



**ACT**<sup>®</sup> WorkKeys<sup>®</sup>  
Curriculum

# COURSES



## PROBLEM:

Individuals are entering the workforce without the skills employers need.



## SOLUTION:

**ACT® WorkKeys® curriculum**, a solid first step toward closing skills gaps and improving workforce quality.

The WorkKeys curriculum is a proven tool for helping individuals acquire skills critical to workplace success — and represents the more than 25 years of hard work we’ve put into understanding and improving career readiness.

### Benefits for All

The curriculum is easy to implement and can be accessed from any computer or tablet with a browser that supports HTML5. No apps to install. No plugins necessary. It’s that simple.

Also, a WorkKeys curriculum site license for your institution provides you with unlimited access to the curriculum. That means that as you serve more learners, your per person cost actually decreases.

### Gain the WorkKeys Curriculum Advantage

Boost job skills, enable greater individual success, and deliver a highly productive workforce with WorkKeys.

**Learn more at [act.org/workkeys-curriculum](https://act.org/workkeys-curriculum).**



# WORKKEYS-NCRC ALIGNED COURSES

The **ACT WorkKeys curriculum** is the only curriculum built from the ground up to align with the ACT® WorkKeys® National Career Readiness Certificate™ (NCRC®) assessments. To earn the WorkKeys NCRC, candidates must successfully complete WorkKeys Applied Math, Graphic Literacy, and Workplace Documents assessments.



## APPLIED MATH

### LEVEL 1

- Introduction
- Counting
- Numbers & Sequences
- Addition
- Subtraction
- Multiplication
- Division

### LEVEL 2

- Introduction
- Word Problems
- Money
- Time
- Measurement
- Fractions, Percentages, & Decimals
- Level 1 & 2 Quiz

### LEVEL 3

- Introduction
- Using Addition in the Workplace
- Using Subtraction in the Workplace
- Adding & Subtracting Negative Numbers in the Workplace
- Multiplying in the Workplace
- Dividing in the Workplace
- Using Fractions in the Workplace
- Converting Units in the Workplace
- Quiz

### LEVEL 4

- Introduction
- Using Fractions & Decimals
- Multiplying Mixed & Whole Numbers
- Using Rates, Ratios, & Proportions
- Calculating Averages in the Workplace
- Quiz

### LEVEL 5

- Introduction
- Fractions with Unlike Denominators
- Calculating Percentages
- Converting Units
- Finding Geometric Measurements
- Quiz

### LEVEL 6

- Introduction
- Calculating Rates
- Calculating Percentage Change
- Converting Units
- Geometric Calculations
- Finding Mistakes & Deals
- Quiz

### LEVEL 7

- Introduction
- Advanced Ratios, Rates, & Proportions
- Complex Geometric Measurements
- Converting Units of Measurement
- Applied Mathematical Reasoning
- Basic Statistical Concepts
- Quiz

# WORKKEYS-NCRC ALIGNED COURSES (CONT.)



## GRAPHIC LITERACY

### LEVEL 1

- Introduction
- Graph Words
- Graph Symbols
- Putting Things in Order
- Basic Graphs
- Following Directions
- Reading Graphs

### LEVEL 2

- Introduction
- Order of Graphs
- Types of Graphs
- Tools Used in Graphs
- Creating Graphs
- Using Different Graphs
- Purpose of Graphs
- Level 1 & 2 Quiz

### LEVEL 3

- Introduction
- Finding Information in Tables
- Reading Simple Charts & Graphs
- Reading & Using Forms
- Reading Simple Gauges
- Simple Diagrams
- Reading Simple Flowcharts
- Quiz

### LEVEL 4

- Introduction
- Understanding Tables
- Interpreting Charts & Graphs
- Understanding Dashboards
- Identifying Trends
- Quiz

### LEVEL 5

- Introduction
- Scatter Plots
- Combination Charts & Graphs with Secondary Y-Axis
- Complex Diagrams
- Choosing Effective & Accurate Graphics
- Real-World Decisions with Graphics
- Quiz

### LEVEL 6

- Introduction
- Interpreting Graphs with a Secondary Y-Axis
- Uncommon Charts & Graphs
- Real-World Decisions with Graphics
- Interpreting & Comparing Trends
- Quiz

### LEVEL 7

- Introduction
- Making Decisions with Complex Maps & Diagrams
- Analyzing Financial Data in Graphs
- Interpreting Trends & Making Predictions
- Quiz



# WORKKEYS-NCRC ALIGNED COURSES (CONT.)



## WORKPLACE DOCUMENTS

### LEVEL 1

- Introduction
- Visual Comprehension
- Sequencing Skills
- Alphabetical Ordering
- Spelling
- Building Vocabulary

### LEVEL 2

- Introduction
- Identifying Sentence Parts-Nouns
- Identifying Sentence Parts-Verbs
- Word Forms
- Following Directions & Instructions
- Common Abbreviations
- Personal Information
- Text Comprehension
- Level 1 & 2 Quiz

### LEVEL 3

- Introduction
- Reading Emails, Memos, & Policies
- Finding the Main Idea in a Text
- Identifying Key Details
- Following Instructions
- Quiz

### LEVEL 4

- Introduction
- Identifying the Main Idea & Key Details
- Following Instructions
- Learning New Vocabulary from Context
- Quiz

### LEVEL 5

- Introduction
- Using Documents to Make Decisions
- Acronyms, Jargon, & Technical Terms
- Reading Contracts & Legal Documents
- Quiz

### LEVEL 6

- Introduction
- Understanding the Reasoning & Principles Behind a Text
- Inferring Details & Reading Between the Lines
- Unfamiliar Jargon & Technical Terms
- Quiz

### LEVEL 7

- Introduction
- Defining Jargon & Other Difficult Words
- Inferring the Principles Behind a Policy or Regulation
- Drawing Conclusions & Making Decisions from Incomplete Information
- Quiz



# WORKKEYS-ALIGNED COURSES

Beyond courses that align with the WorkKeys NCRC assessments, WorkKeys-Aligned Courses prepare individuals to take the other WorkKeys assessments — Applied Technology, Business Writing, and Workplace Observation — to advance their professional development even further.



## APPLIED TECHNOLOGY

- What Is Problem Solving?
- Problem-Solving Methods
- Compartmentalizing
- Common Concepts
- Other Problem-Solving Models



## APPLIED TECHNOLOGY ELECTRICITY

### UP TO LEVEL 3

- Introduction
- Voltage & Current
- Resistors
- Circuits & Switches
- Capacitors
- Inductors
- Series & Parallel Circuits
- Circuit Breakers
- Multimeters
- Troubleshooting Exercises
- Quiz

### LEVEL 4

- Introduction
- Magnets & Electricity
- Alternating & Three-Phase Current
- Transformers
- Motors & Generators
- Ohm's Law
- Grounding & GFCIs
- Lighting Types
- Relays & Solenoids
- Troubleshooting Exercises
- Quiz

### LEVEL 5

- Introduction
- Digital Circuits
- Printers
- Photocopying
- Computers
- Information Storage Devices
- Troubleshooting Exercises
- Quiz

### LEVEL 6

- Introduction
- Thermocouples & Thermostats
- Analog/Digital Converters
- Electronic Scales
- Light Sensors & Emitters
- Solar Cells
- Troubleshooting Exercises
- Quiz





# WORKKEYS-ALIGNED COURSES (CONT.)



## APPLIED TECHNOLOGY FLUID DYNAMICS

### UP TO LEVEL 3

- Introduction
- Pressure & Flow
- Flotation
- Pipes & Valves
- Pumps
- Troubleshooting Exercises
- Quiz

### LEVEL 4

- Introduction
- Gases & Pressure
- Vacuum
- Compression Heating
- Troubleshooting Exercises
- Quiz

### LEVEL 5

- Introduction
- Piping Problems
- Flow Measurement Devices
- Mixing & Turbulence
- Troubleshooting Exercises
- Quiz

### LEVEL 6

- Introduction
- Hydraulic Cylinders
- Piping Systems
- Troubleshooting Exercises
- Quiz



## APPLIED TECHNOLOGY MECHANICS

### UP TO LEVEL 3

- Introduction
- Force & Pressure
- Friction & Inertia
- Planes & Levers
- Torque & Gears
- Wheels & Pulleys
- Springs & Stored Energy
- Troubleshooting Exercises
- Quiz

### LEVEL 4

- Introduction
- Screws
- Acceleration
- Rotation
- Center of Gravity
- Troubleshooting Exercises
- Quiz

### LEVEL 5

- Introduction
- Bearings
- Lubrication
- Conveyors
- Sound & Vibration
- Troubleshooting Exercises
- Quiz

### LEVEL 6

- Introduction
- Gas Engines
- Alternative Power
- Hybrid Engines
- Troubleshooting Exercises
- Quiz

# WORKKEYS-ALIGNED COURSES (CONT.)



## APPLIED TECHNOLOGY THERMODYNAMICS

### UP TO LEVEL 3

- Introduction
- Temperature & Heat
- Conduction
- Thermal Expansion
- Convection
- Radiation
- Troubleshooting Exercises
- Quiz

### LEVEL 4

- Introduction
- Melting & Freezing
- Evaporation & Condensation
- Boiling
- Refrigeration
- Troubleshooting Exercises
- Quiz

### LEVEL 5

- Introduction
- Heat Exchangers
- Ovens & Furnaces
- Boilers
- Troubleshooting Exercises
- Quiz

### LEVEL 6

- Introduction
- Cooling Towers
- Solar Heating Systems
- Troubleshooting Exercises
- Quiz



## BUSINESS WRITING

### LEVEL 1

- Introduction
- Sentence Structure
- Nouns
- Verbs
- Punctuation
- Spelling
- Developing Ideas
- Organizing Ideas
- Writing Exercises
- Practice Problems
- Quiz

### LEVEL 2

- Introduction
- Sentence Structure
- Describing Words
- Punctuation & Spelling
- Organization
- Proofreading
- Writing Practice
- Developing Ideas
- Writing Strategy & Outlining
- Writing Exercises
- Practice Problems
- Quiz

### LEVEL 3

- Introduction
- Sentence Structure
- Nouns & Verbs
- Punctuation
- Organization
- Developing Ideas
- Organizing Ideas
- Writing Exercises
- Practice Problems
- Quiz



# WORKKEYS-ALIGNED COURSES (CONT.)

## LEVEL 4

- Introduction
- Grammar & Punctuation
- Vocabulary
- Organization
- Developing Ideas
- Organizing Ideas
- Writing Style
- Writing Exercises
- Practice Problems
- Quiz

## LEVEL 5

- Introduction
- Sentence Structure
- Parts of Speech: Building Blocks
- Parts of Speech: Describing Words
- Punctuation & Capitalization
- Organization
- Proofreading
- Persuasive Writing I
- Persuasive Writing II
- Writing Exercises
- Practice Problems
- Quiz



## WORKPLACE OBSERVATION

## LEVEL 1

- Introduction
- Preparing to Observe
- Recognizing Main Ideas
- Memory & Visualization
- Procedure Steps
- Quiz

## LEVEL 2

- Introduction
- Paying Attention to Details
- Memory Skills
- Sequencing Skills
- Conditions in Procedures
- Workplace Observation Exercises
- Quiz

## LEVEL 3

- Introduction
- Interpreting What You Observe
- Details & Differences
- Multiple Conditions
- Memory Skills
- Workplace Observation Exercises
- Quiz

## LEVEL 4

- Introduction
- Underlying Principles
- Cause-Effect Relationships
- Complex Procedures
- Drawing Conclusions
- Workplace Observation Exercises
- Quiz

## LEVEL 5

- Introduction
- Details, Differences, & Distractions
- Evaluating Processes
- Predicting Outcomes
- Workplace Observation Exercises
- Quiz

# ESSENTIAL SKILLS COURSES

Developing technical skills is crucial for on-the-job success, but the WorkKeys curriculum goes further by addressing life and employability skills with courses like Working in Teams, Work Discipline, Problem Solving & Critical Thinking, and Financial Awareness. It's all part of our dedication to help develop a person holistically, not just technically.



## WORKING IN TEAMS

### TEAMWORK PART 1

- Introduction to Teamwork 1
- Team Membership
- Team Mission & Goals
- Building Team Relationships
- Participating in Team Meetings
- Effective Communication 1
- Teamwork Exercises
- Quiz

### TEAMWORK PART 2

- Introduction to Teamwork 2
- Effective Communication 2
- Team Types
- Problem Solving/Decision Making
- Managing Team Conflict
- Teamwork Exercises
- Quiz



## INTERPERSONAL & BUSINESS COMMUNICATION

### BUSINESS

- Effective Business Communications
- Email & Phone Communications
- Participating in Meetings
- Internet & Social Media
- Problem Solving & Negotiation
- Making Effective Presentations
- Communicating Across Cultures
- Quiz

## INTERPERSONAL

- The Communication Process
- Presenting Yourself to Others
- Active Listening
- Nonverbal Communication
- Communication Barriers
- Handling Conflict
- Quiz



## WORK DISCIPLINE

### TIME MANAGEMENT

- Introduction to Time Management
- Organizing & Planning
- Setting & Managing Priorities
- Overcoming Procrastination
- Managing Tasks & Projects
- Quiz

### SELF-MANAGEMENT

- Introduction to Self-Management
- Setting & Achieving Goals
- Balancing Work & Personal Responsibilities
- Managing Emotions & Behavior
- Coping with Stress & Change
- Quiz

# ESSENTIAL SKILLS COURSES (CONT.)

## EMPLOYER EXPECTATIONS

- Behavioral Expectations
- Personal Presentation
- Following Rules & Procedures
- Fitting in at Work
- Behaving Ethically
- Counterproductive Work Behaviors
- Quiz

## JOB PERFORMANCE FACTORS

- Introduction
- Attitude & Job Performance
- Being Responsible & Dependable
- Initiative & Perseverance
- Flexibility & Adaptability
- Learning & Skill Development
- Quiz



## CUSTOMER SERVICE

- Customer Service Basics
- Serving Customers in Person
- Serving Customers by Phone
- Serving Customers Online
- Handling & Resolving Complaints
- Dealing with Difficult Customers
- Service Excellence
- Quiz



## PROBLEM SOLVING & CRITICAL THINKING

- What Is Problem Solving?
- Thinking Critically
- Problem-Solving Strategies
- The Problem-Solving Process
- Negotiating to Solve Problems
- Quiz



## FINANCIAL AWARENESS

### CHECKING & SAVINGS ACCOUNTS

- Introduction to Checking & Savings Accounts
- Checking Account Basics
- Managing a Checking Account
- Managing a Savings Account
- Online Banking
- Quiz

### BUDGETING

- Introduction to Budgeting
- Calculating Household Income
- Creating a Budget
- Managing Your Budget
- Spending & Saving
- Quiz

### CREDIT CARDS & LOANS

- Introduction to Credit Cards & Loans
- Credit Basics
- Understanding Credit Cards
- Understanding Loans
- Managing Your Credit
- Repairing Your Credit
- Quiz

### INSURANCE

- Introduction to Insurance
- Automobile Insurance
- Homeowner's & Renter's Insurance
- Health Insurance
- Life Insurance
- Quiz



# ESSENTIAL SKILLS COURSES (CONT.)

## FINANCIAL PLANNING & INVESTING

- Introduction to Financial Planning
- Creating a Financial Plan
- Understanding Savings Accounts
- Investing Basics
- Understanding Investments
- Saving & Investing for Retirement
- Quiz







[act.org/workforce](https://act.org/workforce)