

# ACT Workforce Solutions





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## OUR MISSION

HELPING PEOPLE ACHIEVE EDUCATION  
AND WORKPLACE SUCCESS



## VALUE PROPOSITIONS



AUTHORITY



INTEGRATION



PERSONALIZATION



HOLISTIC



INCLUSIVE



TRANSFORMATIONAL

## GUIDING PRINCIPLES

# ACT Workforce Solutions



**Assess**  
your workforce



**Certify**  
your workforce



**Develop**  
your workforce



**Empower**  
your community

# ACT Workforce Solutions

**Assess**

your students or  
workforce



# ACT WorkKeys Overview

## ACT WorkKeys® Cognitive Assessments

Research-based measures of foundational skills essential to career success.

- Criterion-referenced to workplace skill requirements
- Multiple-choice, proctored, and time-bound assessments
- Results expressed as level scores (Level 3 – Level 7)
- Linked to over 20,000 ACT-authorized job profiles (domestic)

# WorkKeys Skills



## APPLIED MATH

Critical thinking, mathematical reasoning, and problem-solving techniques in workplace situations. High levels of this skill include:

**IDENTIFYING**  
errors in calculation

**CONVERTING**  
systems of measurement

**CALCULATING**  
areas and volumes



## GRAPHIC LITERACY

Reading and comprehending graphical materials to solve work-related problems. High levels of this skill include:

**INTERPRETING**  
trends, relationships, and patterns

**COMPARING**  
information and trends among data sets

**USING DATA**  
to make decisions



## WORKPLACE DOCUMENTS

Reading and comprehending written information to make decisions and solve problems. High levels of this skill include:

**INFERRING**  
meanings of words and phrases from contexts

**DECIPHERING**  
the meaning of acronyms, jargon, or technical content

**APPLYING**  
information and instructions to a new situation

# ACT WorkKeys® Cognitive Assessments

## National Career Readiness Certificate (NCRC) assessments

- Applied Math
- Graphic Literacy
- Workplace Documents





# ACT Workforce Solutions

## **Certify**

Your students or  
workforce



# A Nationally Recognized Credential

The ACT WorkKeys National Career Readiness Certificate (NCRC®) is an evidence-based credential demonstrating the essential problem-solving and critical thinking skills needed for workplace success.

**4,560,994 million NCRCs have been awarded  
at one of the four levels:**



23,513 Employers are requiring or recognizing the NCRC nationwide  
Over 2 Million WorkKeys Assessments conducted each year

# Certifying: National Career Readiness Certificate (NCRC)



ACT certifies that

**Jane P. Sample**

has earned the ACT WorkKeys National Career Readiness Certificate™ at the **Platinum** level.

Registered Certificate # JSAMPLE001  
Issue Date: 2/17/18

The NCRC is awarded at four levels. Higher levels indicate a greater number of jobs for which a recipient is qualified.

**Platinum** indicates the skills required for approximately 99% of ACT-profiled jobs

**Gold** indicates the skills required for approximately 93% of ACT-profiled jobs

**Silver** indicates the skills required for approximately 69% of ACT-profiled jobs

**Bronze** indicates the skills required for approximately 17% of ACT-profiled jobs

# ACT Workforce Solutions

## Develop

Your students or  
workforce



# ACT's Curriculum





## WorkKeys Aligned Courses



NCRC

Graphic  
Literacy

NCRC

Applied Math

NCRC

Workplace  
Documents

**ACT**<sup>®</sup> Tessera<sup>®</sup>  
Workforce



**ACT**<sup>®</sup>

# Tessera Suite of SEL & Essential Skills





## Scores for Employee Name April 14, 2018

ACT Tessaera Workforce measures six important skills, described below. Stars indicate your current level on each skill. Remember that all skills can be improved with practice and deliberate effort, so don't be discouraged if you are at lower levels on any of these skills.

For detailed information on improving these skills, and for explanation of how star scores are related to percentiles, go to [www.act.org/linkname](http://www.act.org/linkname).



### Work Ethic

Work Ethic reflects the extent to which a person's actions demonstrate persistence, goal striving, reliability, dependability, and attention to detail at work.



### Collaboration

Collaboration reflects the extent to which a person's actions demonstrate the ability to work on teams, empathy, helpfulness, trust, and trustworthiness.



### Creativity

Creativity reflects the extent to which a person's actions demonstrate ingenuity, creative thinking, inquisitiveness, flexibility, open mindedness, and embracing diversity.



### Resilience

Resilience reflects the extent to which a person's actions demonstrate stress management, emotional regulation, a positive response to setbacks, and poise.



### Leadership

Leadership reflects the extent to which a person's actions demonstrate assertiveness, influence, optimism, and enthusiasm.



### Integrity

Integrity reflects the extent to which a person's actions demonstrate honesty, sincerity, fairness towards others, and modesty at work.



★ At or below the 16th percentile. Approximately 84% of the national tested sample scored higher than people in this range.  
★★ Between the 17th and 50th percentiles (inclusive). Approximately 16% scored lower and 50% scored higher than people in this range.  
★★★ Between the 51st and 84th percentiles (inclusive). Approximately 50% scored lower and 16% scored higher than people in this range.  
★★★★ At or above the 85th percentile. Approximately 84% scored lower than people in this range.

**Where you are today doesn't have to be where you are tomorrow.** This report provides you with your scores and some exercises that may help you learn more about each skill and improve. The more you practice the stronger you become in those skills.

### Improve Your Work Ethic

**Other Words for Work Ethic:**  
Hard-working, organized, trustworthy, reliable, conscientious, and tenacious.

**Improve Your Work Ethic**  
One way you can improve your work ethic is to maintain an awareness of why you want to achieve your professional goals. What would it mean to you and others if you achieved your goals? Think about the steps you must take to achieve your goal and then monitor progress to stay on track.

**Go to This Link**  
To access videos and other tools to help you improve your work ethic, go to [www.act.org/linkhere](http://www.act.org/linkhere).

### Improve Your Resilience

**Other Words for Resilience:**  
Relaxed, calm, self-controlled, collected, not overly worried, and not overly stressed.

**Improve Your Resilience**  
Begin by identifying how you respond to stress. Some ways of dealing with stress are positive and adaptive, but others are negative and maladaptive. Once you identify how you respond to stress, you can make a plan to change your maladaptive responses to more adaptive ones.

**Go to This Link**  
To access videos and other tools to help you improve your resilience, go to [www.act.org/linkhere](http://www.act.org/linkhere).

### Improve Your Collaboration

**Other Words for Collaboration:**  
Helpful, supportive, empathetic, respectful, cooperative, and agreeable.

**Improve Your Collaboration**  
Considering other team members' perspectives can enhance collaboration and cooperation. The next time you work with other team members, try to see things from their points of view.

**Go to This Link**  
To access videos and other tools to help you improve your collaboration, go to [www.act.org/linkhere](http://www.act.org/linkhere).

### Improve Your Leadership

**Other Words for Leadership:**  
Assertive, persuasive, influential, optimistic, encouraging, and enthusiastic.

**Improve Your Leadership**  
Great leaders are often optimistic and enthusiastic. They see that the "glass is half full" and are confident that the future will turn out well. Do your best to see the positive side of most situations.

**Go to This Link**  
To access videos and other tools to help you improve your leadership, go to [www.act.org/linkhere](http://www.act.org/linkhere).

### Improve Your Creativity

**Other Words for Creativity:**  
Interested, inquisitive, eager to learn, innovative, curious, inventive, and imaginative.

**Improve Your Creativity**  
Try to consider several ways of solving a problem before you settle on a solution. Observe people you think are creative. How do they solve problems or come up with solutions?

**Go to This Link**  
To access videos and other tools to help you improve your creativity, go to [www.act.org/linkhere](http://www.act.org/linkhere).

### Improve Your Integrity

**Other Words for Integrity:**  
Honest, principled, sincere, humble, fair, and modest.

**Improve Your Integrity**  
There are several ways to improve your integrity through practice. For example, try hard to fulfill promises and keep appointments, become comfortable with saying "no" if you are unable to do something, and remind yourself that nobody is successful without others' help.

**Go to This Link**  
To access videos and other tools to help you improve your integrity, go to [www.act.org/linkhere](http://www.act.org/linkhere).

# Tessera Workforce Employee Playbook

**ACT** Tessera  
Workforce  
Measure What Matters



ACT® Tessera® Workforce  
Playbook

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# ACT's Career Readiness Program

**WorkKeys Assessments**

**National Career Readiness Certificate  
(NCRC)**

**WorkKeys & Essential Skills Curriculum**

**Tessera Workforce Assessment &  
Playbook**

# ACT Workforce Solutions

## **Empower**

Your students  
and community

