WorkKeys
Administration Manual

National Testing (Online)
• Standard Time
• Accommodations and English Learner Supports
• Online Testing

www.act.org/workkeys
HOW TO CONTACT ACT

Hours of Operation

<table>
<thead>
<tr>
<th>If you are calling on...</th>
<th>Then the hours are...</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monday-Friday</td>
<td>7:00 a.m.-7:00 p.m.</td>
</tr>
</tbody>
</table>

Note: All hours of operation are central time and subject to change.

Phone

<table>
<thead>
<tr>
<th>If you are in...</th>
<th>Then call...</th>
</tr>
</thead>
<tbody>
<tr>
<td>United States or Canada</td>
<td>800.967.5539</td>
</tr>
<tr>
<td>Outside the US or Canada</td>
<td>319.337.1380</td>
</tr>
</tbody>
</table>

Note: Emergency support is available by following the recorded instructions.

Email

For questions: workkeys@act.org
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POLICIES

General Testing

Standardized Procedures

Uniformly administering tests ensures examinees’ academic skills are accurately measured. Testing staff assume a vital role in carrying out standardized testing procedures.

As with all standardized testing, it is critical that the procedures you employ are identical to those at other test locations. ACT provides policies, requirements, and administration instructions to help create a fair testing environment for all examinees. All testing staff are required to read the digital and paper materials provided by ACT. Adherence to the standardized policies and procedures outlined in the materials is mandatory.

Relationship with ACT

Test coordinators, substitute test coordinators, room supervisors, and proctors are required to complete online training. You can access this training at http://www.act.org/content/act/en/products-and-services/workforce-solutions/act-workkeys/administer.html. Click on the Administration Training button and you will see training options available to you. Once completed, submit a Test Site Staff WorkKeys Manual Verification form. The online form is located under the Training Plan section of the webpage.

Fair Testing Practices

ACT endorses the Code of Fair Testing Practices in Education and the Code of Professional Responsibilities in Educational Measurement, which guide the conduct of those involved in educational testing. ACT is committed to ensuring that each of its testing programs upholds the guidelines in each Code. You may locate copies of these codes through the following organizations:


Test Dates and Times

Each standard time WorkKeys assessment is 55 minutes. The standard time WorkKeys tests given in Spanish are 70 minutes.

You may administer all of the tests in one session with breaks between tests, administer each test separately on different days, or administer the tests in a combination of these two options. Be sure to allow examinees the appropriate amount of time to complete each test.

Equal Treatment

All staff are required to administer and supervise the test in a nondiscriminatory manner and in accordance with all applicable laws, including the Americans with Disabilities Act (ADA), Individuals with Disabilities Education Act (IDEA), and Section 504 of the Rehabilitation Act.
Confidentiality

Information about examinees, including their names, is confidential. To ensure confidentiality, you and your testing staff may not copy documents containing individually identifiable information or use such information for any purpose other than administering the tests.

All forms and information contained in administration manuals and other ACT-provided documentation are the property of ACT and must not be shared with any person who is not part of the testing staff.

Safety

The safety of staff and examinees at the test site is of utmost importance. If an examinee or other person becomes confrontational or disruptive, take reasonable steps to defuse the situation. Contact security personnel at your institution or local law enforcement if you need assistance. Do not put yourself or others at risk. Report the incident to ACT immediately. Document the details as an irregularity.

Investigations

In cases of suspected or documented irregularities, all testing staff are obligated to cooperate fully with ACT in subsequent investigations and respond to requests for information in a timely manner.

In cases where examinees dispute an ACT decision or communication regarding the administration, the examinees and/or their representatives may contact you directly and request information.

Right to Terminate

ACT reserves the right to terminate its relationship with any test site or testing personnel without advance notice if ACT determines, in its sole discretion and for any reason, that termination is appropriate.

Authorized Observers

An observer authorized by ACT may visit your test site. Such a visit is normally not announced in advance.

If an observer arrives, take the following steps before allowing access to the testing area or test materials:

1. Check credentials.
   Observers must have the following:
   • Photo ID (driver’s license, employer ID, etc.)
   • Employer ID, business card, etc. showing company/agency affiliation
   • Written authorization from ACT
   
   Note: If an observer has an employer ID with a photo, a separate photo ID is not needed.

2. If the observer provides the necessary credentials, give the observer your full cooperation. If not, deny access to the testing area and test materials.

3. Include the observer’s name and company/agency and whether or not the observer was admitted in an irregularity.

4. Call ACT if you have concerns about an observer.
   
   Note: The visit may include conducting enhanced test security procedures on test day.
Unauthorized Observers and Media

To protect examinees from anxiety and distractions, unauthorized persons—including parents, guardians, children, school board members, recruiters, employers, and members of the media—must not be allowed to enter, observe, or photograph testing documents, test rooms, or preliminary activities. They must stay away from the test location until after the administration. Under no circumstances are cameras of any type allowed in the test rooms. Media coverage must be limited to meeting with examinees, with their consent, after the test administration and away from the test rooms. Please inform ACT Media Relations (800.553.6244, ext. 1028) of any media requests to report on a test administration. ACT will contact members of the media to explain its policies. This will help to ensure each request or question is uniformly answered.

Test/Retest Policy

For a subsequent administration of a test in the same skill area:

- It is strongly recommended that an examinee receive intervention/training before retesting.
- When the examinee attempts to retest, the test delivery platform will automatically assign the examinee to an alternate test form. The examinee may take all available forms without a waiting period.
- After the examinee has taken all available forms, the examinee MUST wait 30 days before testing again. After the 30-day waiting period, the examinee may register and retest.

Score Reports

An Instant Score Report is available through the administration realm as soon as an examinee has completed testing. More reports are available by going to the Validus VTC Reports Portal 24 hours after testing.

- When obtaining an Instant Score Report, pop-up blockers must be turned off.
- Business Writing score reports are typically scored and available in the reports portal within 24 to 48 hours. A small percentage of Business Writing responses are hand-scored and are available within 48 hours of testing.
Testing with Accessibility Supports

Types of Accessibility Supports

Accessibility supports permitted during testing are designed to remove barriers to examinee access to the test and honor the content the tests measure. It is important to abide by all outlined requirements for administering supports.

Types of accessibility supports:

- **Universal Supports**
- **Designated Supports**
- **English Learner (EL) Supports**
- **Accommodations**

Universal Supports

Examples of universal supports include, but are not limited to:

- Answer eliminator

Designated Supports

Designated supports are available to any examinee for whom a need has been identified. Most require advance planning to deliver.

Examples of designated supports include, but are not limited to:

- Testing in a small group or one-to-one
- Food, drink, or access to medication, for examinees with medical needs
- A written copy of the verbal instructions (provided locally)

English Learner Supports

English learner (EL) supports are available only for examinees who are not proficient in English.

EL supports are limited to:

- ACT-authorized word-to-word bilingual dictionary/glossary
- Translated verbal instructions, provided locally
- Translated written test directions, provided by ACT
- One and one-half time
- Small group testing

Accommodations

Accommodations are available only for examinees with disabilities as documented in an IEP, 504 Plan, or another accommodations/supports plan. Examinees with accommodations must use the designated accommodations test materials. Examinees with the same testing times should test together as a group unless an accommodation requires one-to-one testing.

Examples of accommodations include, but are not limited to:

- Timing/scheduling supports (e.g., extra testing time, breaks as needed)
• Audio supports (e.g., pre-recorded audio, human reader using a Reader's Script, text-to-speech)
• Response supports (e.g., scribe to record responses)
• Sign language interpreter using a Reader's Script for test items
• Alternate formats (e.g., braille, large print)

Qualification for Accessibility Supports

Authorization

The test coordinator identifies examinees who qualify to test with:
• Accommodations—based on their Individualized Education Program (IEP), 504 plan, or another accommodations/supports plan (e.g., LPAC plan)
• English learner (EL) supports based on limited English proficiency
• Designated supports based on an identified need

Diagnostic documentation is not provided to ACT.

Note: Keep written documentation securely on file for one year after testing.

Determining Accessibility Supports Based on Need

Some options for examinees with visual impairments:
• Human reader (using a Reader's Script for paper testing), or text-to-speech
• Scribe to mark responses
• Extra testing time

Some options for examinees with hearing impairments:
• Interpreter for verbal instructions
• A copy of the verbal instructions for the examinee to read
• Interpreter for test questions (using a Reader's Script for paper testing)
• Extra testing time

Some options for examinees with learning disabilities:
• Human reader (using a Reader's Script) or pre-recorded audio (USB)
• Extra testing time
• Scribe to mark responses

Some options for examinees with physical disabilities:
• Scribe to mark responses
• Large-print answer document
• Extra testing time

Note: If the examinee responds in an alternate method, testing staff need to carefully transfer responses to be scored.

Administration Details

Timing Guidelines

All examinees in the room must have the same authorized timing. Examinees testing with accommodations may not test in a standard time room. If they do, tests from that room will not be scored or scores will be canceled.
IMPORTANT: When testing with accessibility supports, examinees may use less time than allowed with their authorized timing. Do not move to the next test until the standard time has expired and all examinees in the room have completed that test section, or the allotted time has expired.

Timing Chart

**ACT WorkKeys Timing for Tests in English**

<table>
<thead>
<tr>
<th>Timing (English)</th>
<th>Time Allowed—Workplace Documents</th>
<th>Time Allowed—Applied Math</th>
<th>Time Allowed—Graphic Literacy</th>
</tr>
</thead>
<tbody>
<tr>
<td>Standard time, multiple days; or standard time, breaks as needed, single day</td>
<td>55 minutes</td>
<td>55 minutes</td>
<td>55 minutes</td>
</tr>
<tr>
<td>One and one-half time, single day or multiple days</td>
<td>83 minutes</td>
<td>83 minutes</td>
<td>83 minutes</td>
</tr>
<tr>
<td>Double time, single day or multiple days</td>
<td>110 minutes</td>
<td>110 minutes</td>
<td>110 minutes</td>
</tr>
<tr>
<td>Triple time, single day or multiple days</td>
<td>165 minutes</td>
<td>165 minutes</td>
<td>165 minutes</td>
</tr>
</tbody>
</table>

*Note: When providing standard time with breaks as needed, total break time cannot exceed 90 minutes.*

**ACT WorkKeys Timing for Tests in Spanish**

<table>
<thead>
<tr>
<th>Timing (Spanish)</th>
<th>Time Allowed—Workplace Documents</th>
<th>Time Allowed—Applied Math</th>
<th>Time Allowed—Graphic Literacy</th>
</tr>
</thead>
<tbody>
<tr>
<td>Standard time, multiple days; or standard time, breaks as needed, single day</td>
<td>70 minutes</td>
<td>70 minutes</td>
<td>70 minutes</td>
</tr>
<tr>
<td>One and one-half time, single day or multiple days</td>
<td>105 minutes</td>
<td>105 minutes</td>
<td>105 minutes</td>
</tr>
<tr>
<td>Double time, single day or multiple days</td>
<td>140 minutes</td>
<td>140 minutes</td>
<td>140 minutes</td>
</tr>
<tr>
<td>Triple time, single day or multiple days</td>
<td>210 minutes</td>
<td>210 minutes</td>
<td>210 minutes</td>
</tr>
</tbody>
</table>

*Note: When providing standard time with breaks as needed, total break time cannot exceed 90 minutes.*

Testing More Than One Examinee at a Time

ACT encourages group administrations for examinees authorized for the same timing and similar accommodations and/or supports. If more than 20 examinees will test in one room, a proctor is required to assist with the administration.

All examinees in the room must have the same authorized timing and must be working on the same test at the same time (e.g., when administering Test 1, all examinees must be working on Test 1).
Testing with Interpreters, Readers, or Scribes

Examinees may be authorized to test with an interpreter, reader, or scribe.

- **Interpreter**
  ~ An interpreter may sign **verbal instructions** if authorized by the test coordinator.
    * Sign systems for verbal instructions include American Sign Language (ASL), Signing Exact English (SEE), and cued speech.
    * When signing verbal instructions only, the administration does not need to be one-to-one.
  ~ An interpreter may sign **test items**, if authorized by the test coordinator.
    * Sign systems for test items include Signing Exact English (SEE) or cued speech following the reader’s script. No other sign systems are allowed for test items.
    * The interpreter follows the test content verbatim, without adding explanation.
    * When signing test items, this must be a one-to-one administration.

- **Reader (available for paper testing only)**
  ~ The reader administers the test one-to-one (may not read the test to a group).
  ~ The reader follows the reader’s script verbatim, without adding explanation.
  ~ Passages may be repeated at the examinee’s request.

- **Scribe**
  ~ A scribe may be authorized for examinees who are unable to mark multiple-choice answers.
  ~ During the test, the examinee dictates answers to the scribe who marks responses. The examinee must be tested one-to-one.

*Interpreter, Reader, or Scribe Qualifications*

The interpreter, reader, or scribe must meet all of the following criteria:

- Be proficient in English and, if applicable, SEE
- Be experienced in testing
- Be employed by the school district where the examinee attends school (only applies if the examinee is taking ACT WorkKeys tests at their school—not required if the examinee is taking ACT WorkKeys tests at a national test site
- Agree to administer the tests in compliance with the policies and procedures in this manual
- Read and sign the appropriate agreement in the back of this manual

To protect both the examinee and the reader or interpreter from questions of possible conflict of interest, the following conditions must also be met. The reader or interpreter must:

- Not be a relative or guardian of the examinee
- Not be engaged in test preparation activities for ACT WorkKeys during the current academic year.

Test scores achieved under the supervision of an individual who does not satisfy ALL the requirements listed in the section above will be canceled.

*Testing with Text-to-Speech*

Examinees authorized for text-to-speech may test as a group if they have their own headphones, can control the progress of their own device, and are all working on the same test at the same time (e.g., when administering Test 1, all examinees in the room must be working on Test 1).

Examinees are able to replay any portion of any test as needed within the time allowed for each test.
TEST FACILITIES

Facility Requirements

Introduction
The test coordinator must select the test site and reserve rooms for the test administration. Test sites and rooms must meet several requirements that help ensure a fair and secure test environment.

Principles of Accessibility
Under the Americans with Disabilities Act (ADA), tests must be offered in locations accessible to individuals with disabilities, or in rare cases, in accessible alternative locations.

Selecting Facilities
Select facilities that:
• Allow testing staff to control access to the testing areas
• Have a phone that staff can use on test day
You may also want to have:
• A room to use as test day headquarters for staff and materials
• Security personnel

Selecting Test Rooms
Select test rooms that:
• Can be reserved to allow time for the entire test session, plus any potential delays
• Can be rearranged, if needed, to meet seating requirements
• Are quiet and free from potential distractions
• Have good lighting, temperature, and ventilation
• Have an accurate wall clock or other timepiece
• Provide convenient and adequate access to restrooms
• Have computers with high-speed internet access
• Have access to a printer
• Have their own supervisor computer for administrative monitoring

Note: Observing examinees testing in multiple rooms from a central location (such as a hallway, through glass walls, or security cameras) is prohibited. Avoid rooms with multiple levels or graduated seating unless you have no alternative. Such rooms make test security more difficult.

Room Type, Size, and Setup
Select rooms that are not so small as to be crowded or so large that test security will be difficult to maintain. The maximum testing capacity of a room is determined by the number of properly spaced seats it can accommodate.
ACT recommends:

- Using single-level classrooms
- Avoiding multiple-level seating (it makes it easier to see another examinee's test)
- Seating 15 to 30 examinees in a room for standard time administrations
- Seating no more than 100 examinees in one room

To ensure a fair and secure testing environment:

- Cover or remove material that may give examinees an unfair advantage, such as charts, strategy maps, or other aids relevant to test taking, problem solving, writing essays, or test topics. (Geographic maps and the periodic table do not need to be covered.)
- Ensure that examinees will be able to hear the room supervisor without difficulty; if necessary, arrange for a microphone.
- Examinees testing with extended time must be tested in a separate room from examinees testing with standard time.
- Arrange the room so that:
  ~ The room supervisor will be facing the examinees during testing.
  ~ Testing staff can freely circulate the room and have a clear view of all examinees and materials.
  ~ Seating minimizes the possibility of prohibited behavior.

Ensuring Quiet Test Sessions

Take the following actions to help ensure quiet test sessions.

- Ask the building’s administration to turn off audible signals that normally sound at the beginning and end of classes or shifts.
- Ensure that announcements are not made on the public address system during test sessions.
- Post signs outside the test rooms to warn others that testing is in progress and that quiet is required.

Seating Arrangements—Online Testing

Seating arrangements must minimize any possibility of prohibited behavior. For online testing, it is critical that examinees cannot see each other’s screens. The following table contains additional requirements.

<table>
<thead>
<tr>
<th>If the room has…</th>
<th>Then workstations…</th>
</tr>
</thead>
</table>
| No carrels, dividers, or partitions between workstations | • Must face the same direction (except when using a U-shaped configuration)  
• Must be spaced so examinees are at least three feet apart (side-to-side measured shoulder-to-shoulder) and at least five feet apart (front-to-back measured head-to-head)  
• Must be set up so that examinees in one row cannot see the screens of other examinees’ computers in front of or to the side of them |
| Carrels, dividers, or partitions between workstations | • Do not need to face the same direction  
• May face the wall or each other if there is adequate privacy between examinees |
| U-shaped seating configuration | • Must face outward from the center of the U-shaped configuration  
• Must be spaced at least three feet apart |
Work Surfaces

Work surfaces must be smooth, hard surfaces large enough for examinees to work comfortably with the items needed for testing. Temporary surfaces that rest on the chair arms or the back of the row in front must be approved in advance by ACT. Lapboards are not allowed.

Note: For left-handed examinees, use standard left-handed desks or work surfaces that are large enough for these examinees to work comfortably. If you have only right-handed desks available, place two desks together at the far end of a row so left-handed examinees can use both surfaces.

Off-Site Testing

If you cannot meet the facility requirements at your site, you must find an alternative location (community college, church, banquet hall, etc.).

Consider off-site testing if:

• Audible signals and announcements cannot be turned off during test sessions
• You do not have a quiet area to test away from other activities
• You have an examinee who cannot test at the site

You do not need to be approved to test at an off-site location. ACT requires you provide information about the location on your test administration forms.

Note:

• Test materials are shipped to and picked up at the site as scheduled by ACT. Test materials must be kept secure in the transfers between the site and the off-site location and at the off-site location.
• If you will not be the test coordinator at the off-site location, assign a substitute test coordinator from your site to the off-site location. You are responsible for training the designated substitute test coordinator. The substitute test coordinator will not receive communications from ACT, but is expected to be responsible for the tasks outlined in this manual.
• Even if a proctor is not required for the number of examinees testing, ensure at least two staff members from your site are assigned to the off-site location to allow the room supervisor the ability to take a break if needed.
# Seating Arrangement Examples—Online Testing

<table>
<thead>
<tr>
<th>Online Testing Seating Arrangement Examples</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Acceptable</strong></td>
</tr>
<tr>
<td>Without Dividers, Carrels, or Partitions</td>
</tr>
<tr>
<td>3 ft. min.</td>
</tr>
<tr>
<td>With Dividers, Carrels, or Partitions</td>
</tr>
<tr>
<td>5 ft. min.</td>
</tr>
<tr>
<td>U-Shaped Seating</td>
</tr>
<tr>
<td>3 ft. min.</td>
</tr>
<tr>
<td><strong>Unacceptable</strong></td>
</tr>
<tr>
<td>Examinees Facing Each Other Without Dividers, Carrels, or Partitions</td>
</tr>
<tr>
<td>Examinees Too Close Together/Inadequate Aisle Space</td>
</tr>
</tbody>
</table>

## Table Spacing

<table>
<thead>
<tr>
<th>6-Foot Tables</th>
<th>B-Foot Tables</th>
<th>Round tables any size</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tables more than 9 feet</td>
<td>Tables under 6 feet</td>
<td>Desk Surface Too Small</td>
</tr>
<tr>
<td>3 ft. min.</td>
<td>3 ft. min.</td>
<td>3 ft. min.</td>
</tr>
<tr>
<td>3 ft. min.</td>
<td>3 ft. min.</td>
<td>3 ft. min.</td>
</tr>
</tbody>
</table>

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TEST STAFF

Staff Requirements

Selecting Testing Staff
The test coordinator is responsible for selecting testing staff.

Who May Act as Testing Staff
The test coordinator is responsible for identifying people of integrity when selecting their testing staff. Room supervisors, the technical coordinator, and proctors may be current or retired faculty members, human resources staff, trainers, school administrative or clerical employees, substitute teachers, student teachers, or paraprofessionals.

All testing staff are required to administer and supervise the test in a nondiscriminatory manner and in accordance with all applicable laws.

Who May Not Act as Testing Staff

• High school students, volunteers, and lower-division undergraduates
• Anyone who intends to take the same tests within the next 12 months
• Anyone involved in test preparation activities for the same tests at any time during the previous 90 days, due to potential conflict of interest.

Note: ACT recognizes that the normal duties of a counselor or trainer may involve some responsibilities for test preparation. These activities are not a conflict of interest, provided they are part of job responsibilities specifically defined by one’s employer and the employer is not a third party enterprise.

Relatives
To protect you and your relatives or wards from allegations of impropriety, if any relative or ward will test at your test site:

• You may not serve as test coordinator or substitute test coordinator for the administration of the tests that day. You must delegate all supervisory responsibilities for that date—including the receipt and return of test materials—to a qualified colleague.
• You may not have access to the secure test materials before or after the test day/window.
• You may serve as a room supervisor or proctor, provided that the examinee is not assigned to test in a room where you are working.
• You must not have access to any of the examinee’s test materials.

Relatives and wards include children, stepchildren, grandchildren, nieces, nephews, siblings, in-laws, spouses, and persons under your guardianship. Scores for an examinee will be canceled if any of these policies are violated.

Attentiveness
Staff must remain attentive to their testing responsibilities throughout the administration.
Reading (except the manuals or supplements), grading papers, using a computer, cell phone,
recording or media device, talking casually with other staff, or engaging in any activity in the test room not directly related to the administration is not allowed.
Staff Roles and Responsibilities

Test Coordinator Role

The test coordinator may serve at only one location and must be on file at ACT. The test coordinator has overall responsibility for coordinating test operations, including storing materials and setting up test rooms. The test coordinator provides the continuity and administrative uniformity necessary to ensure that examinees are tested under standardized and secure conditions.

Number required: One per test site

Test Coordinator Responsibilities

Prepare facilities:
• Select and reserve test rooms
• Prepare test rooms for test day according to ACT guidelines

Assign and train staff:
• Complete all training and submit the manual verification form
• Identify a sufficient number of qualified personnel to serve as room supervisors and proctors
• Conduct a local training session for all testing staff before the test dates, including review of the administration materials

Coordinate testing activities:
• Plan seating arrangements for each room
• Create a roster of examinees scheduled to test in each room before test day
• Organize test materials for room supervisors
• Notify examinees of the test date(s), location, and materials needed
• Verify all technical requirements
• Complete the workstation validation test
• Complete a demo test session in the practice realm
• Prepare computers for test day
• Monitor test sessions
• Ensure all examinees submit their tests
• Print a score report after examinees finish tests (optional)

Maintain security:
• Read and comply with all policies and procedures in the materials provided by ACT
• Ensure tests are administered in strict compliance with all policies and procedures documented in these materials
• Ensure all testing staff remain attentive to testing responsibilities throughout the entire administration
• Provide a timely response to requests from ACT when additional information is needed

Ensure complete documentation:
• Ensure room supervisors complete all required documentation during the administration
• Oversee the documentation of all irregularities and consult directly with ACT regarding actions to be taken

**Substitute Test Coordinator Role**

If the test coordinator becomes ill or is otherwise unable to be present on test day, the substitute serves as the test coordinator.

*Number required:* One per test site

**Substitute Test Coordinator Responsibilities**

The substitute test coordinator is responsible for all of the same activities as the test coordinator. If the test coordinator is not present, the substitute carries out all needed activities. If the test coordinator is present, the substitute may assist the test coordinator, as needed.

**Room Supervisor Role**

Each room must have a room supervisor responsible for all testing activities in that room. Each room supervisor must be present for the entire test session. The test coordinator may assume the role of room supervisor if only one room is used.

*Number required:* One per test room

**Room Supervisor Responsibilities**

**Before test day:**

• Assist the test coordinator, as needed
• Attend the training and briefing sessions conducted by the test coordinator

**Check-in activities on test day:**

• Individually identify and admit examinees to rooms; verify ID and mark the roster
• Direct examinees to seats once admitted

**Administer the test:**

• Prepare the room for testing (includes testing computers)
• Take responsibility for a test room and provide an environment conducive to testing

**Maintain security:**

• Keep test materials secure during testing and breaks
• Monitor for prohibited behavior during testing and breaks

**Ensure complete documentation:**

• Complete all information on the appropriate administration forms
• Return all test materials and forms to the test coordinator after testing

**Proctor Role**

As test rooms increase in size, proctors are required to assist the room supervisors.
Number of Proctors Needed for Standard Time Online Administrations

<table>
<thead>
<tr>
<th>Number of Standard Time Examinees</th>
<th>Proctors Needed</th>
</tr>
</thead>
<tbody>
<tr>
<td>1–30</td>
<td>0</td>
</tr>
<tr>
<td>31–60</td>
<td>1</td>
</tr>
<tr>
<td>61–100</td>
<td>2</td>
</tr>
<tr>
<td>101–150</td>
<td>3</td>
</tr>
<tr>
<td>151–200</td>
<td>4</td>
</tr>
</tbody>
</table>

Number of Proctors Needed for Extended Time Online Administrations

<table>
<thead>
<tr>
<th>Number of Accommodations/Supports Examinees</th>
<th>Proctors Needed</th>
</tr>
</thead>
<tbody>
<tr>
<td>1–20</td>
<td>0</td>
</tr>
<tr>
<td>21–40</td>
<td>1</td>
</tr>
<tr>
<td>41–60</td>
<td>2</td>
</tr>
<tr>
<td>61 or more</td>
<td>1 additional proctor for every additional 20 examinees</td>
</tr>
</tbody>
</table>

Proctor Responsibilities

**Before test day:**
- Assist the test coordinator as needed
- Attend the training and briefing sessions conducted by the test coordinator

**Check-in activities on test day:**
- Help room supervisors individually identify and admit examinees
- Direct examinees to their seats

**Administer the test:**
- Prepare the room for testing
- Monitor testing progress

**Maintain security:**
- Monitor for prohibited behavior during testing and breaks
- Report any irregularities to the room supervisor immediately
- Accompany examinees to the restroom if more than one leaves during the timed portion of the test
- Collect and account for all test materials before examinees are dismissed
Staff Training

Purpose of Training Staff
All testing staff must understand all ACT policies and procedures and their responsibility for implementing them. It is critical that all test sites follow the same procedures for a fair and standardized testing experience. Properly training staff also helps reduce the risk of a misadministration.

Staff Training Requirements
The test coordinator is responsible for providing manuals, supplements, and training to all test site staff before test day.

Manuals
ACT provides manual(s) to communicate its policies, procedures, and expectations. They are proprietary information and copyrighted by ACT. Manuals should be used by staff to prepare for and administer the tests, and must not be copied or shared for any other purposes. Test coordinators should provide each testing staff member a complete administration manual before the training session. It is especially important for room supervisors to read and understand the policies, procedures, and directions.

Supplements
Supplements or notices may be sent to test coordinators before the test day via email or included in test materials shipments. These supplements contain the most up-to-date information on policies and procedures. They should be distributed to all staff and are intended to augment the policies and procedures contained in the administration manuals.

Training Session
Test coordinators hold a training session before test day to prepare staff (both new and experienced) for test day activities. The session should be used to discuss policy, address procedural and logistical issues, and ensure everyone has a common understanding of what is to take place on test day. An outline of topics is provided to guide the discussion.

Note: This training session is separate from the briefing session conducted on test day.

Training Resources
Participation in test administration training is required. Training webinars for ACT WorkKeys Online testing are conducted on an ongoing basis. Training information is available at http://www.act.org/content/act/en/products-and-services/workkeys-for-workforce-developers/assessments/administration/training.html.

After all testing staff have finished training and have read this manual, each person must complete the Test Site Staff WorkKeys Manual Verification Form found at http://forms.act.org/workkeys-private/forms/manual.html. Testing may not begin until this activity is completed.

Quick Start Guides

Quick Start Guides are modular in design and cover specific aspects or functions within the Validus® Virtual Test Center (VTC). They can be found at [http://www.act.org/content/act/en/products-and-services/workforce-solutions/act-workkeys/administer.html](http://www.act.org/content/act/en/products-and-services/workforce-solutions/act-workkeys/administer.html). For example, these short training modules provide instruction on how to:

- Manage accounts
- Look up a password
- Add examinees
- Administer the test to a single examinee, including generating an instant score report, and adding extended time to a registration
- Launch an interrupted test

Training Session Outline

The test coordinator is expected to discuss the following topics with staff during the training session. All training sessions must occur before test day.

**Facilities Requirements and Setup:**

- Demonstrate proper seating arrangements and test room preparation, including:
  - Ease of staff observation and movement
  - Seating left-handed examinees
  - Timepieces
  - Any items in the room that need to be covered/removed for testing

**Test Materials:**

- Discuss the difference between secure and non-secure materials
- Explain materials that will be supplied by:
  - ACT
  - Your site
  - Examinees
- Describe the process for how materials will be distributed to and from room supervisors on test day and how room supervisors will distribute materials to examinees in the test room
- Outline the importance of:
  - Never leaving materials unattended
  - Verifying counts of secure materials before and after testing
  - Not allowing unauthorized individuals access to test rooms or materials

**Non-Test Activities:**

- Discuss the sections that must be completed and the importance these sections play in score reporting

**Test Administration:**

- Discuss when and where staff members are to report on test day
- Explain how to use the Roster
- Review acceptable forms of identification
- Explain the process for seating examinees and the rules to follow when choosing where to seat an examinee
- Discuss start times and when to stop admitting examinees to the test room
- Discuss the policy for watches, cell phones and other electronic devices for both examinees and staff
- Explain how to use the manual on test day, stressing the importance of following instructions exactly and reading verbal instructions verbatim
- Discuss timing procedures and administering breaks for all types of administrations
• Discuss monitoring the test room and expected staff behavior, including:
  ~ Handling prohibited behavior
  ~ Handling testing irregularities
  ~ Checking calculators
  ~ Checking authorized bilingual dictionaries
• Review how to fill out the Test Administration Forms and submit Irregularity Reports

Test Day Briefing Session

A staff briefing session is required each test day morning, even with experienced staff. During this session, ensure all staff are present and make necessary adjustments to staff assignments. Ensure all staff understand their responsibilities and answer questions with the group so everyone has the same information. In particular, discuss the following:

• Information in any ACT notice
• Cell phone and prohibited devices policy and procedures
• Calculator policy and procedures
• Test site specific information
• How staff are to communicate with the test coordinator during testing
• Arrangements for left-handed examinees
• Arrangements for examinees authorized to test with accommodations and supports
• Monitoring test session using the TAO platform
• How to handle breaks
• What to do with examinees dismissed for prohibited behavior
TEST MATERIALS

Materials Overview

Materials Provided by Your Site

Your site is responsible for providing the following in each test room:

• Reliable timepieces: watch, stopwatch, interval timer, or accurate wall clock
• Signs, cards, or other materials used in admissions procedures
• Permitted calculators (if your site chooses to provide them to examinees)
• Computers with high-speed internet access
• Formula sheet for the Applied Math test, if requested

Materials Provided by Examinees

Examinees are asked to bring No. 2 pencils with good erasers and a permitted calculator (if desired). For online testing, examinees can use the available system calculator (if preferred).

If any of the following are authorized for accommodations, examinees are expected to supply their own:

• Abacus
• Augmentative or alternative communication device (AAC)
• Headphones (if site cannot provide)
• Magnifying glass
• Color overlays
• ACT-authorized word-to-word bilingual dictionary
• Snacks, drinks, and medication
Security of Materials

Login Security
Access to test information must be limited to only those activities necessary to prepare for test day or the test administration itself. Access prior to test day is restricted to the test coordinator and substitute test coordinator for the following items:

- Test administration URLs
- User IDs
- Passwords

IMPORTANT: Do not share login credentials or testing URLs.

Note: Staff login credentials are unique. If a new set of credentials is needed, contact ACT. Change your passwords monthly.

Copyrighted Test Materials
Tests are copyrighted and cannot be photocopied or used for any purpose other than testing. They may not be opened by any person other than the examinee on test day. Testing staff and examinees are prohibited from disclosing test content to anyone.

Scores earned by examinees who may have had advance access to test content will be canceled, and scores will not be reported.

Security Breach
A security breach constitutes any of the following:

- The materials appear to have been tampered with in any way.
- You have reason to believe someone had unauthorized access to the materials.

Report a security breach to ACT immediately. If it occurs during testing, do not allow examinees to leave the building before calling ACT for instructions.
Handling Materials on Test Day

Security during the Administration

Guarantee the security of test materials throughout the administration.

- Keep test materials in a secure location as examinees enter and exit the test room.
- Account for all secure materials before testing, at break, and before dismissing examinees.
- Never leave a test room unattended, even momentarily, if examinees or materials are present.
- Ensure that each test room has sufficient staff for the number of examinees present.
- Actively monitor examinees throughout the administration.
- Pay close attention for cell phone and electronic device use.
TEST ADMINISTRATION

Admitting Examinees

Make the Electronic Devices Announcement

If possible, make the following announcement to examinees before admitting them to the test room:

Attention. Please listen carefully.

Cell phones, smart watches, fitness bands, and any other devices with recording, internet, or communication capabilities are prohibited.

If you have a cell phone or electronic device and can store it in a car, locker, or somewhere outside of the test room before you are checked in, please do so at this time.

Acceptable Identification

An examinee must have an acceptable form of identification to be admitted for testing.

Keep in mind:

- Identification issued or verified by a relative is not allowed.
- All identification must be original; photocopies or reproductions are not allowed.
- Stamped, computer generated, or reproduced signatures are not allowed.
### Acceptable Forms of Identification and Identification Criteria by Roster

<table>
<thead>
<tr>
<th>Roster Notation</th>
<th>Type of ID</th>
<th>Criteria for Acceptance</th>
</tr>
</thead>
<tbody>
<tr>
<td>P</td>
<td>Current Official Photo ID or Recent Published Individual Photo</td>
<td><strong>Current Official Photo ID</strong>&lt;br&gt;Must include all of the following:&lt;br&gt;• Current (valid)&lt;br&gt;• Issued by a city/state/federal government agency, employer, or school&lt;br&gt;• Examinee’s first and last names&lt;br&gt;• Photo is clearly recognizable as the examinee&lt;br&gt;Signature not required.&lt;br&gt;Examples: driver’s license, passport, school ID, state ID.&lt;br&gt;&lt;br&gt;<strong>Recent Published Individual Photos</strong>&lt;br&gt;Must include all of the following:&lt;br&gt;• Original, not a photocopy or reproduction&lt;br&gt;• Published within the last two years&lt;br&gt;• An individual (not a group) photo, clearly recognizable as the examinee&lt;br&gt;• The examinee’s first and last names in the caption.&lt;br&gt;Signature not required.&lt;br&gt;Examples: newspaper, school yearbook</td>
</tr>
<tr>
<td>F</td>
<td>Notarized Statement with Photo</td>
<td>Must include all of the following:&lt;br&gt;• Sworn statement by a notary public, who must not be a relative, identifying the examinee by name&lt;br&gt;• Recent, recognizable, individual (not group), photo of the examinee attached to the statement&lt;br&gt;• Signed by the examinee, in ink, in the presence of the notary. It is to be collected and returned to ACT with the roster.</td>
</tr>
<tr>
<td>R Plus Staff Initials</td>
<td>Staff Recognition</td>
<td>• Examinees without acceptable ID may be admitted only if they are personally recognized, face-to-face, by a staff member (staff member cannot be a relative)&lt;br&gt;• That staff member’s initials must be printed legibly beside the examinee’s name on the roster (without staff initials, personal recognition is invalid)&lt;br&gt;• If all examinees in a room were recognized by the same staff member, state that on the roster, indicating the name of the staff member along with his or her initials (e.g., “all examinees in this room were recognized by __________.”)</td>
</tr>
</tbody>
</table>

### Unacceptable Identification

- Birth certificate
- ChildFind ID card
- Credit, charge, bank, or check cashing cards, even with a photo
- Diploma
- Family portrait or graduation picture, even if the name is imprinted on the photo
- Fishing or hunting license
- Nonphoto ID issued by an employer
- Any electronic ID (i.e., LA Wallet)
- Learner’s driving permit, temporary or replacement driver’s license, if it does not include a photograph
- Organization membership card
• Passport or other photo so old that the person presenting it cannot be identified
• Personal recognition by anyone not employed by your school or test site, or not a member of testing staff
• Photo ID of parents
• Photo with examinee’s name embossed or printed on it by a photographer
• Photocopies or reproductions
• Photos issued by a business for promotional purposes (e.g., amusement parks)
• Police report of a stolen wallet or purse
• Printed, stamped, or photocopied signatures
• Report card
• Social Security card
• Telephone calls to identify the examinee
• Traffic ticket, even with a physical description and signature
• Transcript, even with photo
• Web page with photo

Roster

It is required that an “ACT WorkKeys Roster” be created for each test room prior to the test day. The roster can be found in the Forms section of this manual. Write the name of each examinee scheduled to test on the roster.

If your site provides a readable list of all examinees scheduled to test, by test room, you may use it in lieu of the roster as long as attendance and the type of ID accepted are marked on that list on test day.

Admit Examinees to the Test Room

Control who enters and leaves the test room at all times. Do not allow examinees to enter the test room until the room is properly prepared and the room supervisor is ready to admit examinees.

1. Admit examinees by checking them in, one-by-one, at the door of the test room.
2. Verify that the identification is acceptable per ACT requirements.

<table>
<thead>
<tr>
<th>If the ID is ...</th>
<th>Then ...</th>
</tr>
</thead>
</table>
| Not presented, not acceptable, and/or examinee cannot be recognized by staff | a. Do not admit the examinee.  
b. Write “denied” on the roster beside the examinee’s name, using the following notation:  
D = Denied  
c. Complete an Irregularity Report. |
| Acceptable or examinee can be recognized by staff | a. Compare the photo on the ID to the examinee.  
b. Mark on the roster the type of ID accepted using the following notations as a guide:  
P = Photo ID  
F = ID Form (notarized)  
R plus staff initials = Personal Recognition by Staff  
— = Absent  
c. Direct the examinee to a seat in the test room and instruct the examinee to wait patiently until testing begins. |
Denying Admission

If an examinee arrived too late to be admitted, deny admission, and write "denied" beside the examinee’s name on the roster.

Late Arrivals and Examinees without Identification

If an examinee can present acceptable ID or be personally recognized before the test is authorized, admit the examinee and submit an Irregularity Report.

IMPORTANT: Absolutely no one may be admitted to the test room after the test is authorized. If this policy is violated, scores for the examinees admitted late will be canceled.

Direct Examinees to Their Seats

After an examinee has been identified and the roster marked, direct the examinee to a specific, assigned seat using the following guidelines. Never allow examinees to choose their own seats.

• Examinees can be seated alphabetically.
• You can direct the first examinee to the left side of the room, the second examinee to the middle, the third examinee to the right side, and so on.
• If you are using tables large enough for more than one examinee, direct the first examinee to the first table, the second to the second table, and so on. After one examinee has been seated at each table, seat a second examinee at each table.
• Separate friends and relatives or examinees that arrive together.

Seat Left-Handed Examinees

Determine who will need a left-handed work surface if you are not using tables.

a. Ask examinees as they are admitted to the test room if they require left-handed desks, or
b. Write a statement on the board telling left-handed examinees to report to testing staff for their seating assignments.
Sequence and Timing of the Tests

Testing Process

Check-in and preparation
- Identify examinees
- Check for prohibited items and unauthorized testing aids
- Seat examinees

Testing (tests may be administered in any order)
- Multiple Choice Tests
  ~ Give verbal instructions
  ~ Administer the test
  ~ Break

After testing
- Collect testing materials
- Complete irregularity reports as necessary
- Dismiss examinees

Test Room Starting Time

Test room starting times are left to the discretion of the testing staff. In some situations, the site may want all examinees to begin testing at the same time. However, it is permissible for examinees to begin testing as soon as they are seated at the computer workstation, regardless if other examinees have been seated.

Time Allowed for Each Test

Each test has a set time allowance based on the timing authorized by the test coordinator. The times specified in the verbal instructions for each test must be followed exactly as stated.

Each standard time WorkKeys assessment given in English is 55 minutes. Each standard time WorkKeys assessment given in Spanish is 70 minutes.

Timing the Tests

Timing or reading the verbal instructions is not to be controlled from a central location for multiple rooms (for example, using bells, a PA system, or loudspeaker). Each room supervisor must be able to react to any problems or questions that occur in a particular room.

For standard time administrations, the full time for each test must be given, regardless of the number of examinees in the room.

An additional 20-30 minutes is required for:
- Registering examinees
- Assigning an examinee to a group (optional)
- Providing access for the examinee to log into the test system
- Allowing the examinee to become familiar with the testing process via the tutorial
- Printing a score report after the examinee has completed testing (optional)
The timer for each test will begin after the tutorial and practice test are completed and the directions have been read.

**Timepieces**

Each room needs two timepieces as a precaution in the event one fails. ACT recommends that one of these be an interval timer or stopwatch. Do not use a cell phone or smartwatch as one of your timepieces.

**Breaks**

If you are administering several sessions, back-to-back, in a continuous schedule, you should provide breaks between sessions. Allow for a 15-minute break after every two sessions or tests. If you are only administering two tests, you can allow for a break between the two.

The time used to authorize the next test can be used as a break if examinees simply stand and stretch in place. However, if examinees are moving around the room or going outside of the room for a break, they must log out before leaving their seats for security reasons.
Administering the Tests

Allowed and Prohibited Items in the Test Room

Cell Phones and Electronic Devices

Examinees may not use cell phones, smart watches, fitness bands, media players, or any other electronic devices at any time (including during the break). All devices must be powered off and stored out of sight.

If an examinee accesses a device at any time, or if a device activates after being stored away, the examinee must be dismissed. Staff should:

• Be vigilant in monitoring for prohibited behavior during testing and during the break.
• Strongly enforce the dismissal of any examinee who engages in prohibited behavior.
• Prominently display the prohibited device posters at central locations.

Note: Do not collect cell phones or other electronic devices from examinees; examinees should retain responsibility for them. Exception: If an examinee has been authorized to use a cell phone with a medical device in the room, the cell phone must be held by the room supervisor or proctor during testing and used only for its medical purpose under the direct supervision of testing staff.

Staff should not use cell phones or electronic devices, outside of the device used to manage TAO, while in the test room. If staff members have cell phones in the room, they should be turned off or silent.

Calculators

The ACT calculator policy is designed to ensure fairness for all examinees, avoid disturbances in the test room, and protect the security of the test materials.

• A permitted calculator may be used only on Applied Math.
  ~ The TAO system has a built-in calculator for the Applied Math section.
• All problems on this test can be solved without a calculator.
• The calculator must be turned off and put away during all other tests.
• Hand-held calculators may not be connected in any way to a computer or device being used for testing.
• A current Calculator Policy is available online at act.org/calculator-policy.html.
  ~ Each room supervisor must have access to this policy.
  ~ It may be read to examinees as a general announcement before testing begins.

Examinee responsibilities:

• Bring—and use—a permitted calculator.
• Check act.org/calculator-policy.html or call 800.498.6481 for a recorded message about the current ACT calculator policy.

Staff responsibilities:

• Check for prohibited calculators during the test.
• Check periodically to make sure examinees did not switch calculators after the first check.
• If an examinee uses a prohibited calculator, dismiss the examinee for prohibited behavior.
• If a calculator has characters one inch high or larger, or a raised display, seat the examinee where no others can see the display.
Applied Math Formula Sheet
A formula sheet that includes all formulas required for the Applied Math test is provided within
the test. Examinees can show or hide their formula sheet at their discretion.

Other Items
Examinees may not bring any of the following into the test room:
• Textbooks, foreign language or other dictionaries, scratch paper, notes, or other aids
• Highlighter pens, colored pens or pencils, correction fluid/tape
• Reading material
Examinees and staff may bring snacks and beverages into the test room, but may only
consume them outside of the room during break.

Examinee Timepieces
Examinees may have a personal timepiece such as a watch, timer, or stopwatch, provided it is:
• On the desk
• Not a distraction to others
• Not a prohibited device (e.g., smart watches, fitness bands)

General Announcements to Examinees
Before testing begins, you may make announcements regarding:
• Cell phones and electronic devices: All devices must be powered off and stored away
  at all times. If an examinee handles or accesses a device, or if a device activates, the
  examinee must be dismissed and will not receive score results.
• Calculators: Read to the examinees the current list of prohibited calculators (and
  calculators permitted with modification) from the Calculator Policy.
• Hats: Some hats may obstruct your view of examinees’ eyes and may allow examinees
  to conceal prohibited behavior, such as using a cell phone, earpiece, or other electronic
  device. Not all hats may hinder your ability to monitor examinees and some examinees
  may wear hats or other head coverings due to religious convictions or medical reasons.
  The announcement to remove hats is left to your discretion.
• Institutional requirements: You may dismiss an examinee who purposefully disregards
  a posted regulation of your site or school policy. Some schools or sites, for example, do
  not allow smoking on grounds. Explain to the examinee the reason for the dismissal and
• Nervous noise: Some examinees relieve tension through talk and movement before and
  after tests. Because they must maintain complete silence during testing, allow this normal
  behavior, but remind them to be considerate of other rooms that may still be testing while
  your room is taking a break.
• Restrooms: Describe the location of restrooms and drinking fountains available during the
  break.

Monitoring the Test Room
Follow these policies for monitoring a test room:
• A member of the testing staff must be physically present in the room at all times to monitor
  the examinee(s). Monitoring through glass partitions or via security cameras is not allowed.
• The examinee(s) cannot be left unattended, even briefly.
• The room supervisor must remain in the room for the entire session, except when relieved
  by a proctor for a short break.
• One room supervisor cannot supervise multiple rooms at the same time.
Checking for Prohibited Behavior

Follow these guidelines to check for prohibited behavior:

- Throughout testing, move quietly around the room to discourage and detect prohibited behavior. Staff attentiveness is a very effective deterrent.
- Document all prohibited behavior and any actions taken on the Irregularity Report.
- If you suspect an examinee but are uncertain, warn the examinee of the behavior and ask ACT for a decision before the examinee is dismissed. If the behavior continues after one warning, promptly dismiss the examinee.
- If you dismiss an examinee for prohibited behavior, follow the instructions exactly. (See Dismiss for Prohibited Behavior.)

Allowing Examinees to Leave the Test Room

Examinees may go to the restroom during testing, but it is best not to announce it. Secure examinees' test materials any time they leave. Always be sure the same examinee returns after leaving. If you have doubts, recheck identification. Examinees cannot make up missed time.

Only one examinee may leave the test room at a time. If two or more examinees need to leave at the same time, or if other rooms have been dismissed, the examinees must be accompanied by a proctor. Do not leave a test room unsupervised at any time.

Answering Questions

You may answer examinees' questions about the mechanics of the test, but must not answer questions about guessing or content. Always refer examinees to the directions in their test. Do not comment on or add in any way to the test directions.

If an examinee has a concern about an individual test item, then after the test, complete an Irregularity Report, following the instructions for Test Item Challenges.
Irregularities

Submit an Irregularity Report

Complete an ACT WorkKeys Testing Irregularity Report for each room in which an individual or group irregularity is observed. Report and describe in detail any irregularity. If there are no irregularities in any rooms at your test site, it is not necessary to submit a report. The irregularity report can be found online at [http://forms.act.org/workkeys/forms/cbt.html#_ga=2.219620825.1366973699.1533736755-1895768988.1532696726](http://forms.act.org/workkeys/forms/cbt.html#_ga=2.219620825.1366973699.1533736755-1895768988.1532696726)

Group Irregularities

A group irregularity is one that affects a group of examinees (e.g., one room or the entire site). If a group irregularity occurs, take security measures to safeguard test materials whenever possible and follow the instructions outlined for that irregularity.

Interruptions or Disturbances

**Examples:** Unexpected visitors, a noise or distraction in the room, sudden illness, technical difficulties

1. If you can take action to eliminate the disturbance, do so. Otherwise, instruct examinees to stop testing.
2. If the interruption affects all examinees, pause the test.
3. Make note of the time.
4. Determine if you can resume testing.
   a. If you can resume testing, go to Step 5.
   b. If you cannot resume testing, call ACT for next steps.
5. Resume testing when possible.
   a. Pick up timing where you left off.

Emergency Evacuations

**Examples:** Fire alarm, severe weather, public safety concern

**Category:** Environment

1. Get examinees and staff to safety.
2. If possible, make note of the time.
3. If possible, pause the tests that are in progress from the TAO proctoring interface and collect the test materials (or lock the test room).
4. Call ACT (when safe to do so).

Power Outages

**Examples:** Loss of electricity, affecting room comfort or equipment

**Category:** Environment

1. For a brief outage, follow the instructions for **Interruptions or Disturbances**.
2. For an extended outage, call ACT for next steps.

Reschedules

**Examples:** Severe weather or facility issues that prevent you from starting any testing
Category: Environment
1. Mark documentation as "Did not test."
2. Call ACT for instructions.

Time Lapse during Irregularity
If the irregularity takes less than one hour, you can re-authorize the tests. Examinees can log in and resume testing. If the interruption is longer than one hour, examinees will need to start over with a new test. Add new tests to the existing registrations and authorize them. You do not need to create new registrations.

Individual Irregularities
An individual irregularity is one that affects a single person or several individuals involved in a single circumstance (e.g., communicating answers to each other). If an individual irregularity occurs, follow the instructions outlined for that irregularity.

Examinees Who Leave and Return
Examples: Examinee needs to use the restroom, examinee feels ill and needs to leave the room, examinee returns late from break
Category: Examinee
1. Collect and secure the examinee’s test materials; give them back upon return.
   Note: Do not pause the timer of the test. The timer should continue running while the examinee is gone.
2. Time the examinee’s departure. Record the lost time on the Irregularity Report.
3. If examinee returns during the same test: Have the examinee continue testing where they left off and stop when time is called in the room. Lost time cannot be made up.
4. If examinee returns during a later test: Do not let the examinee go back to a previous test. Have the examinee start the current test and stop when time expires. Lost time cannot be made up.
   Note: Only one examinee may leave the test room at a time. If two or more examinees need to leave at the same time, or if other rooms have been dismissed, the examinees must be accompanied by a proctor. Do not leave a test room unsupervised at any time.

Examinees Who Leave and Do Not Return
Examples: Examinee becomes ill and cannot continue testing, examinee does not return after break, examinee leaves before testing is completed
Category: Examinee
If an examinee is unable to complete testing, dismiss the examinee from the test room. Using the TAO proctoring interface, terminate the examinee’s test. This will terminate the test, and the examinee’s session can then be logged out.

Test Item Challenges
Examples: Examinee thinks a test item is unclear, examinee does not believe there is a correct answer choice listed, examinee finds a typographical error in a test item
Category: Examinee
1. If an examinee challenges typographical errors in the test or ambiguities, instruct the examinee to choose an answer based on the information available and report the details of the challenge after the test is over.
2. Record the following information on the Irregularity Report:
   a. Examinee’s name
   b. Examinee’s Address
   c. The test item number being challenged
   d. Examinee’s question about the item

   Note: For security purposes, do not include a copy or image of the test item.

Attempts to Copy Test Materials

Examples: Taking pictures of test items or materials, taking notes about the tests (handwritten or through electronic means, such as a cell phone or calculator), scanning or making copies of test materials

Category: Examinee, Security, or Staff

1. Do not allow staff or examinees to duplicate or record any part of the test by copying, taking notes, photographing, scanning, or any other means.
2. Ensure all secure materials are collected and returned.
   a. Room supervisors must collect all materials from examinees before they are dismissed.
   b. Room supervisors must return all materials to the test coordinator immediately after testing.
   c. The test coordinator must pack and return materials to ACT following testing.
3. If you observe an examinee attempting to copy test materials, using a photographic, recording, or scanning device, or removing test materials, dismiss them for prohibited behavior.
   a. Confiscate and clear any devices used in an attempt to copy materials.
   b. Inform the examinee the tests will not be scored. Manually mark the examinee’s test complete.
4. Call ACT immediately to determine if additional action is needed.

Irrational Behavior

Examples: Examinee yells or disrupts the test room, examinee becomes violent, examinee places self or others in danger

Category: Examinee

1. Try to prevent other examinees from being interrupted, affected, or involved.
2. Handle the behavior as quietly as possible without physical force or contact.
3. If necessary, call security or police to protect staff and other examinees’ safety.
4. Collect and retain the disruptive examinee’s test materials.
5. Dismiss the examinee and inform the examinee the tests will not be scored. Manually mark the examinee’s test complete.

Refusal to Turn In Test Materials

Examples: Examinee will not allow the room supervisor to collect test materials

Category: Examinee

1. Warn the examinee that taking the test materials is considered theft of ACT’s property and will be reported to ACT or other appropriate authorities.
2. Call ACT immediately, providing the examinee’s name.
3. Do not place yourself in a position of physical danger, and do not leave other test materials or examinees unattended.

**Prohibited Behaviors at the Test Site**

The following behaviors are prohibited:

- Filling in or altering responses after time has been called. This means that the examinee cannot make any changes to a test section outside of the designated time for that section, even to fix a stray mark.
- Looking back at a test section on which time has already been called.
- Looking ahead in the test.
- Looking at another person’s test or answers.
- Giving or receiving assistance by any means.
- Discussing or sharing test questions, answers, or test form identification numbers at any time, including during test administration, during breaks, or after the test.
- Attempting to photograph, copy, or memorize test-related information or remove test materials, including questions or answers, from the test room in any way or at any time.
- Disclosing test questions or answers in any way or at any time, including through social media, in whole or in part.
- Using a prohibited calculator ([act.org/calculator-policy.html](act.org/calculator-policy.html)).
- Using a calculator on any test section other than math.
- Sharing a calculator with another person.
- Wearing a watch during test administration. All watches must be removed and placed face up on the desk.
- Using a watch with recording, internet, communication, or calculator capabilities (e.g., a smart watch or fitness band).
- Accessing any electronic device other than an approved calculator or watch. **All other electronic devices, including cell phones and other wearable devices, must be powered off and stored out of sight from the time the examinee is admitted to test until the examinee is dismissed.**
- Using highlighter pens, colored pens or pencils, notes, dictionaries, or other aids.
- Using scratch paper without prior authorization.
- Not following instructions or abiding by the rules of the test site.
- Not following the rules of the test administration.
- Exhibiting confrontational, threatening, or unruly behavior.
- Violating any laws. (If ACT suspects the examinee engaged in criminal activities in connection with a test, such activities may be reported to law enforcement agencies.)
- Allowing an alarm on a personal item to sound in the test room or creating any other disturbance.

**ACT may restrict the items examinees bring into the test site. All items examinees bring into the test site, such as hats, glasses, purses, backpacks, cell phones, calculators, other electronic devices, pre-approved medications or personal aids, and watches, may be searched at the discretion of ACT and testing staff. Searches may include the use of tools, such as hand-held metal detectors, that detect prohibited items. ACT may confiscate and retain for a reasonable period any item suspected of having been used, or capable of being used, in violation of the Terms and Conditions. ACT may also provide such items to and permit searches of such items by third parties in connection with an investigation conducted by ACT or others. Neither ACT nor testing staff shall be responsible for loss or damage to any items that examinees bring to a test site. The test site may also have additional procedures with which examinees must comply.**
Prohibited Behavior

**Category:** Examinee

1. Monitor examinees at all times. If you observe or suspect prohibited behavior, take prompt action.

2. If you are certain prohibited behavior occurred, promptly dismiss the examinee. If you only suspect prohibited behavior, take these steps:
   a. Discreetly warn the examinee.
   b. Continue close observation.
   c. After one warning, if you continue to suspect prohibited behavior, promptly dismiss the examinee.

**Note:**
- *The behavior does not need to be verified by the test coordinator or another staff member. Dismiss based on your own observation.*
- *You do not need to directly observe prohibited behavior to determine that it occurred.*
- *The decision to cancel scores due to prohibited behavior is at ACT's sole discretion and cannot be reversed or appealed.*

**Dismiss for Prohibited Behavior**

If you dismiss an examinee for prohibited behavior, follow these procedures exactly:

1. Take action immediately without creating a disturbance. If you cannot act immediately, wait until the end of the current timed test.

2. Collect the examinee’s test materials.

3. If you believe an electronic device or other item was used to store or exchange information, or to take an image of the test, collect the device/item from the examinee and call ACT immediately. ACT will determine if the device/item is to be retained and sent to ACT or returned to the examinee. Do not return the device/item to the examinee without ACT approval.

4. Tell the examinee:
   a. You observed or are certain of the prohibited behavior.
   b. The dismissal is because of the behavior.
   c. The tests will not be scored.

5. Terminate the test in TAO and log out of the examinee's session.

6. Dismiss the examinee.

7. Submit a detailed Irregularity Report that includes:
   a. The time of the incident and the name(s) of the examinee(s).
   b. The test the examinee was working on at the time.
   c. The test room and seating location(s) of the examinee(s).
   d. The details of what you observed.
   e. The statements you and the examinee(s) made and the actions that were taken.
   f. The name(s) of the staff who observed or were certain of the irregularity.
USING ACT WORKKEYS ONLINE

Using ACT WorkKeys Online

The Validus Virtual Test Center (VTC)

The VTC is a web-based user interface used by testing staff to manage and access users and assessments. Test coordinators use VTC to:

- Create accounts for examinees and additional testing staff
- Register and authorize assessments for examinees
- Access score reports for completed assessments
- Access test data reports

ACT has established a specific site, called a realm, for your organization. The person designated by your contract holder is considered the primary contact and has been assigned a user ID and password by ACT that allows access to the realm and complete administrative functions. The primary contact received an email from ACT containing the URLs, login credentials, and site name.

Complete instructions to use these and other functions can be found online at https://www.act.org/content/act/en/products-and-services/workkeys-for-employers/assessments/administration.html. Training modules to complete these steps are available at http://www.act.org/content/act/en/products-and-services/workkeys-for-educators/assessments/administration/training.html.

Creating Examinee Accounts

There are three ways to create an examinee account:

1. Examinees can create their own accounts.
2. The test coordinator can create accounts individually.
3. The test coordinator can batch load accounts.

User IDs

User IDs can be assigned by the test coordinator. A User ID can be a combination of letters and/or numbers and must be at least 3 characters long. For ease of use, enter a User ID that is easy to remember (e.g., the last name and first initial of the first name of the user followed by the 4-digit date of birth). Once a User ID has been entered into the system, it cannot be changed. It can also not be used by another user. If a User ID is not entered, the system will automatically generate one.

Passwords

Passwords are either assigned by the test coordinator or generated by Validus. The password must be between 6–30 characters long and can be a combination of letters and/or numbers. Passwords are case-sensitive.
Assessment Authorization

No matter how the examinees are registered for assessments, all assessments must be authorized by testing staff before examinees can begin testing. The examinee launches the test, then the room supervisor authorizes the test.

Score Reports

An Instant Score Report is available through the administration realm as soon as an examinee has completed testing. More reports are available by going to the Validus VTC Reports Portal 24 hours after testing.

- When obtaining an Instant Score Report, pop-up blockers must be turned off.
- Business Writing score reports are typically scored and available in the reports portal within 24 to 48 hours. A small percentage of Business Writing responses are hand-scored and are available within 48 hours of testing.

Administrator Interface – VTC

The VTC URL is the Administrator interface for Validus. This URL is unique to your organization characterized by the number at the end of the URL. Within the VTC URL, you can complete the following tasks depending on assigned user roles:

- Create additional administrator accounts
- Create examinee accounts
- Update, enable/disable, and delete examinee and proctor accounts
- Lookup and reset passwords
- Register for assessments
- Authorize assessments
- Access TAO proctoring interface
- Batch load examinee registrations
- Create groups for authorizing tests
- Pull reports

All testing locations should have a designated administrative computer from which to access the VTC URL during a test session. The URL should only be shared with individuals within your organization who are authorized users within VTC and should not be shared with examinees.

Examinee Interface – RSP

The Register, Schedule, Pay (RSP) URL is the examinee interface for Validus. This URL is unique to your organization characterized by the number at the end of the URL. Examinees use the RSP URL to:

- Create an examinee account
- Self-register for assessments
- Complete examinee registration of a pre-created account within VTC
- Launch a test

If examinees pre-registered, a testing staff member must supply the examinee with their User IDs and passwords. If an examinee is not pre-registered, the examinee can self-register by choosing Create an account. All starred fields must be completed, then examinees can select their tests by choosing Select Test Title. Tests cannot be launched without authorization from testing staff.
Adding Additional Test Coordinators

ACT creates one test coordinator login per organization during the initial site setup. ACT sends communications only to this test coordinator. The test coordinator has the capability to add additional test coordinators to the organization’s VTC realm. Test coordinators are responsible for maintaining the security of the organization’s site and all materials. The test coordinator position should only be assigned to people who will carry out administrative functions and should not be assigned to persons who will only proctor assessments.

The test coordinator assigned to the site by ACT is assigned the following roles in Validus:

- Account Manager
- Barcode Manager
- Proctor
- Profile Manager
- Portal Reports WorkKeys
- Portal Manager - WKO
- Portal Manager - WKO - Print Certificate
- Portal Manager - WKO - Print Certificates by Test Location
- Portal Reports - WKO - Qualification Letter
- Portal Manager - WKO - Cert Data Export
- Portal Manager - WKO - Test Data Export
- Portal Manager
- Password Manager
- Report Manager
- User Manager
- Batch Load Admin
- Batch Load

The test coordinator may assign any or all of these roles to another person. Staff can only delegate roles they are currently assigned.

Assigning Roles

The proctor role must be assigned to individuals charged with administering the assessments at your testing center.

Other roles that should be assigned along with the proctor role are account manager, user manager, and password manager. An individual with these three roles is able to complete the following tasks:

1. Searching for examinees
2. Resetting passwords and emailing them to examinees if applicable
3. Authorizing or unauthorizing assessments for registered examinees
4. Authorizing or unauthorizing one and one-half time in TAO for a registered examinee
5. Authorizing or unauthorizing groups for testing
6. Locking and unlocking examinee user accounts
7. Retrieving instant score reports

Examinee Role

The examinee role should ONLY be assigned to an actual examinee. Testing staff should NOT be assigned the examinee role. Examinees should not be assigned any other role.
Financial Profile

A Financial Profile must be selected for each test added to a registration before the test is authorized and launched. Selecting the Financial Profile indicates what price to charge for each test. If the Financial Profile is not selected, the price charged for the test will be the highest standard price.

Billing Reports

Invoices from ACT for online testing do not provide the details of testing and will only note the number of tests used (by test type) and the price. Detailed information about testing is available on the ACT Invoice Report that can be obtained from the Reports section through Validus.
FAQS

Frequently Asked Questions

What is the best way to maintain secure assessments?
The best way is to maintain control. Planning in advance how you’ll protect the assessment materials in your custody allows you to avoid most security problems. Never allow examinees to have access to the administration realm URL. This URL should not be stored or displayed on any of the examinee computers.

Who are “authorized individuals”? 
Other than the examinees during the testing session, staff responsible for administering the assessments are the only persons authorized to handle the assessment materials.

Can staff discuss answers to an item after the assessment is completed?
No. Examinee comments or concerns should be put in an Irregularity Report and submitted to ACT. If the examinee would like ACT to respond, provide the name and address of the examinee. Questions or concerns may be sent to ACT at any time.

How do I log out of the Validus VTC system?
Always click on the "Logout" button in the upper right-hand corner of the screen.

Is there any time that assessments cannot be launched?
Yes, during maintenance windows. The maintenance schedule is emailed to test coordinators monthly.

How can I verify the current status of the Validus VTC?
The status of the test delivery platform can be verified at any time using the Verify Status button of the References website at http://www.act.org/content/act/en/products-and-services/workkeys-for-educators/assessments/administration.html.

Is a secure browser required for delivery?
No, the TAO delivery system has security built into it. The system will automatically pause the assessment if the examinee attempts to navigate away from it. TAO also blocks the functionality of some key strokes, and pauses the examinee’s test when other prohibited keystrokes are executed. (i.e., Ctrl Alt Delete).
VERBAL INSTRUCTIONS

Online Testing

Introduction
This section contains verbal instructions to be read to examinees and instructions for staff activities during testing. Familiarize yourself with these instructions and practice reading them before test day.

Before You Begin
Before you begin reading the verbal instructions, make sure:
• You have the correct Test Administration Forms
• You have an Irregularity Report

Reading the Verbal Instructions
To ensure standardized conditions, room supervisors must read the verbal instructions loudly, clearly, and exactly as written. This ensures all examinees receive consistent, accurate instructions.
• Read aloud only those instructions in the shaded boxes.
• Do not read aloud text in (parentheses).
• Pause frequently and wait for examinees to finish the task before proceeding. Look at examinees to be sure they are following instructions.
• Read the correct instructions for your test room.
• Perform all tasks only when directed to do so.

Begin Testing
1. After all examinees have been admitted, seated, and have a pencil, greet the examinees and make any general announcements, then begin the verbal instructions.

You are about to take A-C-T WorkKeys assessments.
All items brought into the test site may be searched. Items suspected of being used to engage in misconduct may be confiscated and retained.

Cell phones, smart watches, fitness bands, and any other devices with recording, internet, or communication capabilities are prohibited. You may not handle or access such devices during testing or during breaks. All electronic devices must be powered off and stored out of sight. Turning your device to silent or airplane mode is not acceptable. Alarms or notifications of any kind may not sound. If you are wearing a watch to keep time, remove it now and place it face up on your desk.

If you have a cell phone or other electronic device, power it off now and store it away in a backpack, purse, pocket, or other area where it will be out of sight.
2. Wait until devices are powered off and stored and all watches are placed face up on desks, then say:

Now that you have powered off and stored away your device, you may not handle or access it again until you leave the test site at the end of testing. If you access a device, or if a device activates or makes any noise or vibration, you will be dismissed and your test will not be scored. Are there any questions?

Note: From this point forward, if you see an examinee with a phone or electronic device, or if a device makes noise, you MUST dismiss the examinee.

3. Check all devices were stored, then say:

Clear your desk of everything except No. 2 pencils, erasers, and your watch (if applicable). Place all personal items under your seat. You will not be able to access them during testing or the break. If you brought a calculator, put it under your seat. You may only use it during the mathematics test. Keep the aisles clear.

4. Once desks are cleared, say:

In addition to the information I've already given you about electronic devices, alarms, and clear desks, note the following behaviors that can also result in dismissal:

- You may not give or receive assistance by any means. This includes looking at another person's test.
- The test is confidential and remains so even after the exam is complete. You may not remove any materials from the test room. You may not discuss or share test questions, answers, or test form identification numbers during test administration, during breaks, or after the test.
- You may not disclose test questions or answers in any way or at any time, including through social media, in whole or in part.
- Eating, drinking, and the use of tobacco or reading materials are not permitted in the test room.

If you are observed or suspected of engaging in prohibited behavior, you will be dismissed and your tests will not be scored.

Do you have any questions about prohibited behavior?

5. Address questions, then say:

Once the test has started, the timer cannot be paused. You must maintain silence during testing. When testing is over or if we take a break, please be considerate of examinees in other rooms that may still be testing.

6. Continue by saying:

If the computer prompts you: "Do you want the computer to remember this password?", do not check yes.

At this time I will distribute your username and password. Do not proceed until you have received further instructions. I will collect these before you begin the timed portion of the test.

7. Distribute usernames and passwords to each examinee.

8. After ensuring that all examinees have their credentials, say:

Log in with your username and password. If the computer prompts you: "Do you want the computer to remember this password?" do not check yes. Check
that the information on the Update Account Information page is correct. Do not change your information. If you see an error, raise your hand.

9. Check each workstation to make sure that the names that appear at the top of the page is of each examinee.

10. Collect the examinees’ usernames and passwords. Continue by saying:

The first time you take an ACT WorkKeys assessment, you must complete all sections that contain an asterisk including:

- Date of Birth
- Mailing Address
- Education information
- Demographic information in the Additional Information. You may choose "Not Applicable" for all entries except "State/County of Residence" and "Current Status."
- Language preference. The system will default to English if this section is not completed.

Your email address is not required but is preferred to access a MyWorkKeys account to view scores. Select Save Changes at the bottom of the page.

11. Wait for examinees to complete their demographics.

12. Go to the Verbal Instructions page for the first test that you will be administering.

**Workplace Documents**

1. Say:

You are about to take the A-C-T WorkKeys Workplace Documents test. Locate Workplace Documents on your screen. If you see more than one Workplace Documents test, choose the one that is located on top.

Select the Launch button in the “Next/Options” column for the Workplace Documents assessment.

Now, please wait for your tests to be authorized.

2. Go to the TAO platform to authorize the tests. To access TAO from Validus, select the Connect to TAO button near the bottom left side of the screen.

*Note: Use the tabs at the top of the screen to toggle back and forth between the Validus VTC realm and TAO.*

3. You will see all examinees that are testing at your test site. Do not authorize tests for examinees who are not in your testing room.

4. After examinees select Launch, their status will change to "Awaiting." If some are not in Awaiting status, press Refresh to update. Use the Play icons to authorize the tests. Once all tests are authorized, say:

Your tests are now authorized. Please select the Proceed button and follow the directions on the screen.
5. Continue by saying:

Read the "ACT® WorkKeys Examinee Terms and Conditions" and select option "A." The option to select this certification is only shown once per testing session.

Read the Information Tutorial and select Next to proceed through the tutorial slides. After you complete the two practice questions, select Next.

6. When everyone has read the directions, say:

You have 55 minutes (70 for Spanish) to work on this test. At the end of the test, you must select End Test. Read the final directions and select Next to begin.

7. During the test, monitor for prohibited behavior until time expires for all examinees.

8. If you are testing in a continuous session, go directly to the verbal instructions for the test you plan to administer next.

9. If you are dismissing to break or ending your session, go to the Ending Your Test Session section.

**Applied Math**

1. Say:

You are about to take the A-C-T WorkKeys Applied Math test.

All problems on the math test can be solved without a calculator. However, you are allowed to use a calculator on this test and may get it out now. You are responsible for knowing if your calculator is permitted. If you use a prohibited calculator, you will be dismissed and your answer document will not be scored.

Do not share your calculator with another examinee. Although the calculator application on the computer may not be used during testing, it is permissible to use the calculator that is built into the ACT WorkKeys Applied Math test. You may have only one calculator on your desk or in operation at a time. If your calculator has games or other functions, you may not use them during the test. Keep your calculator flat on your desk. Are there any questions?

2. Answer any questions.

3. Say:

You may do scratch work on the Scratch Pad that is built into the test.

4. Continue by saying:

Locate Applied Math on your screen. If you see more than one Applied Math test, choose the one that is located on top.

Select the Launch button in the "Next/Options" column for the Applied Math assessment.

Now, please wait for your tests to be authorized.

5. Go to the TAO platform to authorize the tests. To access TAO from Validus, select the Connect to TAO button near the bottom left side of the screen.

6. Select the Proctor tab on the right.

*Note: Use the tabs at the top of the screen to toggle back and forth between the Validus VTC realm and TAO.*

7. You will see all examinees that are testing at your test site. Do not authorize tests for examinees who are not in your testing room.
8. After examinees select Launch, their status will change to "Awaiting." If some are not in Awaiting status, press Refresh to update. Use the Play icons to authorize the tests. Once all tests are authorized, say:

   Your tests are now authorized. Please select the Proceed button and follow the directions on the screen.

9. Continue by saying:

   Read the "ACT® WorkKeys Examinee Terms and Conditions" and select option "A." The option to select this certification is only shown once per testing session.
   Read the Information Tutorial and select Next to proceed through the tutorial slides. After you complete the two practice questions, select Next.

10. When everyone has read the directions, say:

    You have 55 minutes (70 for Spanish) to work on this test. At the end of the test, you must select End Test. Read the final directions and select Next to begin.

11. During the test, monitor for prohibited behavior until time expires for all examinees. Refer to the Calculator Policy and check all calculators periodically throughout testing. Dismiss any examinees who use a prohibited calculator. They will not be allowed to take any other tests.

12. If you are testing in a continuous session, go direct to the verbal instructions for the test you plan to administer next.

13. If you are dismissing to break or ending your session, go to the Ending Your Test Session section.

**Graphic Literacy**

1. Say:

   You are about to take the A-C-T WorkKeys Graphic Literacy test.
   Locate Graphic Literacy on your screen. If you see more than one Graphic Literacy test, choose the one that is located on top.
   Select the Launch button in the "Next/Options" column for the Graphic Literacy assessment.
   Now, please wait for your tests to be authorized.

2. Go to the TAO platform to authorize the tests. To access TAO from Validus, select the Connect to TAO button near the bottom left side of the screen.

3. Select the Proctor tab on the right.
   
   *Note: Use the tabs at the top of the screen to toggle back and forth between the Validus VTC realm and TAO.*

4. You will see all examinees that are testing at your test site. Do not authorize tests for examinees who are not in your testing room.

5. After examinees select Launch, their status will change to "Awaiting." If some are not in Awaiting status, press Refresh to update. Use the Play icons to authorize the tests. Once all tests are authorized, say:

   Your tests are now authorized. Please select the Proceed button and follow the directions on the screen.
6. Continue by saying:

Read the "ACT® WorkKeys Examinee Terms and Conditions" and select option "A." The option to select this certification is only shown once per testing session.
Read the Information Tutorial and select Next to proceed through the tutorial slides. After you complete the two practice questions, select Next.

7. When everyone has read the directions, say:

You have 55 minutes (70 for Spanish) to work on this test. At the end of the test, you must select End Test. Read the final directions and select Next to begin.

8. During the test, monitor for prohibited behavior until time expires for all examinees.

9. If you are testing in a continuous session, go direct to the verbal instructions for the test you plan to administer next.

10. If you are dismissing to break or ending your session, go to the Ending Your Test Session section.

**Ending Your Test Session**

This section contains instructions used to dismiss examinees to break or for the day.

**Ending your Test Session for Break**

1. To dismiss examinees to break say:

   If you have one, make sure your calculator is put away. You will have a 15 minute break. Testing will resume at _________. If you return late, you will not be allowed to make up lost time.

   Remember, you will be dismissed if you access phones or other electronic devices during the break. Watches must remain in the test room during break, but should be removed from the desk and put away. Test materials may not be removed from this room and you may not discuss or share test content. You may not eat or drink anything in the test room. Please be quiet in the halls.

2. During the break, do the following:
   a. Monitor for cell phone and electronic device usage. Dismiss any examinees observed accessing a device.
   b. Do not leave the test room unattended. If any examinees remain in the room, monitor them closely.
   c. Monitor hallway activity (or ask a proctor to assist with this).

3. At the end of the break, say:

   Please get ready to resume testing. Desks must be clear of everything except your pencils, erasers, and watch (if applicable).

4. Continue by saying:

   At this time I will distribute your username and password. Do not proceed until you have received further instructions. I will collect these before you begin the timed portion of the test.

5. Distribute usernames and passwords to each examinee.

6. After ensuring that all examinees have their credentials, say:

   Log in with your username and password. If the computer prompts you: "Do you want the computer to remember this password?" do not check yes. Check
that the information on the Update Account Information page is correct. Do not change your information. If you see an error, raise your hand.

7. Check each workstation to make sure that the names that appear at the top of the page is of each examinee.
8. Go to the Verbal Instructions page for the next test that you will be administering.

Ending your Test Session for the Day

After administering your last test session, use these verbal instructions to conclude testing.

1. Say:

   No test materials can be removed from this room. Remember, discussing or sharing test content, test form identification numbers, or answers is prohibited, including on social media.

   Be sure you have all of your belongings. This ends today's testing. You are dismissed.

2. Make certain examinees don't have access to the test materials as they leave the room.
3. Return the assessment materials to secure storage until they are needed for the next testing session or returned to ACT. Ensure that assessment materials remain secure at all times.
ACT WorkKeys Roster

(This document may be photocopied) Page ____ of ____

You may provide your own roster instead of this form if it has all the information shown on this form.

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<thead>
<tr>
<th>Testing Site Name</th>
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Test Coordinator: Keep a copy for your records for one year.
Seating Diagram Instructions

When completing the seating diagram form on the reverse of this page:

- Each seat in the room is represented by one box on the diagram.
- The completed diagram should show where examinees are seated in relation to each other.
- If this diagram does not fit your room, draw a diagram that does and attach it to this form.

Instructions

1. Stand at the front of the room and face the examinees. (The front of the room is where all examinees would see you if they looked up.)
2. Mark each empty seat by drawing an “X” in the appropriate box.
3. Mark each occupied seat by writing the serial number of that examinee’s test booklet in the appropriate box.
4. If examinees are seated at tables, show which seats are at the same table by drawing a circle around the boxes that represent those seats.
5. If examinees are not all facing the same direction, draw an arrow inside each seat’s box to indicate the direction the examinee sitting there is facing.
6. If you move someone to another seat after booklets have been distributed, indicate the original seat and the new seat on the diagram and complete an Irregularity Report to explain why.

Examples

Two adjacent seats

- Each box represents one seat.

Two seats at a table

- Each box represents one seat.
- Two circled boxes represents two seats at a single table.

Two seats at a table, one empty seat

- A box marked with an “X” represents an empty seat.
1 Test Site Information

Testing Site Code

Testing Site Name

City, State

Test Date

Room Name/Number

Number of Staff in the Room

Room Supervisor Name

2 Room Type

☐ Single level

☐ Multiple level

OR

3 Writing Surfaces

☐ Desks: ___ in. by ___ in.

☐ Tables ___ ft. by ___ ft., # ___ per table

4 Distances between Examinees

shoulder-to-shoulder

___ ft.

head-to-head

___ ft.

5 Number of Examinees

Number of examinees in the room: __________

6 Seating Diagram

BACK

1 2 3 4 5 6 7

FRONT

1 2 3 4 5 6 7
ACT WorkKeys NCRC Assessments Examinee Affidavit of Qualification for Requested Allowable Accommodations

<table>
<thead>
<tr>
<th>Office Use Only</th>
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<tbody>
<tr>
<td>Testing Site Name</td>
</tr>
<tr>
<td>Examinee Name</td>
</tr>
<tr>
<td>Name of Reader and/or Scribe, if any</td>
</tr>
</tbody>
</table>

Personal Declaration:

This section must be completed by examinee (or scribe) identified above.

Allowable Accommodation(s) Requested:

My signature at the bottom of this statement means that I declare the following personal statements to be accurate and truthful:

I have requested, and have been previously permitted by a testing authority to use, and personally have used the accommodation(s) listed above during one or more of the following formal testing situations (Check all that apply and give source):

☐ Prior testing during school or vocational training experience (Institution name): ______________________

☐ Prior testing during military service, or service to other government or service organization (Organization name): ______________________

☐ Prior testing during work experience (Employer name): ______________________

I understand that I may use only ACT allowable supports on this test so that the test is able to measure the essential and fundamental skills it is designed to measure, regardless of my prior history of using other accommodation supports.

I understand that my qualification to use these supports and the validity of my score on this test rests on the truthfulness of my statement that I have experience using the support(s) I am requesting.

I also understand that if this statement is found to be inaccurate or untrue that my test score may, as a result, be invalidated and/or canceled.

Examinee Signature _______________________________ Date ________________

Test Coordinator: Keep a copy for your records for one year.
ACT WorkKeys Report of Accommodated Tests

(Copy as needed.)

For each accommodated assessment, the test coordinator should complete and submit one of these reports with the examinee’s answer document. Both the examinee and the test coordinator should sign to indicate that (1) test coordinator has verified the examinee qualification to use accommodation-level supports as indicated in the table below, (2) the accommodation specified has been provided.

<table>
<thead>
<tr>
<th>Examinee’s Name</th>
<th>ID Number</th>
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</thead>
<tbody>
<tr>
<td>Test Site Name</td>
<td>Institution/Site Code</td>
</tr>
<tr>
<td>Test Coordinator’s Name (printed)</td>
<td>Date</td>
</tr>
</tbody>
</table>

On the examinee’s answer document, indicate the examinee’s accommodation by marking the box labeled Admin. Code with the appropriate administration code for each assessment for which accommodation was provided. These codes can be found in the Gridding Administration Code section of Testing with Accessibility Supports.

For each ACT WorkKeys assessment administered, give the test date and the administration code describing the accommodation provided exactly as it was marked on the examinee’s answer document. Also note any accommodations provided not directly related to the test.

<table>
<thead>
<tr>
<th>Name of Assessment</th>
<th>Date Administered</th>
<th>Admin. Code</th>
<th>Accommodations-Level Supports (describe)</th>
<th>Mark Evidence of Qualification for Use of Accommodation-Level Supports</th>
</tr>
</thead>
<tbody>
<tr>
<td>Applied Math</td>
<td>/ /</td>
<td></td>
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<td>☐ Official Accommodation Plan</td>
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<tr>
<td></td>
<td></td>
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<td></td>
<td>☐ Signed Affidavit of Prior Plan</td>
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<tr>
<td>Applied Technology</td>
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<td>☐ Official Accommodation Plan</td>
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<td>☐ Signed Affidavit of Prior Plan</td>
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<td>Graphic Literacy</td>
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<td>☐ Official Accommodation Plan</td>
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<td>☐ Signed Affidavit of Prior Plan</td>
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<td>Observation</td>
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<td>☐ Official Accommodation Plan</td>
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<td>☐ Signed Affidavit of Prior Plan</td>
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<td>Workplace Documents</td>
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<td>☐ Official Accommodation Plan</td>
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<td>☐ Signed Affidavit of Prior Plan</td>
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</table>

The signatures below signify that:
- The examinee provided the required evidence of qualification for use of accommodation-level supports.
- The accommodation-level supports indicated above have been provided.

<table>
<thead>
<tr>
<th>Examinee Signature</th>
<th>Date</th>
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<tbody>
<tr>
<td>Test Coordinator Signature</td>
<td>Date</td>
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</table>

Test Coordinator: Keep a copy for your records for one year.
ACT WorkKeys Reader's Agreement

(This document may be photocopied as needed if different readers are used for different tests.)

Note: Examinees using this accommodation must test individually.

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<tr>
<th>Test Site Name</th>
<th>Test Date(s)</th>
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<th>Test Coordinator's Name (printed)</th>
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<table>
<thead>
<tr>
<th>Reader's Name (printed)</th>
<th>Last</th>
<th>First</th>
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<th>Examinee's Name (printed)</th>
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ACT has prepared a script for readers to use in administering ACT WorkKeys to examinees who need to have the test questions read to them. The tests must be read verbatim by a reader who meets the qualifications specified by ACT.

As the reader, you are required to review and comply with the "Instructions to the Reader" printed in the reader's script and the procedures documented in this manual.

The examinee may ask you to read any portion of a test as often as necessary within the time allowed for that test. Each time you read them, you must read the test directions, test passages, and test questions exactly as they are presented, with no explanation and no additional information provided to the examinee through the reading. A reader may read, but not interpret graphed values or otherwise interpret the meaning of any graphic images.

All test questions rely on the examinee being able to comprehend and respond to the test materials exactly as written. Any additional information, explanation, or translation would affect that which the tests are designed to measure.

If ACT determines that any explanation or additional information has been provided to an examinee, that any test materials were not read verbatim, or that the reader did not meet ACT’s qualifications for testing personnel, the examinee’s scores will be canceled.

“I certify that I have read, understand, and agree to administer the test in compliance with this manual and assure ACT that the test items will be read verbatim with no explanation and no additional information provided to the examinee through the reading.”

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<th>Reader's Signature</th>
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Indicate the tests read by this reader:

- [ ] Workplace Documents  - [ ] Applied Math  - [ ] Graphic Literacy  - [ ] Observation  - [ ] Applied Technology

Test Coordinator: Sign and return this agreement with the completed answer document. Keep a copy for your records for one year.
ACT WorkKeys Interpreter's Agreement

Purpose of this form
This agreement form is signed by an interpreter to indicate the interpreter’s consent to abide by ACT interpreter policies. Indicate the interpreter method used for this examinee:
☐ Exact English Signing ☐ Cued Speech

Note: This blank agreement form may be photocopied as needed. Complete one form for each examinee authorized to test with an interpreter.

Test Date(s) Examinee Name (printed)

Test Site Name

City, State

Interpreter Qualifications
The interpreter must meet the same qualifications for a test coordinator as specified by ACT in the administration manual. The interpreter must be proficient in the interpretation method indicated above. The interpretation of the test materials must be a direct translation with no explanation and no additional information provided to the examinee. Anything other than direct translation would affect what the tests are designed to measure (the examinee's ability to comprehend and respond to the materials as written).

Interpreter Agreement
ACT requires both the test coordinator and the interpreter to provide their signatures to the following statement:

“I certify that I have read, understand, and agree to administer the tests in accordance with the policies in this administration manual. I further assure ACT that the interpreter method provided is a direct transcription of the passages and items from the reader's script provided by ACT, with no explanation and no additional information provided to the examinee.”

Interpreter Signature Date

Interpreter Name (printed)

Test Coordinator Signature Date

Test Coordinator Name (printed)

Tests interpreted
Indicate the tests where any portion was translated by this interpreter.
☐ Workplace Documents ☐ Applied Math ☐ Graphic Literacy ☐ Observation ☐ Applied Technology

*Note: An interpreter must read the words as scripted and may not provide any additional information, explanation, or description of graphed values or graphic images.

Follow-up Test Coordinator Responsibilities
• Make a copy of the completed agreement(s) for your records.
• After testing, return the original, signed agreements with the completed answer documents in the appropriate envelope.
• Scores will not be released until ACT receives this signed form for each examinee authorized for these services.
ACT WorkKeys Scribe's Agreement

Purpose of this form
This agreement form is signed by a transcriber to indicate their consent to abide by ACT transcriber policies.

Complete this agreement only if an examinee has been authorized to use a transcriber, brailler, computer, or speech-to-text software. Examinees approved for a transcriber or speech-to-text software must test individually. Examinees using computers or braille devices may test as a group. The transcriber also serves as the room supervisor if they are the only testing staff in the room.

Test Site Name

ACT High School Code

City, State

Test Date(s)

Test Coordinator Name [printed]

Room Supervisor Name [printed]

Examinee Name [printed]

Transcriber Name [if different from Room Supervisor]

Transcriber Agreement
ACT requires the transcriber to provide their signature to the following statement:

“I certify that I have read, understand, and agree to administer the test in accordance with the policies in the administration manual, and according to what was authorized for the examinee. I further assure ACT that, if authorized, responses are transcribed verbatim, the examinee is tested individually, grammar check is turned off on the software program for the computer used, and the examinee’s responses are erased from the computer or brailler.”

Transcriber Signature

Date

Follow-up Test Coordinator Responsibilities
- Make a copy of the completed agreement(s) for your records.
- After testing, return the original, signed agreements with the completed answer documents in the appropriate envelope.
- Scores will not be released until ACT receives this signed form for each examinee authorized for these services.
ACT Test Security

Anonymous Security Hotline

Testing staff are expected to report test administration irregularities and security issues to ACT Test Administration by completing an Irregularity Report or calling 800.553.6244 ext. 2800. Immediate reporting to ACT Test Administration is critical to the standardized administration of the tests.

In exceptional situations, testing staff may wish to file an anonymous report about concerns that tests may have been compromised. If you wish to report such concerns anonymously, you may do so at www.act.ethicspoint.com.

ACT Test Security Principles

1. Ensure that ACT business processes, distribution models, tests, test scores, and the information and insights we provide are "secure by design."
2. Protect the integrity of our testing assets and the information and insights ACT provides throughout the entire life cycle of a test (from test concept to development, delivery, reporting, investigation, and remediation).
3. Promote conduct that enhances test security. Deter and detect conduct that will materially and negatively affect the reputation and integrity of our testing assets, test scores, the information and insights ACT provides, and the ACT brand.
4. Ensure that a reported test score and associated information are accurate and valid indicators of the test taker’s own achievements, behaviors, and/or goals.
5. Foster effective communication that enables prompt reporting and resolution of test security concerns.
6. Ensure that everyone in the testing process is aware of, competent for, and supported in their roles. Avoid placing individuals or organizations in situations that may pose or appear to pose a conflict of interest or a safety concern.
7. Build a sense of community, collaboration, and trust that engages and empowers people to act upon these principles.