How to Contact ACT

For questions regarding test administration, additional materials, report forms, and security of test materials:

**Address**

ACT WorkKeys Operations  
301 ACT Drive  
PO Box 168  
Iowa City, IA 52243-0168

**Hours of Operation**

Use the table below to determine when ACT staff are available.

<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 at ACT’s discretion.*

**Phone**

Use the table below to determine how to contact ACT for general inquiries or test day assistance.

<table>
<thead>
<tr>
<th>If you are in ...</th>
<th>Then call ...</th>
<th>Or fax ...</th>
</tr>
</thead>
<tbody>
<tr>
<td>United States or Canada</td>
<td>800.967.5539</td>
<td>319.337.1467</td>
</tr>
<tr>
<td>International</td>
<td>319.337.1380</td>
<td>319.337.1467</td>
</tr>
</tbody>
</table>

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

**Email**

For questions:  workkeys@act.org

**Manual Verification Form:**

Proctors, Room Supervisors, and Test Coordinators must complete this form.  
https://forms.act.org/workkeys-private/forms/manual.html
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Introduction

This manual provides information to ensure that ACT WorkKeys® Online testing is conducted according to ACT standards, policies, and procedures. All ACT WorkKeys Online testing staff must read this manual and be familiar with its contents.

**Reading this manual and completing the Manual Verification Form is required.** When testing staff which includes test coordinator, back-up test coordinator, room supervisor, and proctor have finished reading the administration manual, each person must complete the Test Site Staff ACT WorkKeys Manual Verification Form at [https://forms.act.org/workkeys-private/forms/manual.html](https://forms.act.org/workkeys-private/forms/manual.html). After testing staff has read this manual and completed the form, testing may begin.

**ACT® Stack™**

ACT Stack is a web-based user interface that will be used by testing staff to manage and access the assessments. Stack is the administration site that is used to register and assign assessments to examinees and to create registrations for additional testing staff. This site is also used to authorize assessments and print individual score reports for completed assessments.

ACT has established a specific account for your organization based on your ACT WorkKeys Online application. The person listed on your application as the primary contact person has been assigned a User ID and password by ACT that will allow him/her to access your account and complete administrative functions. ACT has emailed the URLs, login information, and site name(s) to the primary contact person at your site. The staff members responsible for administering the tests are the only persons authorized to have access to the administration realm URL. For more information on the ACT Stack portal please visit the Stack resources page at [www.act.org/stack-international/resources](http://www.act.org/stack-international/resources).
ACT WorkKeys Policies and Procedures

Introduction
For the ACT WorkKeys tests to successfully measure examinees’ skills, they must be uniformly administered. As a person giving these tests, you therefore assume important professional responsibilities.

As with all standardized testing, it is critical that the procedures you employ are identical to those at other testing sites. If you have any questions that are not addressed in the manual, be sure to call ACT for instructions. Following ACT WorkKeys policies and procedures helps you create a fair testing environment.

Standardized Procedures
Throughout this manual, there are detailed directions for selecting facilities and staff, protecting test security, and administering tests in a standardized manner.

All test site personnel are required to read the materials provided by ACT, including this manual. Adherence to these standardized procedures is mandatory.

Day and Time of Testing
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.

Investigations
In cases of suspected or documented irregularities, all testing staff are obligated to cooperate fully with ACT and respond to requests for information in a timely manner.
Confidentiality
Information about examinees is confidential, including their names. To ensure confidentiality, you and your testing staff may not copy documents containing individually identifiable information to use for any purpose other than administering the tests.

Equal Treatment
All testing staff are required to administer and supervise ACT WorkKeys tests in a nondiscriminatory manner and in accordance with all applicable laws.

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:


Facilities and Staff
The test coordinator is obligated to provide both acceptable facilities and qualified staff. Only qualified staff and authorized observers can be in the test rooms during testing.

Authorized Observers
An observer with ACT identification may visit your test site. The visit may or may not be announced in advance. Always ask for ACT identification or an ACT authorization letter. If the observer cannot provide either, deny admission and call ACT immediately. If the observer provides appropriate authorization, you are expected to cooperate fully. If you have any concerns about the observer’s visit, call ACT immediately.

Unauthorized Persons 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 test rooms or preliminary activities. They must stay away from the test site until after the administration. Under no circumstances are cameras of any type allowed in 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 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 answered uniformly.
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 in accordance with your school’s policies. Contact security personnel at your school or local law enforcement if you need assistance. Do not put yourself or others at risk. Document the details of the incident on the Irregularity Report.

Prohibited Use of Cell Phones and Electronic Devices
Examinees may not handle or access a cell phone or electronic device at any time in the testing room or during breaks, unless approved by ACT for medical purposes (e.g., cell phone use with an insulin pump). This includes smart watches, fitness bands, and any other devices with recording, internet, or communications capabilities.

All devices, including cell phones and wearable devices, must be turned off and placed out of sight.

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.

Right to Terminate
ACT reserves the right to terminate its relationship with any testing site without advance notice if ACT determines, in its sole discretion and for any reason, that such termination is appropriate.
Testing Facility Requirements

Introduction
This section focuses on how to arrange for facilities before test day.

Accessibility
Under the Americans with Disabilities Act (ADA), ACT WorkKeys tests must be offered in locations accessible to individuals with disabilities. If this is not possible, alternative arrangements must be made for these individuals.

Type and Size of Rooms
The test coordinator is responsible for selecting and reserving test rooms. Be sure to reserve the room for each day you will be testing. When selecting your facilities, make sure the building will be open on test day(s) and that the test rooms and restrooms will be unlocked.

Select rooms that are not so small as to be crowded or so large that test security will be difficult to maintain. Arrange your seating to prevent examinees from communicating with neighbors or from looking at other examinees’ monitors.

Distractions
Choose rooms as free from distraction as possible. An uninterrupted period is required for testing. Post signs outside the test room(s) to warn that testing is in progress and quiet is required. If possible, obtain the cooperation of your site’s administrators in turning off audible signals that normally sound at the beginning and end of classes or shifts, and ensure that announcements are not made on the public address system during the test session.
Environment
Make sure the lighting, temperature, and ventilation in each room allow examinees to give their full attention to the test.

Other Events
Check your site’s calendar to determine what other events are scheduled on test day before reserving your test rooms. Try to use rooms as free as possible from potential distractions.

Room Setup
To ensure a fair and secure testing environment:

• Testing staff must be able to freely circulate around the room to reach each examinee.
• Cover test topic information on walls or boards, such as charts, strategy maps, or other aids. (Geographical maps and periodic tables do not need to be covered.)
• The room supervisor must be able to monitor the examinees from a central location in the room.

Seating Arrangements
Seating arrangements must minimize any possibility of prohibited behavior. In all cases, it is critical that examinees cannot see each other’s screens. Table 1 contains additional requirements.

Table 1. Seating Arrangement Requirements

<table>
<thead>
<tr>
<th>If the room has</th>
<th>Then workstations</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>No</strong> carrels, dividers,</td>
<td>• Must face the same direction</td>
</tr>
<tr>
<td>or partitions between</td>
<td>• Must be distanced so examinees are at least three</td>
</tr>
<tr>
<td>workstations</td>
<td>feet apart (side-to-side measured shoulder-to-shoulder)</td>
</tr>
<tr>
<td></td>
<td>and at least five feet apart (front-to-back measured</td>
</tr>
<tr>
<td></td>
<td>head-to-head)</td>
</tr>
<tr>
<td></td>
<td>• May not face the wall or each other</td>
</tr>
<tr>
<td></td>
<td>• Must be set up so that examinees in one row cannot</td>
</tr>
<tr>
<td></td>
<td>see the screens of any computers in front of them</td>
</tr>
<tr>
<td>Carrels, dividers, or</td>
<td>• Do not need to face the same direction</td>
</tr>
<tr>
<td>partitions between</td>
<td>• May face the wall or each other as long as there is</td>
</tr>
<tr>
<td>workstations</td>
<td>adequate privacy between examinees</td>
</tr>
</tbody>
</table>

A u-shaped seating configuration
• Must face the wall and not each other
Testing Staff Requirements

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

Who May Act as Staff
Members of the staff must be people of integrity. Room supervisors and proctors might include current or retired faculty members, human resources staff, trainers, school administrative or clerical employees, substitute teachers, student teachers, or teachers’ aides.

Who May Not Act as Staff
The following people may not act as testing staff:

- High school students, volunteers, and lower-division undergraduates.
- Anyone who intends to take ACT WorkKeys tests within the next 12 months.
- Anyone involved in ACT WorkKeys test preparation activities 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 commercial enterprise.)

In addition, to protect relatives or wards from allegations of impropriety, if any relative or ward will test at your site:

- You may not serve as test coordinator or back-up test coordinator for the administration of the tests that day. You must delegate all supervisory responsibilities for that date to a qualified colleague.
- 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.

Relatives and wards include children, stepchildren, grandchildren, nieces, nephews, siblings, in-laws, spouses, and persons under your guardianship. Scores for an examinee will be cancelled if any of these policies are violated.
Attentiveness
Staff must remain attentive to their testing responsibilities throughout the entire administration. Reading (except this manual or supplemental policy information), 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. No one, including testing staff, may eat or drink in the test room (unless approved for medical reasons). See “Prohibited Items in the Test Room,” page 27.
Walk around the test room as it discourages prohibited behavior and also makes you available to answer questions or respond to illness.

Overview of Staff Roles
You will find references to the roles below throughout this manual. Depending on your site’s specific staffing resources, you may have a separate person fulfilling each role or one or more persons fulfilling multiple roles.

Test Coordinator
The test coordinator ensures that examinees testing at your site under the same conditions as examinees at every other site.
Specific responsibilities are outlined in Table 2.

Table 2. Specific Test Coordinator Responsibilities

<table>
<thead>
<tr>
<th>Category</th>
<th>Responsibilities</th>
</tr>
</thead>
<tbody>
<tr>
<td>Facilities and Staffing</td>
<td>• Selecting and reserving test rooms</td>
</tr>
<tr>
<td></td>
<td>• Preparing test rooms for test day according to ACT guidelines</td>
</tr>
<tr>
<td></td>
<td>• Selecting and training qualified testing staff</td>
</tr>
<tr>
<td>Before Testing</td>
<td>• Completing all training and submitting the manual verification form</td>
</tr>
<tr>
<td></td>
<td>• Ensuring basic examinee registration is complete</td>
</tr>
<tr>
<td></td>
<td>• Ensuring examinees who might need and/or request special testing arrangements are aware of accommodations available to them</td>
</tr>
<tr>
<td></td>
<td>• Reading this manual and following its policies and procedures</td>
</tr>
<tr>
<td></td>
<td>• Communicating prohibited behaviors and items to examinees</td>
</tr>
<tr>
<td></td>
<td>• Preparing rosters and organizing test materials</td>
</tr>
<tr>
<td></td>
<td>• Verifying all technical requirements</td>
</tr>
<tr>
<td>On Test Day</td>
<td>• Preparing computers for test day</td>
</tr>
<tr>
<td></td>
<td>• Conducting a briefing session for testing staff</td>
</tr>
<tr>
<td></td>
<td>• Admitting examinees to room</td>
</tr>
<tr>
<td></td>
<td>• Supervising and assisting staff during testing</td>
</tr>
<tr>
<td></td>
<td>• Monitoring test sessions</td>
</tr>
<tr>
<td></td>
<td>• Serving as a room supervisor as needed</td>
</tr>
<tr>
<td></td>
<td>• Handling and documenting any irregularities</td>
</tr>
<tr>
<td></td>
<td>• Ensuring all examinees submit their tests</td>
</tr>
<tr>
<td>After Testing</td>
<td>• Ensuring completeness and accuracy of all test day documentation</td>
</tr>
<tr>
<td></td>
<td>• Cooperating with ACT in resolving irregularities</td>
</tr>
</tbody>
</table>
Substitute Test Coordinator

The test coordinator should select a substitute test coordinator. If the test coordinator becomes ill or is otherwise unable to be present on test day, the substitute serves as test coordinator. The substitute is encouraged to assist the test coordinator prior to, during, and after testing.

Room Supervisor

Each room is required to have a room supervisor who is able to serve for the entire session. The test coordinator may serve as room supervisor if only one room is used.

Specific responsibilities are outlined in Table 3.

Table 3. Specific Room Supervisor Responsibilities

<table>
<thead>
<tr>
<th>Topic</th>
<th>Responsibilities</th>
</tr>
</thead>
<tbody>
<tr>
<td>Preparing for Test Day</td>
<td>• Reading this manual and complying with the policies and procedures it describes.</td>
</tr>
<tr>
<td></td>
<td>• Attending both the training and briefing sessions conducted by the test coordinator.</td>
</tr>
<tr>
<td></td>
<td>• Providing an environment conducive to testing.</td>
</tr>
<tr>
<td>Check-In Activities</td>
<td>• Checking ID or personally recognizing examinees.</td>
</tr>
<tr>
<td></td>
<td>• Marking attendance/ID on the roster.</td>
</tr>
<tr>
<td></td>
<td>• Admitting examinees into the test room and directing them to seats.</td>
</tr>
<tr>
<td></td>
<td>• Completing all test day documentation forms.</td>
</tr>
<tr>
<td></td>
<td>• Monitoring examinees during the entire test session to discourage and detect prohibited behavior.</td>
</tr>
<tr>
<td>After Testing</td>
<td>• Collecting and accounting for all scratch paper (for the Applied Math test only) before dismissing examinees.</td>
</tr>
<tr>
<td></td>
<td>• Recording detailed documentation of any irregularities.</td>
</tr>
<tr>
<td></td>
<td>• Returning all forms to the test coordinator after testing.</td>
</tr>
</tbody>
</table>

Proctor

A proctor may be used to assist a room supervisor or the test coordinator if 25 or fewer examinees are testing. A proctor is required (in addition to the room supervisor) if 26 or more examinees are testing in a room.

Use the scale in Table 4 to determine the minimum number of proctors required in each room. Specific responsibilities are outlined in Table 5.

Table 4. Determining Number of Proctors Per Room

<table>
<thead>
<tr>
<th>Examinees assigned per room</th>
<th>Proctors required per room</th>
</tr>
</thead>
<tbody>
<tr>
<td>1-25</td>
<td>0</td>
</tr>
<tr>
<td>26-50</td>
<td>1</td>
</tr>
<tr>
<td>51-100</td>
<td>2</td>
</tr>
<tr>
<td>Each additional 50 (or portion thereof)</td>
<td>+1</td>
</tr>
</tbody>
</table>
Table 5. Specific Proctor Responsibilities

<table>
<thead>
<tr>
<th>Topic</th>
<th>Responsibilities</th>
</tr>
</thead>
<tbody>
<tr>
<td>Preparing for Test Day</td>
<td>• Reading this manual and complying with the policies and procedures it describes.</td>
</tr>
<tr>
<td></td>
<td>• Attending both the training and briefing sessions conducted by the test coordinator.</td>
</tr>
<tr>
<td>Check-In Activities</td>
<td>• Helping mark attendance/ID on the roster.</td>
</tr>
<tr>
<td></td>
<td>• Helping admit examinees into the room and direct them to seats.</td>
</tr>
<tr>
<td>Maintaining Security</td>
<td>• Monitoring testing progress.</td>
</tr>
<tr>
<td></td>
<td>• Monitoring for prohibited behavior.</td>
</tr>
<tr>
<td></td>
<td>• Reporting any irregularities to the room supervisor immediately.</td>
</tr>
<tr>
<td></td>
<td>• Accompanying examinees to the restroom if more than one leaves during the timed portion of the test.</td>
</tr>
</tbody>
</table>

Training Testing Staff

For standardized testing to occur successfully, staff members must understand their responsibilities. It is critical that the same procedures are followed at every test site. Training guidelines are as follows:

• Each testing staff member is to be provided with a complete copy of this manual before the training session. It is especially important that room supervisors and proctors read and understand the policies, procedures, and directions.

• On each test day, the test coordinator should hold a training session to discuss any last-minute issues that arise or concerns staff members may have.
Test Security Requirements

Security Requirements
Test URLs, User IDs, and passwords must be secure at all times. Staff access to the administration realm URL, User IDs, and passwords must be limited to only the activities necessary while preparing for test days and the test administration itself. Unauthorized personnel must never have access to the administration realm.

Security of Test Materials
ACT WorkKeys tests are copyrighted and cannot be photocopied, used for any purpose other than testing, or opened by any person other than the examinee on test day. Testing staff and examinees are prohibited from disclosing test questions or response choices to anyone. Scores earned by examinees who may have had advance access to test content will be canceled. These scores will not be reported to examinees or testing locations, and will be ineligible for the ACT® WorkKeys® Career Readiness Certificate® (ACT® WorkKeys® CRC®).

Security During the Administration
To ensure security during a test administration, follow the policies below.
• Never allow examinees to stand behind you when entering your User ID and password.
• Never use the administration realm URL on examinees’ computers.
• Change your password once a month.
• Prevent and detect prohibited behavior by adhering to seating space requirements, directing examinees to specific seats, and actively monitoring examinees throughout the administration.
• Never leave examinees in an unattended room, even momentarily, even if only one examinee is in the room. Ensure that each test room has sufficient staff for the number of examinees present.
Preparing for Test Day

Introduction
The ACT WorkKeys system is designed to be a flexible system of assessments administered on a schedule determined by the test coordinator. It is the responsibility of the test coordinator to contact the testing site to schedule a test day and time. It is also the responsibility of the test coordinator to make the test center available to ACT WorkKeys users.

The standard testing time is 55 minutes each for the *Applied Mathematics*, *Locating Information*, and *Reading for Information* assessments.

Materials Provided by Your Site
The site is responsible for providing the following items for each test room:
- Writing utensils
- Signs, cards, or other materials used in admission procedures
- Permissible calculators to lend to examinees for the *Applied Mathematics* test, if needed
- Scratch paper for the *Applied Mathematics* test (collect and shred after testing)
- Formula sheet—for the *Applied Mathematics* test, if requested

Instructions Before Test Day
Before test day, inform examinees that they must bring the following:
- Acceptable identification
- Writing utensils
- A permissible calculator for the *Applied Mathematics* test
- A word-to-word foreign language glossary is acceptable to use on all tests

Examinees are responsible for ensuring their calculators meet ACT standards. They are advised to check [www.act.org/calculator-policy.html](http://www.act.org/calculator-policy.html) or call toll-free 800.498.6481 for a recorded message about the latest list of prohibited calculators.

Inform examinees that no food, drink, cell phones, or other electronic devices will be allowed in the test rooms. Cell phones and other unapproved electronic devices may not be accessed from the time the examinee is admitted to the test room until they are dismissed from testing for the day (unless approved for medical reasons).
Roster

It is recommended that a roster is created for each test room. On the roster, write the name of each examinee scheduled to test.

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. You can mark attendance, the type of ID accepted, and the testing workstation number on that list on test day. You must retain a copy in your files for one year.

Breaks

If you are administering several sessions “back-to-back” in a continuous schedule, you should provide breaks between sessions. If you are giving only two tests, a 10-minute break is to be given. For longer continuous schedules, a break of 15 minutes after every two sessions or tests is to be given.

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.
Providing Test Arrangements with Standard-Time Testing

You may provide test arrangements using standard time testing if ALL of the following conditions are met:

- The arrangements must be consistent with the examinee's individualized education program (IEP), 504 plan, or official accommodations plan.
- The arrangements must not disrupt testing.
- The arrangements must not provide an advantage to the examinee over other examinees.
- The examinee must test with standard time.
- The examinee must not receive additional breaks.

Examples of these test arrangements include:

- Assigned seating (e.g., at the front end of the room)
- Testing in a quiet environment (e.g., small group or individual room)
- Wheelchair access
- Access to food, drink, and medication for examinees with medical needs. (These examinees should test separately to avoid disturbing other examinees.)
- A written copy of the general instructions or a sign language interpreter for the general instructions. (See “Testing Examinees with Hearing Impairments,” below.)
Testing Examinees with Hearing Impairments

Examinees with hearing impairments may be able to test with standard time, but they may require the assistance of an interpreter for spoken instructions or they may need to be seated near the front of the room so that the directions can be understood.

The following arrangements for examinees with hearing impairments who can test with standard time can be made:

- Seat an examinee using an interpreter at the front of the room. The interpreter, who may not be a relative, will sign all spoken instructions. The interpreter may also translate any questions from the examinee to testing staff and sign the responses to those questions. However, the interpreter may not translate or sign the test questions or answer any test questions for the examinee.
- Assign an examinee who can lip-read to a seat with a clear view of the room supervisor. Make sure all instructions are given in sight of the examinee.

Sign Language Interpreters

Sign language interpreters may be used to sign general instructions only. This is considered a test arrangement.

Sign language may not be used for test directions, passages, or items because it is an interpretation, not a word-for-word translation, and, as such, compromises the standardized testing experience.

The sign language interpreter must meet all of the following criteria:

- Be experienced in testing
- Be employed by the school district where the examinee attends school, if the examinee is a student
- Agree to administer the tests in compliance with the policies and procedures in this manual

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

- Not be a relative or guardian of the examinee
- Not be a private consultant or individual tutor whose fees are paid by the examinee or examinee’s family

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

Assistance in Recording Responses

When an examinee is unable to type or indicate responses using the keyboard, testing staff may mark responses as the examinee indicates the responses. If the examinee is giving verbal responses, the assessment must be administered in a separate room.
**English Language Learners and English as a Second Language**

English language learner (ELL) and English as a second language (ESL) do not qualify as disabilities under the ADA. Accommodations provided for ELL and ESL purposes—including the translation or interpretation of test items—are ineligible for ACT WorkKeys scores and the Career Readiness Certificate. See “ACT WorkKeys-Ineligible Accommodations,” page 23, for more information.

Separate from accommodations, you may allow the following for ELL and ESL examinees:

- A word-to-word foreign language glossary. Dictionaries with word definitions are prohibited. The examinee must supply the glossary, and the test coordinator must examine it prior to and after the test administration to ensure it does not contain notes or other unauthorized testing aids.
- Written and/or verbal test directions provided in the examinee’s native language and/or clarified for the examinee.
- Extended time testing, not to exceed time-and-a-half (requires qualification)

ACT WorkKeys English learner supports do not include:

- Translated test questions
- Translated pre-recorded audio
- Translated reader scripts (a human translator can translate the instructions and verbal instructions if reader scripts are needed)
- Use of an electronic translation device
General Accommodations Information

Use of Accommodations
In accordance with Title III of the Americans with Disabilities Act (ADA), and Section 504 of the Rehabilitation Act of 1973, ACT supports the use of test accommodations for individuals with disabilities who need accommodations to access the ACT WorkKeys tests.

Accommodations are for examinees who are eligible to receive test accommodations as explained on a current Individualized Education Program (IEP), Section 504 plan, or official accommodations plan.

Determining and Documenting Accommodations
The test coordinator is responsible for determining and documenting use of accommodations. (See “Written Documentation,” page 21.)

Available Accommodations
The only type of accommodations available for online testing is extended time. The extended time testing options are time-and-a-half, double time, or three hours.

Written Documentation
Some accommodations, such as enhanced lighting, special tables or chairs, and testing in a separate room do not require disability documentation. Written documentation is required for all other requests for accommodation. The documentation must be written by the diagnosing professional and must meet ALL of these guidelines:

1. States the specific disability as diagnosed.
2. Is current (no older than three years).*

* In some cases, such as cases involving permanent physical disabilities, older documentation may be acceptable, while in other cases, such as when the impairment is psychological or emotional, more recent documentation may be needed in order to determine the current functional limitations that result from the diagnosed impairment.
3. **Describes the presenting problem(s) and developmental history**, including relevant educational and medical history.

4. **Describes the comprehensive assessments** (neuropsychological or psychoeducational evaluations), including evaluation dates used to arrive at the diagnosis:
   - For learning disabilities, must provide test results (including subtests) with **standard scores** and/or percentiles, from
     a. an aptitude assessment using a complete, valid, and comprehensive battery,
     b. a complete achievement battery,
     c. an assessment of information processing, and
c. evidence that alternative explanations were ruled out.
   - For ADD/ADHD, must include:
     a. evidence of early impairment,
     b. evidence of current impairment, including presenting problem and diagnostic interview,
     c. evidence that alternative explanations were ruled out,
     d. results from valid, standardized, age-appropriate assessments, and
c. number of applicable DSM-5 criteria and how they impair the individual.
   - For visual, hearing, psychological, emotional, or physical disorders, must provide detailed results from complete ocular, audiologic, or other appropriate diagnostic examination.

5. **Describes the functional limitations or impairment (e.g., adverse effect on learning and academic achievement) resulting from the disability**, as supported by the test results.

6. **Describes specific recommended accommodations** and provides a rationale explaining how these specific accommodations address the functional limitations.

7. **Establishes the professional credentials of the evaluator**, including information about licensure or certification, education, and area of specialization.

The testing site is responsible for acquiring, keeping confidential, and maintaining such documentation for a period of at least one year.

If you are unsure about whether or not to ask for documentation or have other accommodations questions, call 800.WORKKEY (800.967.5539).
ACT WorkKeys-Ineligible Accommodations

If accommodations other than or in addition to ACT WorkKeys accommodations are used, the resulting scores are ineligible for an ACT WorkKeys CRC. These ineligible scores are not reported to examinees or to the testing site.

Examples of ineligible accommodations include, but are not limited to:
- Translation of test items
- Interpretation of test items
- Use of an electronic screen reader
- Use of dictionaries with word definitions
- Use of manipulatives or arithmetic tables
- Use of a testing aid

Reporting of Accommodations

ACT does not identify use of accommodations on any reports. WorkKeys scores reported for the ACT WorkKeys CRC are equivalent no matter if the tests are administered using standard time or with extended time. Scores achieved using extended time are fully reportable and ACT WorkKeys CRC eligible. Scores achieved using ineligible accommodations are not.

Eligibility for the ACT Career Readiness Certificate™

Scores on ACT WorkKeys assessments for examinees who take those assessments under accommodations that do not meet ACT standards will not be considered eligible for the ACT Career Readiness Certificate.
Test Day Activities

Introduction
The directions in this section are designed to help ensure a smooth administration of the ACT WorkKeys tests. If you have problems, many of the solutions are listed in this section, but if additional information is needed, call 800.967.5539 for assistance.

As noted in our policies, testing personnel must administer the tests in a nondiscriminatory manner and in accordance with all applicable laws. Slight differences in your perceived behavior can be magnified by examinees under stress.

Be sure every testing staff member has a complete copy of this manual in order to verify procedures for any situation that may occur.

Admitting 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. Admit examinees by checking them in, one-by-one, at the door of the test room. Do not allow an examinee to enter the room unless the room supervisor has verified the examinee’s identification and documented this on the roster. If an examinee cannot present acceptable ID at the door, do not admit him/her to the room. After ID is checked, admitted examinees must stay in the test room. If it is necessary for an examinee to leave, recheck ID upon his/her return.

Check that all cell phones used by testing staff are turned off before the tests begin. Do not admit examinees with ANY electronic devices (other than permitted calculators) to the test room. Do not allow examinees or staff to bring food or drink, including water, into the test room.

Verifying Examinee Identification
All examinees are required to present an acceptable form of identification (see page 26) or be personally recognized (face-to-face) by testing staff before being admitted to the test room. (If an examinee without acceptable ID is permitted to test, the examinee must be dismissed and he/she will not receive a score—even if acceptable ID is presented later.) You should mark the roster to indicate type of ID accepted.
Indicate the form of identification accepted for admitting each examinee:

- **P** = Photo ID
- **L** = ID Letter (Notarized)
- **R and initials** = Personal Recognition by Testing/Site Staff
- **-** = Absent (Absence must be indicated to verify an examinee was not present.)

### Acceptable Identification

All identification must be *original*, not a photocopy or reproduction. No stamped, computer generated, or reproduced signatures are allowed.

<table>
<thead>
<tr>
<th>Roster Notation</th>
<th>Type of ID</th>
<th>Criteria for Acceptance</th>
</tr>
</thead>
</table>
| **P**           | Current Official Photo ID | - Current (not expired); AND  
                  |                        | - Issued by a school, employer, or government agency;  
                  |                        | - Show the examinee’s first and last names; AND  
                  |                        | - Current photo clearly recognizable as the examinee.  
                  |                        | - Signature not required.  
                  |                        | - *Examples: driver’s license, passport, school ID* |
| **L**           | Notarized Statement with Photo | - Sworn statement by a notary public—who must not be a relative—identifying the examinee by name; AND  
                  |                        | - Attached, recent (within two years), recognizable photograph with the notary seal or stamp across a portion of the photo; AND  
                  |                        | - Signed by the examinee, in ink, in the presence of the notary public. |
| **R**           | Staff Recognition | - Examinees without any ID may be admitted only if they are personally recognized, face-to-face, by a member of the staff who is not a relative of the examinee; AND  
                  |                        | - That staff member’s initials must be printed legibly beside the examinee’s name on the roster (Note: without staff initials, personal recognition is invalid). |

If all examinees in a room were recognized by the same staff member, you may state that on the roster, indicating the name of the staff member (e.g., “all examinees in this room were recognized by ________”).
Examples of 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 printed on the photo
- Fishing or hunting license
- ID issued by an employer
- 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 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
- Web page with photo

Examinees Without Identification

If an examinee does not have acceptable ID, and staff cannot recognize him or her, then do not admit the examinee to the test room. If the examinee cannot present proper identification before student authorization tickets are distributed, deny admission. Complete an irregularity report.

Late Arrivals

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

**Policy on Cell Phones and Electronic Devices**
Unless approved by ACT for medical purposes (e.g., cell phone use with an insulin pump), examinees may not be in possession of or use cell phones or any other electronic devices at any time, including breaks, and the examinees must not be able to access them during testing. Examinees may use these devices only after being dismissed at the conclusion of testing.

**Prohibited Items in the Test Room**
Calculators may be used during the Applied Math test, but they must be turned off and put away when the examinee is not working on that test.

**Items That May Not Be Accessed in the Test Room**
Examinees must not use or access the following items at any time while in the test room:

- Cell phones and other electronic devices must be turned off and placed out of sight (Do not collect cell phones or other electronic devices from examinees; examinees should retain responsibility for them.)
- Textbooks, foreign language or other unapproved dictionaries, notes, or other aids
- Reading material
- Tobacco in any form
- Food and beverages, including water, unless approved for medical reasons

Examinees’ personal belongings must be placed under their seats, and examinees are not permitted to access them during testing.

*Note: Staff and examinees may bring snacks and beverages into the test room but may consume them only outside the test room during break.*

Staff may not eat, drink, use tobacco, or use cell phones (must be turned off or “silent”), recording or media devices in the test room.

Examinees may have a personal timepiece such as a watch, timer, or stopwatch, provided it is not:

- On the desk
- A distraction to others
- A prohibited device
Administering the Tests

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.

General Announcements to Examinees
Before testing begins, you may wish to make announcements regarding:

- **Calculators**: Read the current list of prohibited calculators. You can find the list at [www.act.org/calculator-policy](http://www.act.org/calculator-policy).
- **Cell phones and electronic devices**: All devices must be powered off and stored away from the time the examinee is admitted to the test room until they are dismissed from testing for the day (including during the break). If an examinee handles or accesses a device, or if a device activates, the examinee must be dismissed and his or her test will not be scored.
- **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. Because not all hats may hinder your ability to monitor the examinees, and some examinees may wear hats 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 policy and complete and finalize the test at that time. Some sites, for example, do not allow smoking on the grounds. Explain to the examinee the reason for the dismissal and document in full on the ACT WorkKeys Irregularity Report.
- **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. Explain that once the test is started, it will not be paused for a restroom break.
Calculators

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

- All problems on the Applied Mathematics test can be solved without a calculator.
- Examinees may only use a permitted calculator on the Applied Mathematics test.
- The calculator on the computer may NOT be used during testing.
- The calculator must be turned off and put away during all other tests.
- A current Calculator Policy is posted at www.act.org/calculator-policy.

~ Each room supervisor is responsible for printing the ACT Calculator Notice.
~ Post the printed ACT Calculator Notice for examinees to see (e.g., at check-in stations, test rooms, etc.).
~ This document may be read to examinees as a general announcement before testing begins.

Examinee responsibilities:
~ Ensure any calculator brought on test day is permitted.
~ Check www.act.org/calculator-policy or call 800.498.6481 for a recorded message about the current ACT calculator policy.

Formula Sheet

A formula sheet that includes all formulas required for the Applied Mathematics test is provided within the test. The examinee can show or hide the formula sheet at his or her discretion.

Monitoring the Test Room

All testing staff, room supervisors, and proctors are to remain attentive to their testing responsibilities throughout the entire administration. Examinees must feel that the staff are doing all they can to provide an irregularity-free administration. To protect the validity of individual test scores and maintain the security of test materials, the following must be observed:

- During the test, do not read, correct papers, or engage in any tasks not related to the administration of the test.
- Do not engage in conversation during testing or allow unauthorized personnel in the test room.
- Be attentive to examinees trying to access cell phones or electronic devices. Dismiss any examinees who violate the cell phone and electronic device policy.
- Do not leave a test room unattended at any time.
- The room supervisor must be in the room for the entire session, except when relieved by a proctor for a short break.
- Complete detailed documentation of any irregularities of which you are aware.
- Monitoring through glass partitions or via security cameras is not allowed.
- One room supervisor cannot supervise multiple rooms at the same time.

Note: A room supervisor is the person responsible for administering the test in a test room. If there is only one test room, the test coordinator is the room supervisor for that room.
Timing the Tests
The table below provides the standard time to administer the assessments.

Table 6. Test Times

<table>
<thead>
<tr>
<th>Type of Assessment</th>
<th>Length of Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reading for Information</td>
<td>55 minutes</td>
</tr>
<tr>
<td>Applied Mathematics</td>
<td>55 minutes</td>
</tr>
<tr>
<td>Locating Information</td>
<td>55 minutes</td>
</tr>
</tbody>
</table>

Examinees Who Leave During a Test and Return
Examinees may go to the restroom during testing, but it is best not to announce it. Explain that once the test has started, pausing the timer is not allowed for a restroom break. Be sure the same examinee returns after leaving. If you have doubts, recheck the identification.

Examinees that leave the test room during a timed test or return after timing has begun may not make up lost time. The absence need not be recorded on the Irregularity Report.

If two or more examinees are permitted to leave at the same time, the examinees must be accompanied by a proctor. If no proctor is available, only one examinee may leave the room at a time. Do not leave a test room unsupervised at any time.

Guessing
Instructions about guessing are included in the on-screen instructions. If examinees ask you about guessing, refer them to these instructions. Do not comment on or add in any way to the on-screen directions.

Examinee Questions about Test Items
If an examinee has a question or concern about a particular test item, instruct the examinee to “do the best you can.” Do not comment on or add in any way to the assessment. Avoid discussing examinee concerns during the assessment because this takes up testing time and may distract other examinees. After the assessment, include an explanation of the examinee’s question and the test name on the ACT WorkKeys Irregularity Report. If the examinee wants a response, be sure to include the name and address to which the response should be directed.

Options After Completing a Test
Explain to the examinees what you want them to do when they have completed a test. Options include:

- Quietly leave the room and take a break but be sure to return at the posted time for the next test. Remember, examinees may not have access to their cell phones, etc., between tests.
- Sit quietly and wait for the next test to begin.
- Begin the next test.
Irregularities

Irregularity Report
Complete an online ACT WorkKeys Irregularity Report (available on the ACT Stack Resources page at www.act.org/stack-international/resources) 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.

Group Irregularities

Overview
A group irregularity is one that affects a group of examinees (e.g., one room or the entire site). If this occurs, follow the instructions below and call ACT as soon as possible. Remember to safeguard the security of the test at all times.

Disturbances and Distractions
If a disturbance, distraction, or technical issue occurs that affects examinees’ concentration and it cannot be stopped, pause the test until the disturbance, distraction, or technical difficulty is resolved. The examinee can then restart the test.

Emergency Evacuation
In the event of an emergency evacuation, your first concern must be for the safety of your examinees and the testing staff. If an emergency occurs, have examinees close their test. Instruct the examinees and staff to leave the building. Complete and submit an irregularity report.

If the emergency is over in less than one hour, you can re-authorize the tests and examinees can log in and begin testing where they left off. If the interruption is more than one hour, examinees will need to start over on a new test. Remember, you do not need to create a new registration. Simply add a test to the existing registration and authorize it.
Inclement Weather
If bad weather causes closure of sites or termination of testing, complete and submit an irregularity report.

Copying Tests
If—at any time—you discover an examinee copying test items, you must immediately call ACT at 800.967.5539. We will advise you regarding what actions you must take.

Individual Irregularities
Overview
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). Follow the directions for each type of individual irregularity as described below.

Note: Any time you observe behavior that requires dismissal, be sure you inform the examinee that they will not receive a score and the reasons for your action. Each instance must also be documented on the Irregularity Report.

Duplicating Test Materials
Testing personnel and examinees are NOT permitted to duplicate or record any part of the ACT WorkKeys tests by copying, taking notes, photographing, scanning, or using any other means. If you observe an examinee using photographic, scanning, or recording devices during the test, follow the procedures in “Dismissal for Prohibited Behavior,” page 34.

In all cases, examinees observed using photographic, scanning, or recording devices are to be dismissed and the device confiscated or cleared. Inform the examinee that he/she will not receive a score for this test and include all necessary information on the Irregularity Report. Call ACT at 800.967.5539—during the test, if possible—to determine if any additional action is required.

Examinees Who Become Ill
If an examinee becomes ill, dismiss the examinee from the test room. On the computer, end the exam. Be sure to complete an online ACT WorkKeys Irregularity Report posted on the website at www.act.org/stack-international/resources.

Anonymous Security Hotline
Test site staff are expected to report test administration irregularities and security issues by completing an Irregularity Report or calling 800.553.6244 ext. 1380. Immediate reporting to ACT is critical to the standardized administration of ACT WorkKeys.

In exceptional situations, test center staff may wish to file an anonymous report about concerns that the ACT WorkKeys tests may have been compromised. If you wish to report such concerns anonymously, you may do so at www.act.ethicspoint.com.
Irrational Behavior

If an examinee acts in an irrational or violent manner, proceed as follows:

• Try to prevent other examinees from being interrupted, affected, or involved.
• Dismiss the examinee from the test room as quietly as possible, without physical force or contact.
• Close the examinee’s test by clicking the “X” in the upper right-hand corner of the screen.
• If necessary, call security or police to protect staff and other examinees’ safety.
• Inform the examinee that he/she will not receive a score report for the test.
• Give a detailed explanation on the Irregularity Report.

Prohibited Behavior

If an examinee is engaging in prohibited behavior, proceed in a way that does not cause unnecessary further disturbance. Some disturbance may be inevitable. Treat the offender reasonably and firmly. Follow the procedures in Dismissal for Prohibited Behavior (next section) exactly and continue testing.

Prohibited behaviors include:

• Having or using any electronic device during testing or during break(s).
• Looking at another examinee’s computer.
• Giving or receiving assistance.
• Using a prohibited calculator.
• Using a calculator on any test other than the Applied Mathematics test.
• Sharing a calculator with another examinee.
• Sharing or exchanging information about the test by any means during the tests or during break(s).
• Attempting to remove test materials, including test questions or answers, from the test room by any means.
• Using scratch paper (except as allowed for the Applied Mathematics test), notes, dictionaries, or any unapproved testing aids.
• Not following instructions or abiding by the rules of the test site.
• Exhibiting confrontational, threatening, or unruly behavior.
• Creating a disturbance or allowing an alarm to sound in the test room.

Do not dismiss the examinee for any other reason (e.g., examinee finishes early or does not take testing seriously but is not disturbing others or engaging in prohibited behavior).

Have a colleague verify your observation, if possible. However, if you are certain an examinee is engaging in prohibited behavior and are supervising a room without assistance, dismiss the examinee based upon your own observation. The test coordinator does not have to be called to the room to verify the activity.
If you suspect an examinee is engaged in prohibited behavior, discreetly warn him/her that these activities are prohibited and continue close observation. Document your suspicions and actions on the Irregularity Report.

You do not need to observe prohibited behavior if you are certain it occurred. For example, if you are certain that an examinee was looking at someone else’s computer, you may dismiss the examinee. You must inform the examinee that they will not receive a score for the test.

Dismissal for Prohibited Behavior

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

1. Take action immediately without creating a disturbance. If this is not possible, wait until the end of the current timed test.
2. If you believe an electronic device was used to store or exchange information, or to make an image of the test, collect the device from the examinee and call ACT immediately. ACT will determine if the device is to be retained and sent to ACT or returned to the examinee. Do not return the device to the examinee without ACT’s approval.
3. Tell the examinee privately:
   a. You observed or are certain of the prohibited behavior.
   b. He/she is being dismissed because of the behavior.
   c. He/she will not receive a score for the test.
4. Complete a detailed ACT WorkKeys Irregularity Report that includes:
   a. The time of the incident and the name(s) of the examinee(s).
   b. The test room and seating location(s)/computer workstation number of the examinee(s).
   c. The details of what you observed.
   d. The statements you and the examinee(s) made.
   e. The name(s) of the staff member(s) who observed or were certain of the irregularity.
5. Close the examinee’s test.
Using ACT WorkKeys Online

Complete instructions to use these and other functions can be found online at [www.act.org/stack-international/resources](http://www.act.org/stack-international/resources).

Schedule Examinees to Take the Assessment

1. From the navigation menu, click “Assessments” > “My Assessment”.

2. Click the calendar icon corresponding with the assessment for which you’d like to schedule examinees.

3. Click on the calendar icons to specify “From” and “To” dates corresponding to the period of time during which the assessment will be active and available for examinees. Note: It is important that you only schedule WorkKeys to be administered during the live proctoring session on the day of the test. Making the WorkKeys assessments available outside of the live proctored administration will compromise the security of ACT’s intellectual property.
4. Select your preferred scheduling mode:

~ Click on “Bulk schedule” to schedule a number of examinees at once – you will be uploading a data file containing all examinees’ information.

~ Click on “Single schedule” to schedule examinees one at a time – you will be entering each examinees’ information via a form.

5. Take the following actions to bulk schedule examinees:

a. In bulk schedule mode, download sample files—available as Microsoft Excel and comma-separated values (.CSV) formats—by clicking on the icons labeled “XLSX” or “CSV”.

b. Enter examinees’ data into either the Microsoft Excel file or the CSV file.

c. Click “Upload CSV/XLSX” to upload the completed file of examinees – you will be prompted to locate and attach your data file.

4. Take the following actions to single schedule examinees:

a. In single schedule mode, enter examinee data into the “Examinee Detail” form.

   Note: the examinee User Name must be unique. The examinee Password must be at least six characters and should contain at least one character, one number, and one special character.

b. Click the “Add Custom Tag” button to include additional examinee data (e.g., organization name)

c. Click the “Add More” button to enter additional examinee records.

d. To send an email notification to examinee(s), select the “Email” option.

e. Click the pencil icon to select a content template for the email.

f. Click “Save” to save the record(s).

Examinees will receive an email with the date and time of the scheduled assessment. On the day of testing, have the examinee bring their ID and password and log into https://amcatglobal.aspiringminds.com to launch the assessments.

**Score Reports**

An Individual Score Report will be emailed to the examinee after they complete testing. More reports are available by going to the Examinees Details section in the Stack portal. See the Getting Started with ACT Stack Guide or the Stack Administration Manual on the Resources page at www.act.org/stack-international/resources.
Testing FAQs

Why maintain security?
Exercise vigilance concerning the security of all assessments before, during, and after administering them. Any security breach should be reported to ACT immediately.

There are two important reasons for maintaining security. The first reason is fairness. If someone gains unauthorized access to an assessment form, an examinee may receive scores that do not accurately reflect his or her skills in the area being assessed. This would be unfair to other examinees as well as to the examinee whose skills are being assessed, and would be misleading to anyone who uses the scores to make decisions. The second reason is economy. When the security of an assessment form is compromised, the form is usually withdrawn and must be replaced by a new form. High-quality assessments are expensive to produce. The compromise of an assessment form significantly increases the cost of developing and maintaining assessments.

What is the best way to maintain secure assessments?
The best way is to maintain control. By planning in advance how you will protect the assessment materials in your custody, you will be able to avoid most security problems. Never allow examinees to have access to the administration realm URL. This URL should not be 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.

How can security be maintained while the assessment is administered?
All information necessary for a secure administration is provided in this manual. It’s important that testing staff constantly monitor examinees during the testing process.
May the staff discuss the answer to a particular item after the assessment is completed?

No. Examinee comments or concerns should be put in an ACT WorkKeys Irregularity Report and submitted to ACT. If the examinee would like ACT to respond, the name and address to which the response should be directed must be included with the comments. If questions or concerns arise later, they 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 to exit ACT WorkKeys Online.

What should I do if an examinee becomes ill?

If an examinee becomes ill, dismiss the examinee from the test room and click on the “Quit” button in the navigation bar at the top of the assessment. Then exit the assessment for the examinee and click the “Logout” button in the navigation menu on the left side of the screen. If the examinee returns and is interested in receiving a score report, you may print an Instant Score Report from the Validus VTC. Be sure to complete an online ACT WorkKeys Irregularity Report posted on the References website at www.act.org/stack-international/resources.
Anonymous Security Hotline

Testing staff are expected to report test administration irregularities and security issues to ACT Test Administration by completing the Irregularity Report or calling 800.553.6244, ext. 1510. Immediate reporting to ACT is critical to the standardized administration of the ACT. In exceptional situations, testing staff may wish to file an anonymous report about concerns that the ACT WorkKeys 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.