

WorkKeys®



Job Profiling Training Information (Revised 10/2011)

Why should I apply for Job Profiling Training?

The WorkKeys® Job Profiling Training program teaches individuals how to conduct the WorkKeys job profiling procedure developed by industrial/organizational (I/O) psychologists at ACT. WorkKeys job profiling can be used for a number of purposes including, but not limited to, the development of employee selection procedures and the development of training programs. Because of the wide variety of uses, applicants should have experience with the following:

- job analysis
- the development and implementation of training programs for business and industry
- acting as a group facilitator
- federal regulations related to employment procedures
- Windows®-based computer software programs

What will I be expected to do to complete the training?

The Job Profiling Training program consists of seven weeks of activities designed to train the participants to conduct job analyses using the WorkKeys system. The seventh week includes an onsite workshop. The week before your first week of training, you will receive a letter from your trainers with a milestone chart for your training session. This form lists the assignments and completion dates. A sample is attached to illustrate the time commitment required for becoming an authorized job profiler. Failure to complete the assignments by their due dates will result in your being rescheduled to attend the onsite workshop at a later date. You should expect to spend approximately 20 hours each week completing the self-study modules.

Approximately one week before your first week of training, you will receive a package from our department. This package will include your *Job Profiling Resources* handbook, the training workbook, two DVDs, and three skill description volumes.

The box will also include instructions for downloading the SkillPro® software.

You may contact an ACT Technical Support representative if you need assistance with the installation and configuration of your software.



In the first six weeks of training, you will use the training workbook to complete a series of guided self-study modules and you will participate in three webcasts so that you can become proficient with the job profiling software, the WorkKeys skill areas, and the job profiling procedure. Again, you should expect to spend approximately 20 hours each week completing the self-study modules. You will be sending us the results of the activities by fax, through our secure website, and through the SkillPro software.

In the seventh week of training you will attend the three and one-half day hands-on workshop conducted by the two I/O psychologists who will be providing instructional support throughout the seven-week session. The training workshop is scheduled to begin at 8:00 a.m. each day. On Tuesday, Wednesday, and Thursday it will end at 4:30, and on Friday it will end at noon. During the workshop, considerable time will be allowed for trainees to demonstrate their ability to conduct a job profile.

What equipment will I need to supply?

Before you can begin the training activities, you must have a laptop computer that meets the SkillPro software computer requirement specifications. You will need to have your laptop computer and printer available to complete the guided self-study training exercises for the first week of training. Please allow for this when obtaining your computer equipment. You will also need to bring your laptop computer and printer to the onsite workshop. You will need access to the Internet during the distance learning and webcasts only. If necessary you can use a different computer for those activities.

How do I know that I'm qualified for the training?

To determine whether you have the necessary background needed to qualify for WorkKeys Job Profiling Training, please complete the attached application (pages 5-8). Please note that if you have difficulty responding affirmatively to many of the statements presented on the application, it indicates that your background and experience may not have prepared you to successfully complete Job Profiling Training. Consequently, you may not be admitted to the Job Profiling Training program. If, however, you believe you have the necessary training and experience, submit your completed application to your WorkKeys service representative or send it to:

ACT WorkKeys (16)
Job Profiling Staff
Workforce Business Development
101 ACT Drive
P.O. Box 168
Iowa City, IA 52243-0168

A completed application may also be faxed to (319) 337-1725. Please write "Attention Job Profiling Staff" on your fax cover sheet.

You will be notified about the status of your application after it has been reviewed by two I/O psychologists.

How much will the training and SkillPro license cost?

The cost of WorkKeys Job Profiling Training is two thousand one hundred dollars (\$2,100). In addition, the annual cost of the SkillPro license you must have to perform WorkKeys job profiling activities is sixteen hundred dollars (\$1,600). The total cost is \$3,700. The annual SkillPro license fee will be invoiced upon completion of the Job Profiling Training program. In summary, the costs are:

Job Profiling Training fee	\$2,100	
Annual SkillPro license fee	<u>\$1,600</u>	<i>Sales tax may be charged. If entities have tax-exempt status, the tax</i>
Total	<u>\$3,700</u>	<i>can be waived upon presentation of a tax-exempt certificate.</i>

How do I reserve a seat in an upcoming training workshop?

In order to reserve a seat in a Job Profiling Training workshop, you must have the following materials on file at ACT by the registration deadline for the session you want to attend. If ACT does not receive these materials by that registration deadline, you will be registered for a later training opportunity.

- A completed and approved application (the application begins on page 4). Be sure to indicate your preference for training dates (i.e., your first, second, and third choices) on page 8. We will make every attempt to accommodate your request.
- A check, money order, or purchase order for \$2,100, the cost of the training program.
- A completed SkillPro License Agreement or Amendment.
- A completed WorkKeys® Job Profiling Agreement or Amendment.

You must use the Amendments to both agreements if there is already an active profiler from your institution. These Amendments can be obtained at: www.act.org/workkeys/jptrain/pdf/jp-amend.pdf and www.act.org/workkeys/jptrain/pdf/sk-amend.pdf.

WorkKeys Job Profiling Training Cancellation, No Show, and Substitution Policies

Participants who have made a commitment to attend a training session and who postpone their job profiling training with less than seven-weeks notice (49 calendar days prior to the workshop) to ACT will not receive a refund of their deposit (one-half of the training fee is a nonrefundable deposit of \$1,050). If they wish to reschedule, a \$370 fee will be deducted from their training fee and the individual or the institution sponsoring the person for training will be required to submit additional funds to restore the fee to the original amount (\$2,100). Once the additional funds are received by ACT, the individual will be rescheduled for training. All previously completed distance learning activities and webcasts will be repeated according to the milestone chart of assignments for the new session.

If a person's participation is permanently cancelled, the person will be required to return any training material that was received from ACT. In most cases, this will consist of the guided self-study material and the SkillPro software. If the training material is not returned to ACT within two weeks of cancellation, \$1,050 (i.e., the balance of the \$2,100 training fee) will be forfeited and will be retained by ACT.

The rescheduling of training dates or substitution of participants can be arranged without penalty if they are completed seven weeks prior to the date for which a place has been reserved in a scheduled Job Profiling Training workshop. Substitute participants are, however, required to go through the regular qualification review and approval procedure.

WorkKeys®



Job Profiling Training Application (Revised 08/11)

Name:

Title:

Organization:

Shipping Address (Training materials cannot be shipped to PO Boxes):

Self-employed

Mailing Address:

City:

State:

Zip:

Email:

Phone:

Fax:

Your Supervisor's Name:

Supervisor's Email:

Supervisor's Phone:

Supervisor's Fax:

I. Educational Background

Please list degree(s) held, if any.

II. Personal Computer Experience

Do you have experience using a keyboard and a mouse?

Yes

No

The demands of the job profiling process require that the job analyst be able to keyboard edits to a task list while facilitating a discussion with a group of job incumbents. Do you consider your keyboarding skills sufficient for facilitating the job profiling process?

Yes

No

Indicate your years of experience using the following software and hardware applications:

Microsoft Windows:

Word Processing:

Spreadsheet:

Database:

Other:

Describe:



III. Relevant Experience

If you have performed any of the tasks on the following list, please indicate how you gained this experience by checking the appropriate box. Then provide a detailed description of this experience on the following page. Please note that if you have difficulty responding affirmatively to many of the statements presented below, this indicates that your background and experience may not have prepared you to successfully complete Job Profiling Training. Consequently, you may not be admitted to the Job Profiling Training program.

	Education	Specialized Training	Work Experience
1. Conferred with supervisors or managers to determine the human resource needs (i.e., job analysis) of an organization.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Developed products such as training/policy manuals, reporting forms, training films, and slides based on the job analysis.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Observed on-the-job performance of job incumbents to identify the necessary skills, knowledge, abilities, and other job requirements.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Studied organizational data such as organization flow charts, annual reports, and company newsletters as part of a job analysis.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. Interviewed job incumbents individually or as a group in order to write task statements to describe the job they perform.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. Researched jobs and worker characteristics by reviewing training materials and job descriptions in order to write task statements to describe a job.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. Performed the task analysis process to develop materials such as job descriptions, job specifications, or lines of career movement (e.g., ISO 9000 or DACUM training).	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. Facilitated focus group meetings in a work environment to accomplish an objective.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9. Utilized job or occupational data to evaluate or improve methods and techniques for recruiting, selecting, promoting, evaluating, and training workers and for the administration of related personnel programs.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10. Developed and implemented training programs for business and industry based on the results of a job or needs analysis that you performed.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11. Demonstrated knowledge of federal regulations related to employment procedures.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12. Directly participated in making hiring decisions.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13. Utilized knowledge of job requirements, valid selection processes, and legislation concerning equal employment practices.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14. Established and maintained working relationships with local employers.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

IV. Client Services

We appreciate your interest in the WorkKeys® system. To help us serve our clients better, we would appreciate a description of how you and the organization with which you are affiliated plan to use the WorkKeys system. If you need additional space, please attach an additional page or pages.

V. Contact Information – for Invoicing Purposes

Organization Paying for SkillPro® License:

Organization’s Billing Address:

Billing Contact (Required):

Billing Contact Email (Required):

Billing Contact’s Phone (Required):

Billing Contact’s Fax:

VI. Commitment to Job Profiling Distance Learning

I, _____, understand that I must complete all of the Job Profiling Training distance learning activities, participate in all three webcast activities, and provide ACT with the results of these activities, before I can participate in a Job Profiling Training workshop. I understand that it will take approximately 20 hours per week to complete the training activities. I have read the session milestone chart and understand the specific due dates for my training workshop. I also understand that skipping activities or missing webcast(s) will result in my being rescheduled to another workshop.

In addition, I understand that before I can be assigned to another workshop, I (or my agency/institution) must pay a rescheduling fee in the amount of \$370.00 (in addition to the Job Profiling Training fee of \$2,100.00); and I will not be rescheduled for training until ACT has received the additional funds. I also understand that I can be rescheduled without penalty if I withdraw from the training session with at least 7 weeks' notice (49 calendar days prior to the beginning of the workshop). Once rescheduled to another workshop, all previously completed distance learning activities and webcasts will be repeated according to the milestone chart of assignments for the new training session.

I have read the statements and conditions presented above, and I understand them.

Signature of Applicant

Date

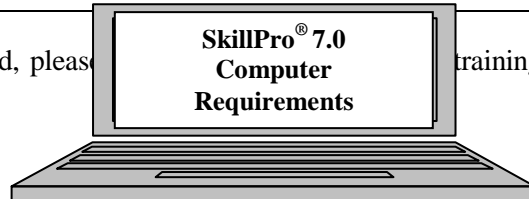
Signature of Applicant's Supervisor

Date

Assuming your application for Job Profiling Training is approved, please provide the following training session dates:

1st choice:

2nd choice:



training session

Please note: ACT must receive the following materials by the registration deadline, in order to reserve a seat in a job profiling training session:

- A completed and approved application.
- A check, money order, or purchase order for \$2,100.00, the cost of the training program.
- Signed original SkillPro® License Agreement or Amendment.
- Signed original WorkKeys® A completed Job Profiling Agreement or Amendment.

You must use the Amendments to both agreements if there is already an active profiler from your institution. These Amendments can be obtained at: www.act.org/workkeys/jptrain/pdf/jp-amend.pdf and www.act.org/workkeys/jptrain/pdf/sk-amend.pdf.

In order to conduct job profiling, you must have access to a portable computer and printer. We strongly recommend that your equipment **at least** meet the **minimum** specifications listed below. A portable computer configured with the minimum specifications listed below should prove a capable platform for running the job profiling software. A system that exceeds these specifications in one or more ways may well prove desirable to you both for your current computing needs and for possible future needs. If you have peripherals, such as a sound card, that may tap the computer's memory, you may need to upgrade your system in order to run SkillPro. It is important, therefore, that you give yourself enough time to acquire the appropriate computer equipment and to install the software.

If you have questions about these specifications, please contact the Industrial/Organizational Psychology staff at 319/337-1724.

I. Recommended Portable Computer Equipment Specifications

- 400 MHz Pentium processor or equivalent (Minimum); 1GHz Pentium processor or equivalent (Recommended)
- Backlit or Edgelit Color VGA display capable of displaying 1024 x 768 high color (Minimum); 1280 x 1024 32 bit (Recommended)
- **512 MB (megabytes) RAM (Minimum); 1.0 GB (gigabytes) (Recommended)**
- 200 MB of hard drive disk space available for SkillPro files
- One Parallel Port or USB Port
- SkillPro 7.0 will run on: Windows® XP, Windows Vista, Windows 7
- External Mouse, Trackball, or Similar Point and Click Device.
- **12X CD-ROM Drive, Sound Blaster® compatible sound card.**
- A media player capable of playing .wav or mp3 files (when profiling the Listening for Understanding skill)
- Speakers with sufficient volume for profile participants to hear the content of audio files (when profiling the Listening for Understanding skill)

II. Portable Printer Equipment Specifications

- PC-compatible with parallel connector or USB connector
- Parallel cable or USB cable for attaching your portable printer to your portable computer
- Spare print cartridges for your portable printer

We ask that you ensure that the appropriate printer driver has been installed in your computer.

III. System Configuration Specifications

The following criteria should be shared with the local technician in charge of supporting your portable computer. Some settings may have to be modified in your operating system to ensure smooth operation with SkillPro 7.0. The following list is not intended as an installation guide. There may be other modifications necessary to your computer to allow it to work with SkillPro 7.0.

- **Microsoft® Windows 7, Windows Vista, Windows® XP are the only operating systems supported for use with SkillPro 7.0.**
- **Microsoft .NET Framework 3.5**
- **Must have Administrator rights to install on certain configurations of all Windows Operating Systems.**
- At the conclusion of a profile, transmitting profile data to ACT using SkillPro 7.0 requires that you must have either a network connection with internet access or an active account with an Internet Service Provider (ISP) such as America Online (version 7.0 or lower), MSN, or Earthlink. An ISP is the company providing the service that allows you to connect your computer to the Internet.

My Guided Self-Study Milestone Chart

A minimum of 20 hours per week will be required to complete the activities.

		Submit Activity via:	My Due Date	Date when I reviewed the answers	✓ when complete
Week 1	Distance Learning Begins			8/1/11	✓
	1: Install SkillPro on your laptop computer			8/5/11	
	2: Tutorial: Client Contact and Tour	Em/Fax		8/5/11	
	3: Tutorial: Initial Task List Preparation	Em/Fax		8/5/11	
Week 2	4: Analyze the Reading for Information Skill	www.		8/5/11	
	5: Create Librarian Initial Task List	Em/Fax		8/12/11	
	6: Tutorial: Task Analysis	Em/Fax		8/10/11	
	7: Write an Introduction	www.		8/12/11	
	8: Editing an Initial Task List webcast			8/11/11	
Week 3	9: Calculate Importance	Em/Fax		8/12/11	
	10: Tutorial: Skill Analysis	Em/Fax		8/19/11	
	11: Analyze the Locating Information Skill	www.		8/19/11	
	12: Analyze the Applied Mathematics Skill	www.		8/19/11	
Week 4	13: Analyze the Workplace Observation Skill and pass quiz	www.		8/19/11	
	14: Best Practices Activity	www.		8/24/11	
	15: Best Practices webcast			8/25/11	
	16: Analyze the Listening for Understanding Skill	www.		8/26/11	
	17: Analyze the Listening Skill	www.		8/26/11	
Week 5	18: Analyze the Writing Skill	www.		8/26/11	
	19: Analyze the Business Writing Skill	www.		8/26/11	
	20: Tutorial: Completion of the Job Profile	Em/Fax		9/2/11	
	21: Summarize the CSR Profile in SkillPro	SkPro		9/2/11	
Week 6	22: Write a Profile Report	Em/Fax		9/2/11	
	23: Analyze the Teamwork Skill			9/2/11	
	24: Skill Analysis webcast			9/8/11	
	25: Analyze the Applied Technology Skill	www.		9/7/11	
	26: Pack for the Workshop			9/9/11	

Key for Submitting Activities

Submit answers via training website <http://www.act.org/workkeys/jptrain/activity/index.html> = **www.**

Submit via SkillPro = **SkPro**

Fax results to (319)337-1725 = **Fax**

Email results to jpanswers@act.org = **Em**