



National Career Readiness Certificate Silver

Silver National Career Readiness Certificate (NCRC) earners have scored a minimum level score of four on the ACT WorkKeys Applied Math, Graphic Literacy, and Workplace Documents assessments. An earner may have scored higher than Level 4 on one or two of the assessments, but the NCRC level is determined by the lowest score achieved on the three assessments. [ACT's Occupational Profile](#) website can be used to identify the WorkKeys skills needed for every O*NET occupation.

By earning the Silver NCRC, the individual has demonstrated at a minimum the following skills:

The **Applied Math** assessment measures critical thinking, mathematical reasoning, and problem-solving techniques for situations that occur in today's workplace. While individuals may use calculators and conversion tables to help with the problems on the assessment, math skills are still needed to think them through.

Applied Math Level 4

Characteristics of Items

- Information may be presented out of order
- May include extra, unnecessary information
- May include a simple chart, diagram, or graph

Skills

- Solve problems that require one or two mathematical operations. They can add, subtract, or multiply using positive or negative numbers (such as 10 or -2), and they can divide positive numbers (such as 10).
- Calculate the average or mean of a set of numbers (such as $(10+11+12) / 3$). For this, they may use whole numbers and decimals.
- Figure out simple ratios (such as $\frac{3}{4}$), simple proportions (such as 10/100 cases), or rates (such as 10 mph).
- Add commonly known fractions, decimals, or percentages (such as $\frac{1}{2}$, 0.75, or 25%).
- Add or subtract fractions with a common denominator (such as $\frac{1}{4} + \frac{3}{4} + \frac{1}{4}$).
- Multiply a mixed number (such as $12 \frac{1}{8}$) by a whole number or a decimal.

- Put information in the right order before performing calculations.

View Level 4 Sample Item

The **Graphic Literacy** assessment measures skills that people use when they work with workplace graphics such as tables, graphs, charts, digital dashboards, flow charts, timelines, forms, maps, and blueprints. They use this skill when they find, summarize, compare, and analyze information to make decisions using workplace graphics to solve work-related problems.

Graphic Literacy Level 4

At Level 4, workplace graphics will be of low to high moderate difficulty.

Low moderate graphics are common with familiar content, and have the following characteristics:

- A moderate amount of data
- Usually more than one level of data, nesting unlikely
- Several variables • If there are axes, there will be one or two (such as an x and/or y axis)
- If two simple graphics are required to solve a problem, they should be considered a low moderate graphic

At Level 4, employees have demonstrated all of the skills defined at Level 3 and they can use one or two low moderate graphics at a time to perform the following tasks:

- Locate information in a graphic using information found in another graphic
- Compare two or more pieces of information
- Identify a trend/pattern/relationship
- Make an inference or decision
- Identify the graphic that accurately represents the data

High moderate graphics may be less common, the content may be less familiar, and have the following characteristics:

- A moderate amount of data
- More than one level of data; nesting allowed
- Many variables (such as types of wood, drill speeds, hole diameter, and type of bit)
- If there are axes, there will be one or two (such as an x and/or y axis)
- If a low moderate graphic and a simple graphic or another low moderate graphic are required to solve a problem, the combination should be considered a high moderate graphic

At Level 4, employees have demonstrated all of the skills defined at Level 3 and they can use one high moderate graphic to perform the following tasks:

- Locate information
- Identify the next or missing step in a process

[View Level 4 Sample Item](#)

The **Workplace Documents** assessment measures skills that individuals use when they read real workplace documents and use that information to make job-related decisions and solve problems. The documents include messages, emails, letters, directions, signs, bulletins, policies, websites, contracts, and regulations.

Workplace Documents Level 4

Characteristics of Items

- Reading materials include company policies, procedures, and notices
- Reading materials are straightforward but have longer sentences and contain a number of details
- Reading materials use common words but do have some harder words, too
- Reading materials describe procedures that include several steps
- When following the procedures, individuals must think about changing conditions that affect what they should do
- Questions and answers are often paraphrased from the passage

Skills

- Identify the main idea
- Identify specific details
- Use the information in the document to figure out the meanings of words or phrases that are not defined for them
- Choose when to perform a step in a series of steps
- Apply information/instructions to a situation that is the same as the situation described in the document
- Choose what to do when changing conditions call for a different action

[View Level 4 Sample Item](#)