



ACT® WorkKeys® 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.

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