for Applied Math, Graphic Literacy and Workplace Documents for individuals who qualify for the program.

It should be noted that “Qualifying” individuals for the CRC are job seekers 16 years old or older, who have been registered into the ADWS Local Office Arkansas JobLink system. Others

qualifying for the WorkKeys assessments for which charges can be direct-billed to ADWS include ADHE Career Pathways Initiative students and CTE high school students.

- ❖ WorkKeys assessments proctored outside of the CRC program guidelines will be directly billed to your licensed site, at the prevailing rate per ACT prices.

As a registration is created for the job seeker or student in the ACT Validus system, the WorkKeys site administrator/proctor will be required to choose the appropriate funding source (financial profile) for the assessments they are using for billing and tracking purposes.

Please take caution when selecting one of the following appropriate billing options/financial profiles:

- 1) **CRC - Billing to ADWS:** (Job seekers/CPI students/CTE high school students) Choose this option if you are proctoring the Workplace Documents, Applied Math, and Graphic Literacy assessments under the CRC program guidelines above. ACT will invoice ADWS directly for payment.
- 2) **Education/Government Rate – Billing to Your Licensed Site:** (Usually selected for Applied Technology or other assessments requested by an employer. The employer will reimburse the college.) Choose this option if you

are proctoring WorkKeys assessments for individuals and/or employers that are paying your site for assessments that would not qualify for ADWS funding. An example of this service would be for existing employees/incumbent workers of an employer enrolled in a program to upgrade their work skill levels. Another example of this service is when an employer has requested assessments other than Workplace Documents, Applied Math and Graphic Literacy. All ACT WorkKeys assessments would be available to your site, but delivered “outside” of the standard Arkansas CRC program. Invoices for assessment services will be sent directly to your site for your direct payment to ACT and your site will be responsible for any service charges for individual or company services.

3) Business (Retail) Rate – Billing to Your Licensed Site:

Choose this option if an employer wants to pay for WorkKeys assessments and assessing outside of your school sponsored training program and NOT utilize your services or the state services. Contact ACT at 1-800-WORKKEY for more information about this type of assessing. Invoices will be sent directly to your site for your direct payment to ACT and your own cost recovery from a client.

P. ACT Job Profile:

The Job Profile process begins with a tour of the facility with observations of the individual workers performing the job to be profiled. Three important components to WorkKeys Job Profiling are: Job Analysis, Assessment and Training.

- **Job Analysis:** A facilitated focus group session with the Subject Matter Experts (a representative sample of gender, races/ethnicities and experience levels identified by the company) that provide specific information related to skills and skill levels for a position. A task list is created based on job observations, O-Net and ACT. Subject Matter Experts (SMEs) are brought in to answer questions regarding the job being profiled. SMEs provide detailed information about the job and rate tasks as they relate to the work. The job analysis process can take anywhere from 6 to 8 hours or longer.
- **Assessment:** Provides reliable information about an individual’s skills and how they compare to the skill levels required for the job.
- **Training:** Show’s how the individual performed relative to the “bar” or what is required for the job.

Job Profiles vs. Occupational Profiles:

Job Profiles are employer/job specific and offer a detailed task list that describes what, how, when, where and/or why a task is performed in relation to a specific job. They also provide a customized report that documents the tasks and skill levels required for the job along with real world examples. Job Profiles provide qualitative reasons behind the skill levels provided by the job incumbents along with recommendations that are most critical to the job. Job Profiles are EEOC validated.

Occupational Profiles are created by averaging job profiles that have been completed by Job Profilers for similar jobs. They are not EEOC validated. Occupational Profiles can serve as a guide to set instructional standards or develop curriculum designed to help

individuals or students meet skill requirements. An Occupational Profile provides skill levels required for an occupation across jobs, companies or industries where SMEs may come from different organizations and/or from related jobs within an occupation. Occupational Profiles are not job specific and provide only an idea of where a particular applicant's skill level should be. An employer cannot require a given level of Career Readiness Certification using the occupational profiles, but an employer can recognize the job seekers who have a CRC that most closely matches what the occupational profiles identifies as needed levels. The Job Profile will provide skill level data specific to a job.

When to use Job Profiling?

- High stake hiring, promotional and training decisions that are EEOC compliant
- To describe and document detailed activities of the job
- Identify tasks that is most critical to job performance
- Employer requiring the Arkansas CRC

When to use Occupational Profiling? (Not validated)

- To help individuals or students develop a plan when choosing a career
- Establish skill standards for professional organization for an occupation
- Provide skill levels required on occupation across jobs, companies or industries where they may not have enough SMEs.

Q. Employers interested in having their job(s) profiled: Employers must pay to have their job(s) profiled in Arkansas. The ACT WorkKeys job profiling fee varies and the process to conduct a job profile can take from 3 days to 2 weeks. The employer involved must be able to release the appropriate employees (SMEs) for a complete analysis of their job. Employers interested in having their job(s) profiled should contact the CRC Administrative Office.

R. Required Updates: It is imperative that WorkKeys Curriculum instructors and WorkKeys Test Administrators/Proctors provide the CRC Administrative office with updated contact information. The information will help the Office maintain a distribution list to provide information in a timely manner to the CRC partners across the state. Those included on the distribution list will receive correspondence including updates, revised forms, ACT national conference announcements, meeting and training information and news/general information. Contact information including the staff's name, phone number, fax number, email address, physical address and CRC role should be provided. If performing the duties of both the WorkKeys Administrator and Proctor we need to know. In the event that a staff person is no longer working with the CRC program, please let our office know so that we can remove them from the distribution list.

S. TABE and Additional Testing: The CRC program is employer driven. This equates to responding to urgent requests from employers needing a pool of skilled workers within specific time frames without additional testing. Therefore, job seekers will not be required to complete additional testing during the CRC process. Adult Education will be responsible for contacting job seekers who need additional assistance to recommend that they complete additional testing.

T. WorkKeys Curriculum Technical Support: Contact the ACT WorkKeys Curriculum Technical Support/Customer Service team at (877) 842-6205 to troubleshoot and assist

with curriculum system products. Contact the ACT Workkeys 800-967-5539, for WorkKeys Curriculum and Career Ready 101 support number for WorkKeys Test. The ACT team is available 24/7/365. The CRC Administrative Office staff is also available for technical support and can be reached toll free at (866) 757-2999 or by email at crc@arkansas.gov.

U. Temporary Employment Agencies: Some companies hire almost exclusively through temp agencies. ADWS senior management will evaluate proposals from temp agencies on a case-by-case basis. ADWS prefers to work directly with employers and not through a third party intermediary since temporary agencies are paid by employers to help recruit new employees and the possibility of legal ramifications exist regarding hiring decisions and terminations. If ADWS decides to work with a temporary agency, a detailed and confidential contract between the two parties will be executed.

Training: It is mandatory that all CRC staff complete the “Introduction to WorkKeys Curriculum” and “ACT WorkKeys Curriculum Pre-test Training” webinars before administering the WorkKeys Curriculum instruction. WorkKeys administrators and proctors must complete the “ACT WorkKeys Test Administration Training for Online Testing” webinar and read the “WorkKeys Internet Version Online User’s Guide” before proctoring WorkKeys assessments.

The ACT WorkKeys Curriculum Administration User Guide is available from the ACT website at:
<http://www.act.org/content/dam/act/unsecured/documents/WorkKeysCurriculumAdmin-UserGuide.pdf>. In-app help is available from within ACT WorkKeys Curriculum by selecting the Support Icon in the bottom left of the screen. If you have questions or would like help getting started please contact ACT Customer Service toll free at 877-842-6205 or by email at workkeyscurriculum@act.org.

CRC staff should also utilize the online practice modules available for both WorkKeys Curriculum and WorkKeys. Staff should **never** practice using “live” WorkKeys assessments. ACT will invoice ADWS for all Workplace Documents, Applied Math and Graphic Literacy assessments launched.

To register for upcoming complimentary WorkKeys Curriculum/WorkKeys Curriculum Pre-test webinars, go to the following link: www.WorkKeysCurriculumPre-test.com/training.

IMPORTANT NOTIFICATION: WorkKeys administrators and proctors are required to notify the CRC Administrative Office after completing mandatory training. Please use the following link to verify and document CRC staff training: [CRC Training Verification Form](#)

Inquiries: Please submit any questions to www.crc@arkansas.gov

Attachments: Arkansas CRC Job Seeker Flow Chart, CRC Policy Disclaimer Form, and CRC Training Verification Form.

Expiration Date: Continuing