



Preparing for the ACT[®] WorkKeys Test Taken Online in TestNav

- Applied Math
- Graphic Literacy
- Workplace Documents



A Message to Students

This guide is meant to help you do your best on the ACT WorkKeys taken online as you are trying to earn your ACT WorkKeys National Career Readiness Certificate. Included are helpful hints and test-taking strategies, as well as instructions for taking online practice tests, with highlighted features and navigation of the secure web application in which you will take the test. You may refer to the ACT WorkKeys Information for Examinees webpage at <https://www.act.org/content/act/en/products-and-services/act-workkeys/workkeys-info-for-examinees.html> for another resource. Examinee terms and conditions can be found at <https://www.act.org/content/act/en/products-and-services/act-workkeys/workkeys-examinee-terms.html>

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Overview of the ACT WorkKeys Test

The WorkKeys assessments measure foundational skills required for success in the workplace and help measure the workplace skills that can affect job performance.

Each assessment offers varying levels of difficulty. The levels build on each other, incorporating the skills assessed at the previous levels.

Test	Questions	Minutes per Test
Applied Math	34	55
Graphic Literacy	38	55
Workplace Documents	35	55

Overview of the ACT WorkKeys National Career Readiness Certificate (NCRC)

A portable, evidence-based credential - the ACT WorkKeys National Career Readiness Certificate - can be earned by examinees after completing and ranking scores within the Applied Math, Graphic Literacy, and Workplace Documents assessments.

Examinees and employers can then use the scores to match skills to jobs in order to have a successful career path.

Practice Tests

Using the Practice Tests Taken in TestNav

When taking the practice tests in TestNav, you will be using the same testing application and navigation that is used on test day. Not only will the practice questions help you prepare for the types of questions you can expect from the test, but familiarizing yourself with the testing application will better prepare you for navigating through the test on test day.

TestNav

TestNav is the secure web application used for the ACT WorkKeys taken online. Download the TestNav application for your operating system from download.testnav.com

Note: ACT WorkKeys online tests are only supported on Windows, macOS, iOS and Chrome OS operating systems.

Read the Examinee Terms and Conditions

After you have downloaded TestNav, you may read the examinee terms and conditions so you are familiar with testing rules and policies for the ACT Workkeys test. The terms can be accessed within TestNav by selecting the **Examinee Terms and Conditions** link found under the **Sign In** button.

Learn About Using TestNav

Once in TestNav, prepare for online testing by viewing the **Examinee Tutorial** available from the **Practice Tests** link in TestNav. Select **Practice Tests**, then select **Examinee Tutorial**. The tutorial shows you how to move through the screens for the online tests. It will help you understand how to use the arrows to move between questions, recognize when you need to scroll to see the entire question, bookmark questions for review, and review your answers.

You may review the tutorial as often as you wish.

Later in this document, features of TestNav are highlighted (see “TestNav Highlights”). These highlights can be used as a general guide while taking your practice tests, making navigation easier in real time.

Note: Some tools shown in the tutorial may look different than what you will see on test day.

TestNav Practice Tests

You can choose to take any subject test—timed or untimed—as often as you wish, to become comfortable with online testing. If you feel you are having trouble moving through the computer screens, review the tutorial or the highlights in this document (see “TestNav Highlights”).

Follow the steps below to begin your online practice test:

1. Save or print this document so you will have scoring information.
2. Open the TestNav application you downloaded and click on the **Practice Tests** link. Choose a subject area to practice. Then, decide whether you want to try out the “Timed” or “Untimed” version of that test. Use the following information to help you make that choice:
 - **Timed.** Using the timed version gives you practice with pacing yourself and seeing the time count down on screen just as it will on test day. You also experience the five-minute warning message and the message that pops up when time expires. When time is up, you won’t be able to go back and see your answers. Once you submit the test, you receive a Practice Test Score Summary indicating your raw score (see “Practice Test Score Summary”).
 - **Untimed.** The untimed version lets you set your own stopwatch or watch to track the time allowed. When you have finished answering all questions, submit your answers, but do not log-out. Then, you can go back through the questions and compare your answers to the answer key.

Note: An alternate version of the practice test is available for examinees who are approved for the Text-to-Speech or Screen Reader accommodation. See “Text-to-Speech Functionality” for more information.

3. Read the test overview instructions you see on the screen, enter your name, and select Start.

Note: Expand the TestNav window to full screen. For the practice test, you will see your computer’s taskbar on the screen, but the taskbar will not be visible on test day.

4. When you are done with each practice test, an arrow will navigate to the “End of Practice Test.” Select **Submit Final Answers**. Use the scoring information to assist with your review of the practice test results (see “Scoring the Practice Tests”).

Practice Test Score Summary

Sign out

Print this page

Do not close your browser or click on the **Sign out** button on this report until the Test Administrator is able to review your responses.

To review your responses, select **Review**, and then select the question needing review. To get to this report again, select the **Back** button.

Guest

Congratulations! you completed the test.
You scored 8 out of 35 points on the scored questions.

WorkKeys Applied Math

Confidentiality		
Question Number	Student's Score	Maximum Score
Instructions	N/A	N/A
Instructions	N/A	N/A
Question 1	1	1

Practice Applied Mathematics		
Question Number	Student's Score	Maximum Score
Question 1	0	1
Question 2	1	1
Question 3	0	1
Question 4	0	1
Question 5	0	1

Upon submitting any of the tests, you will receive a summary on the screen of the number of questions answered correctly. Your raw score is the number of questions you answered correctly.

The summary provides a table with the question number, the score you received for that question, and the maximum score that could have been achieved for that question (the maximum will always be 1). The summary also distinguishes between questions that were answered incorrectly (displaying a score of “0”) and questions that were skipped or not answered (displaying “Not Answered” in the Student’s Score column).

You may then convert the raw scores from your summary to scale scores, as well as to the level score.

Note: You should begin reading your summary at “Congratulations! You completed the test.” The introductory language and any language regarding actions by a Test Administrator may be disregarded, as it is not applicable to this testing instance.

TestNav Highlights

This section provides highlights about the features available to you in TestNav. The highlights are aimed at helping you prepare for test day, but can also be a helpful guide to use as you practice.

Getting Started

Follow these steps to sign in and test:

1. Open the TestNav application you downloaded. Make sure “WorkKeys” is displayed directly under TestNav on the screen. If you do not see “WorkKeys”, click on the Person drop-down menu in the upper right of the screen, select “Choose a different customer”, then click on ACT WorkKeys icon from the list of test options.
2. Click on the **Practice Tests** link (under the Sign In button). Select the test, then select if you want Timed, Untimed, or whether you want Text-to-Speech, or Screen Reader. Important note: Text-to-Speech and Screen Reader should only be selected for examinees approved for those accommodations. Screen Reader also requires you to order companion test materials prior to using this practice test.
3. Read the test overview instructions you see on the screen, enter your name, and select **Start**.

Welcome, TestNav User!

Practice Graphic Literacy

There are 2 sections.

There are 3 questions in section 1.

There are 38 questions in section 2.

Enter your name:

Name:

Start »

For a practice test, the screen for the test subject you are taking will appear. On test day, the Pretest Information screen will appear, followed by the Examinee Statement screen.

4. On test day, make sure “WorkKeys” is displayed directly under TestNav on the screen. If you do not see “WorkKeys”, click on the Person drop-down menu in the upper right of the screen, select “Choose a different customer”, then click on ACT WorkKeys icon from the list of test options.
 - a. Select **Start**.
 - b. Enter your examinee information and complete the State Use Questions (if applicable). Select the forward arrow to continue.
 - c. Select **Submit**. A Section Exit Warning box appears.
 - d. Select **Yes** to proceed.
 - e. In the the Examinee Statement section, read the examinee statement. You must agree to the Examinee Statement to proceed to the test. If you agree with the Examinee Statement, then choose **I agree**. Select the forward arrow to continue.
 - f. Select **Submit**. A section exit warning box appears.
 - g. Select **Yes** to proceed. The screen for the first test section appears.
5. At the beginning of each subject test, read the test instructions. On test day, the room supervisor will announce a Seal Code that you must enter in the space provided.

Note: The practice tests do NOT require a Seal Code.

6. Take your test.

When you select **Start**, the time for the test will start counting down. The first item is subject directions.

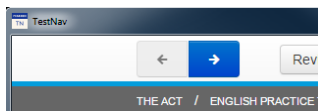
TestNav will present test items to you one by one. Answer each item appropriately. You may need to scroll down to see all of a passage or test item.

Tips for Testing

You may find the following tips useful.

Navigation

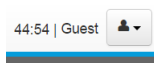
To navigate between items, use the arrows at the top of the page. You may go forward and backward between items as you take the test.



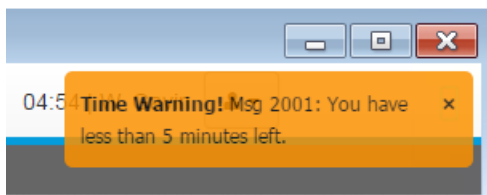
Timer/Clock

The timer at the top of the page tells you how much time you have left to complete your test.

Note: A timer will not appear if you are taking an untimed practice test.



When you have 5 minutes left, a warning message appears at the top of the screen.



When time expires, a warning popup appears and you will not be able to answer any more questions. Select **Continue** to submit your answers and move on to the next test. After the last test, select **Submit Final Answers**.

Time Expired

Warning: If you do not select "Continue", you may not get a score for this test.

Select "Continue" now.

TIME FOR THIS SECTION HAS EXPIRED.

Submit your answers now by selecting "Continue".

You will not be able to return later to this section.

Continue

Time Expired

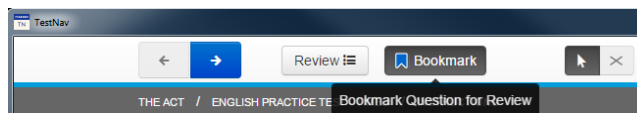
Warning: If you do not select "Submit Final Answers", you may not get a score for this test.

Select "Submit Final Answers" now. You will not be able to return to this test.




Submit Final Answers

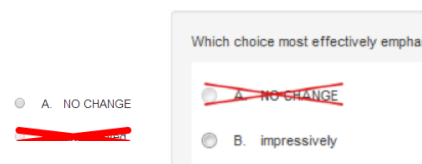
Bookmark

Select **Bookmark** to mark an item so that you can find it easily and return to it later. When you select the button, a blue bookmark appears next to the item. When an item is marked, the same button can be used to remove the bookmark.



Answer Eliminator

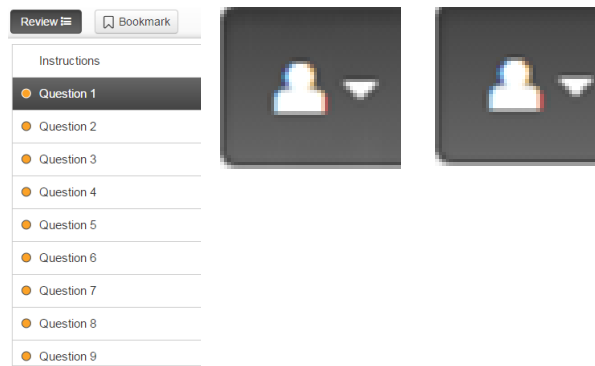
Select **Answer Eliminator** to eliminate answer choices. After clicking on the  icon at the top of the screen, a red "X" will display when you hover over answer choices. Click on the answer choice or choices you want to eliminate to apply the red "X." If you change your mind about the elimination, click the red "X" again to remove it for that answer. You must remove the red "X" before trying to select that choice as your answer. To turn the feature off, click the  icon at the top of the screen or select the pointer icon .



Review

Select **Review** to see an overview of your current status within the test, including information such as which items you have bookmarked, answered, or not answered.

Select a specific question to go to that question, select **Instructions** to view the instructions, or select **End of Section** to navigate to the section end screen. The **Not Answered** and **Bookmarks** tabs at the bottom can show you the questions in those categories.

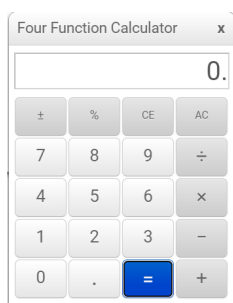


Calculator

A four function calculator is available within the testing application (in the mathematics test only). To open the calculator, select the **Calculator** button.



Select and drag the calculator if you want to move it to another area on the screen.



To use the calculator, select its buttons or use your keyboard.

Select the **Calculator** button again to close the calculator.

Scrollbars

Some items require that you scroll down to view them completely. Any time you see a scroll bar next to a passage, make sure you scroll down to read the entire passage.

Any time you see a scroll bar next to answer choices, make sure you scroll down to read the entire item.

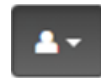
Zooming In or Out

Adjust the size of the text on your screen by using **CTRL and the + key** to zoom in or **CTRL and the - key** to zoom out. Use **CTRL and the 0 (zero)** key to quickly return to standard size.

Note: If you enlarge the size of the text you may need to scroll to see all information in the questions.

User Menu

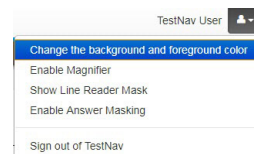
Select the menu icon at the top-right of the screen to reveal the User Menu.



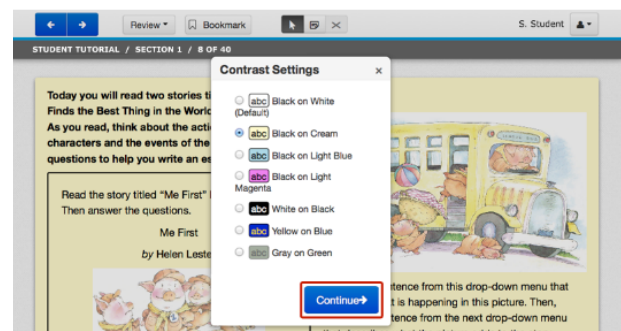
Color Contrast

Choose the color of the words and screen using the **Color Contrast** tool.

Select **Change the background and foreground color** from the User drop-down menu.



Select your color choice.

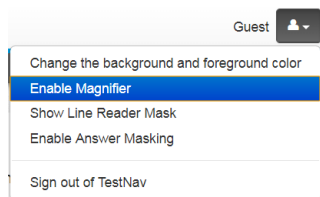


Select **Continue**.

Note: The color setting you select will show until you make another choice.

Magnifier

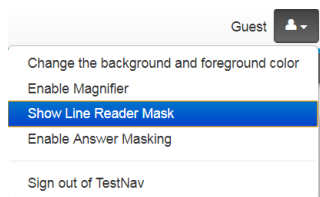
To magnify a portion of the screen, select **Enable Magnifier** on the user drop down menu, near the top-right of the screen.



Move the magnifier around the screen using your mouse and holding down the left-hand mouse button. To turn the magnifier off, select **Disable Magnifier**.

Line Reader Mask

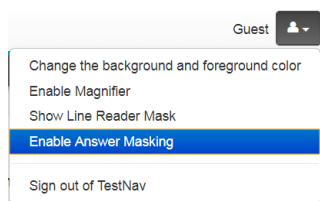
To read one line at a time, select **Show Line Reader Mask**.



To resize the line reader mask box, click, hold and drag the corner with three diagonal lines. Drag the line reader over the screen to cover more or less text. To turn this tool off, select **Hide Line Reader Mask** in the user menu.

Answer Masking

To cover answer choices until you are ready to read them, select **Enable Answer Masking**. This will cover the answer choices.



The multiple-choice answer choices are covered.



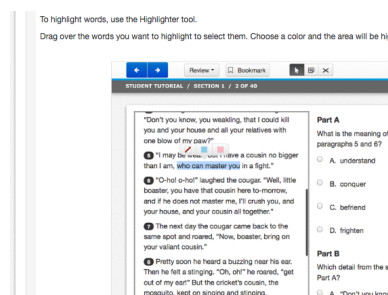
To cover or uncover answer choices, select the "eye" icon.

Select **Disable Answer Masking** to turn off this tool.

Highlighter

Use the **Highlighter** tool to highlight text.

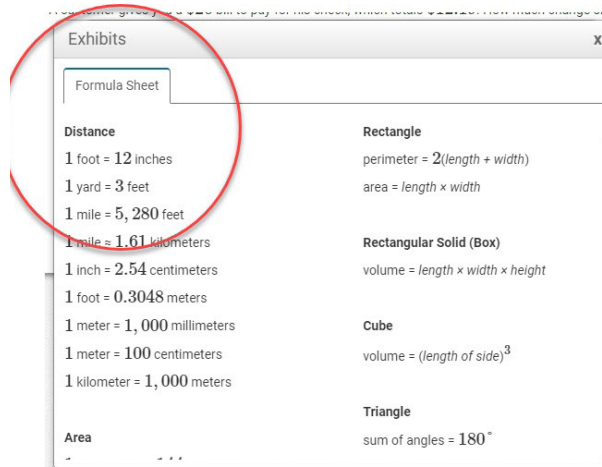
Drag over the text you want to highlight to select it. Then, choose a highlight color to apply to the selected text.



Remove highlighting by selecting the words again and choosing **Unhighlight**.

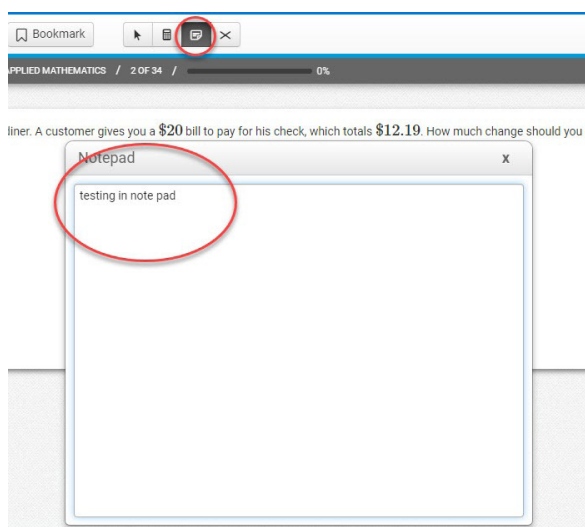
Applied Math Formula Sheet

A formula sheet is available when taking the Applied Math test. To turn this tool on, select **Exhibits** from the right side of the screen. You can move, resize it, or scroll through it as needed. When you navigate to the next question, the exhibits tool automatically turns off, or you may select the "X" from the Exhibits screen.



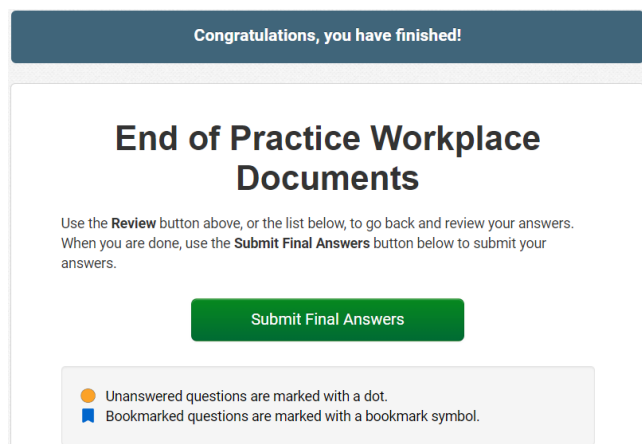
Notepad

To use the Notepad tool as scratch paper, select the Notepad icon from the menu bar. You can resize or move the notepad as needed. When you navigate to the next question, the notepad automatically turns off, or you can select the "X" from the Notepad screen. If you navigate back to the question where you used the notepad, your notes are still available.

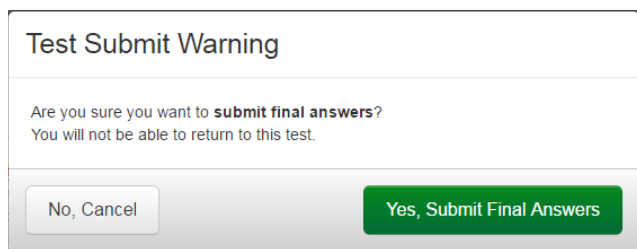


End of Test Navigation

At the end of the test, you will see a **Submit Final Answers** button. From this screen you have the option to select **Not Answered** or **Bookmarks** before submitting.



On test day, selecting **Submit Final Answers** brings a Test Submit Warning popup, asking you to confirm your submission.



Selecting **Yes, Submit Final Answers** will submit all of your tests and you will be logged out. You will not be able to return to the test.

Note: The Test Submit Warning message is not applicable in the Practice Tests.

Text-to-Speech Functionality

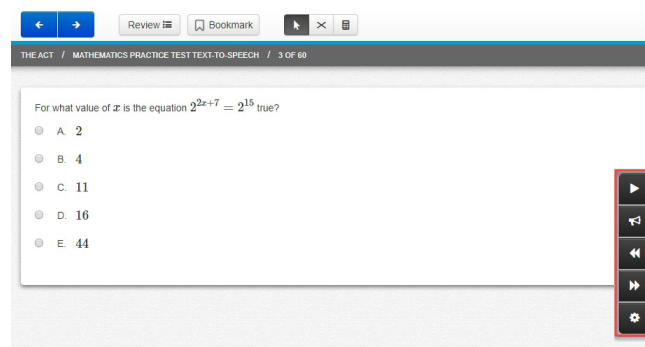
The following information describes how text-to-speech works during the WorkKeys test for examinees who are approved for the Text-to-Speech accommodation.

Text is read aloud by means of the embedded text-to-speech software. On the right hand side of the screen, you will see five buttons:



You can access the text-to-speech tool by selecting either of the top two buttons. Depending on the button that you select, the text-to-speech will function differently.

The top button is the **Play Text-to-Speech** button. When you select the **Play Text-to-Speech** button, the text is highlighted in yellow as it is read and you do not choose where the read aloud begins.



Once the **Play Text-to-Speech** button is selected, it becomes a **Stop** button. When you choose to stop hearing the text being read aloud, you may select the **Stop** button.

The second button on the right-hand side of the screen is the **Toggle Click-to-Hear** button.

You can use this tool to select the text or graphic where the read aloud will begin. Select the **Toggle Click-to-Hear** button then select the text you want to hear read aloud. Once the **Toggle Click-to-Hear** button is selected, the **Play Text-to-Speech** button becomes a **Stop**

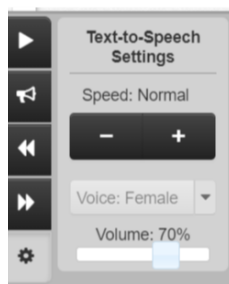
button. When you want to stop hearing the text being read aloud, select the **Stop** button.

The bottom button on the right hand side of the screen is the **Text-to-Speech Settings** button.

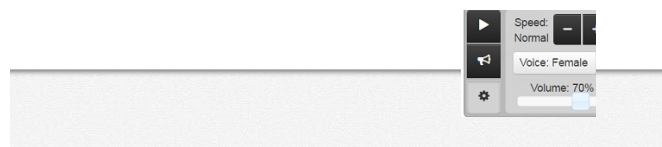
⚙️ The **Text-to-Speech Settings** button lets you select how fast the text is read. The speed is set to Normal by default, but can be changed to Slow or Fast by using the minus or plus buttons. The voice is female. The slider bar allows you to adjust the volume.

Note: The text being read will start at the beginning if the speed is changed during playback.

Equation $2^{2x+7} = 2^{15}$ true?



Select the **Text-to-Speech Settings** button again to close.



Scoring the Practice Tests

How to Score the Tests

Follow the instructions below and on the following pages to score your practice multiple-choice tests and review your performance. Note that we have only provided the scoring key for the three tests that make up your NCRC.

Raw Scores

The number of questions you answered correctly on each test section is a raw score. Because there are many test forms of the ACT WorkKeys test, each with different questions, the difficulty level varies between the forms. A raw score on one form, for example, may be about as difficult to earn as a higher raw score on another form of the test.

Computing raw scores: To compute your raw scores, check your answers with the scoring information in the scoring keys and do the following:

1. Mark a one (1) in the blank for each question answered correctly.
2. Count the number of correct answers for each test.
3. Add up the total number correct for each test and capture it in each scoring key section.

These numbers are your raw scores on the individual multiple-choice tests. The highest raw score for a given test is the number of questions included on that test:

- Applied Math: 34
- Graphic Literacy: 38
- Workplace Documents: 35

Applied Math Test

Applied Math Scoring Key (for Form P11AH)

(Capture raw scores/correct answers.)

Total Applied Math = ____ of 34

Item Number	Correct Answer	Correct (Mark 1)
1	E	
2	A	
3	E	
4	D	
5	C	
6	E	
7	A	
8	A	
9	B	
10	D	
11	D	
12	B	
13	E	
14	D	
15	C	
16	D	
17	B	
18	C	
19	C	
20	C	
21	A	
22	B	
23	D	
24	C	
25	A	
26	D	
27	E	
28	A	
29	B	
30	E	
31	A	
32	B	

Item Number	Correct Answer	Correct (Mark 1)
33	A	
34	E	

Graphic Literacy Test

Graphic Literacy Scoring Key (for Form P11AI)

(Capture raw scores/correct answers.)

Total Graphic Literacy = ____ of 38

Item Number	Correct Answer	Correct (Mark 1)
1	D	
2	C	
3	B	
4	C	
5	D	
6	D	
7	C	
8	D	
9	C	
10	A	
11	C	
12	B	
13	D	
14	A	
15	A	
16	A	
17	B	
18	A	
19	A	
20	B	
21	D	
22	D	
23	B	
24	A	
25	D	
26	D	
27	A	

Item Number	Correct Answer	Correct (Mark 1)
28	D	
29	C	
30	D	
31	D	
32	B	
33	A	
34	D	
35	C	
36	C	
37	B	
38	D	

Workplace Documents Test

Workplace Documents Scoring Key (for Form P11AJ)

(Capture raw scores/correct answers.)

Total Workplace Documents = ____ of 35

Item Number	Correct Answer	Correct (Mark 1)
1	A	
2	D	
3	D	
4	D	
5	A	
6	E	
7	E	
8	C	
9	D	
10	C	
11	B	
12	C	
13	B	
14	D	
15	E	
16	E	
17	B	
18	E	

Item Number	Correct Answer	Correct (Mark 1)
19	E	
20	B	
21	B	
22	E	
23	D	
24	D	
25	C	
26	E	
27	B	
28	E	
29	E	
30	A	
31	D	
32	B	
33	D	
34	C	
35	A	

Scale Scores

Scale scores are used to provide finer-grain score distinctions for analyzing growth over time, evaluate group comparisons on outcome measures, and provide evidence of benefit from educational and training programs. To adjust for the small differences among different forms of the test, raw scores are converted into scale scores. Scale scores appear on reports.

When your raw scores are converted into scale scores, it becomes possible to compare your scores with those of examinees who took different test forms. Each test generates a single scale score between 65 to 90.

Converting Raw Scores to Scale Scores

Use the Conversion of Raw Scores to Scale Scores table to convert your raw scores to scale scores. For each test:

1. Locate your raw score, or the range of raw scores that includes it, in the conversion table.

2. Locate the cell in the Scale Score column of the row that corresponds to that raw score to identify the scale score for that test.
3. As you determine your scale scores, enter them in the blanks below.

Test scale scores:

Applied Math = ____

Graphic Literacy = ____

Workplace Documents = ____

Level Scores

Level scores provide examinees with information about whether they were able to master the defined skills associated with a specific level. The levels are defined through Performance Level Descriptors (PLDs) and used for selection, promotion, or other individual high-stakes purposes in conjunction with the job-profiling process. It yields a score range of five points across the performance range. Level Scores range between <3 - 7 and are displayed on reports.

Converting Raw Scores to Level Scores

Use the Conversion of Raw Scores to Level Scores table below to convert your raw scores to level scores. For each test:

1. Locate your range of raw scores in the conversion table.
2. Locate the cell in the Level Score column of the row that corresponds to that raw score to identify the Level score for that test.
3. As you determine your level scores, enter them in the blanks below.

Test level scores:

Applied Math = ____

Graphic Literacy = ____

Workplace Documents = ____

NCRC Scale Scores

The WorkKeys NCRC is issued at four levels:

Plantium - earners have scored a minimum level score of 6 on the ACT WorkKeys Applied Math, Graphic Literacy, and Workplace Documents assessments.

Gold - earners have scored a minimum level score of 5 on the ACT WorkKeys Applied Math, Graphic Literacy, and Workplace Documents assessments.

Silver - earners have scored a minimum level score of 4 on the ACT WorkKeys Applied Math, Graphic Literacy, and Workplace Documents assessments.

Bronze - earners have scored a minimum level score of 3 on the ACT WorkKeys Applied Math, Graphic Literacy, and Workplace Documents assessments.

Converting Scale Scores to Level Scores

Use the Conversion of Scale Scores to Level Scores table below to convert your scale scores to level scores to determine your NCRC level.

Conversion of Raw Scores to Scale Scores (for Form P11)

Scale Score	Raw Score AMP11AH	Raw Score GLP11AI	Raw Score WDP11AJ
65	0-2	0-2	0-2
66	3	3	3
67	4	4	4-5
68	5-6	5	6
69	7	6-7	7
70	8	8	8-9
71	9	9	10
72		10-11	11
73	10-11	12	12
74	12	13-14	13
75	13	15	14
76	14-15	16	15
77	16	17	16
78	17-18	18-19	17
79	19	20	18
80	20	21	19-20
81	21	22-23	21
82	22	24	22
83	23	25	23
84	24	26-27	24
85	25	28	25
86	26		26
87	27	29	27
88	28	30	28
89			29
90	29-31	31-32	30

Conversion of Raw Scores to Level Scores

Level Score	Raw Score AMP11AH	Raw Score GLP11AI	Raw Score WDP11AJ
3	10-13	10-15	11-15
4	14-19	16-17	16-20
5	20-22	18-23	21-22
6	23-25	24-28	23-25
7	26-31	29-32	26-30

Conversion of Scale Scores to Level Scores

Applied Math

Scale Score	Level Score
65-71	< 3
72-75	3
76-79	4
80-82	5
83-85	6
86-90	7

Graphic Literacy

Scale Score	Level Score
65-71	< 3
72-75	3
76-77	4
78-81	5
82-85	6
86-90	7

Workplace Documents

Scale Score	Level Score
65-71	< 3
72-76	3
77-80	4
81-82	5
83-85	6
86-90	7

Next Steps

Your practice test results is an estimate of the number of correct responses you may receive during an actual administration of the ACT WorkKeys tests. Reflecting on your practice experience can be useful as you continue to prepare for test day.

Consider the following as you review your scores as part of your general test performance:

- **Pacing:** Did you run out of time? You may need to adjust the way you use your time in responding to the questions.
- **Directions:** Did you spend too much time trying to understand the directions for the test sections? Make sure you understand them before test day.
- **Misses:** Review the questions that you missed. Did you select a response that was an incomplete answer or that did not directly respond to the question being asked? Try to figure out what you overlooked in answering the questions.
- **Types:** Did a particular type of question confuse you? In reviewing your responses, check to see whether a particular type of question was more difficult for you.

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ACT is committed to representing the diversity of society in all its aspects, including race, ethnicity, and gender. Questions, passages, and writing prompts are chosen to reflect a range of cultures and are written to not disadvantage any particular group of examinees. ACT employs extensive reviews and statistical procedures to ensure the fairness of test materials.

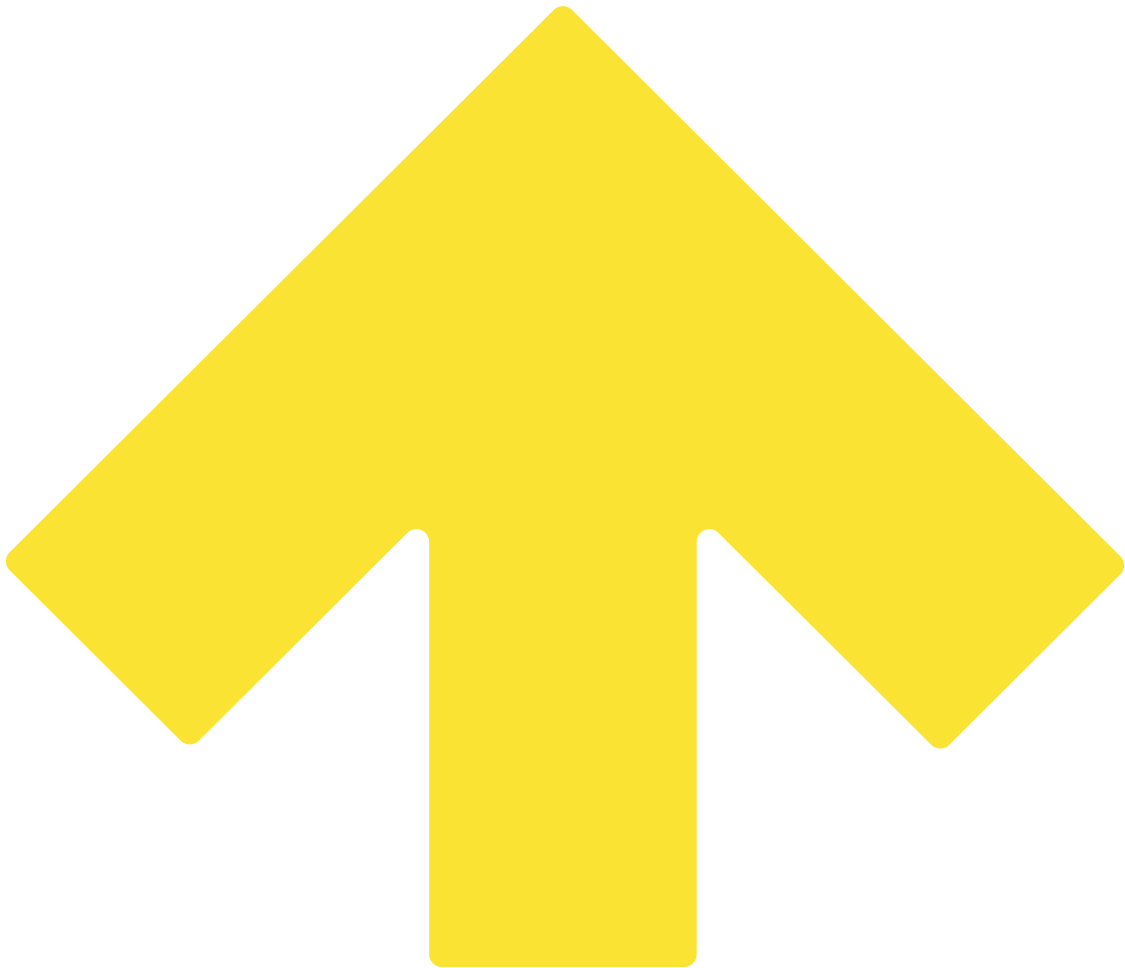
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- *Code of Fair Testing Practices in Education*: American Psychological Association (www.apa.org/science/programs/testing/fair-testing.pdf)
- *Code of Professional Responsibilities in Educational Measurement*: National Council on Measurement in Education (www.ncme.org/resources-publications/professional-learning/library)

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