



# Online Test Administration Training for WorkKeys

# On Demand Webinar Tips

The screenshot displays the ACT WorkKeys On Demand Webinar interface. The layout includes a central 'Slides' area, a left sidebar with a presenter profile and a progress/certificate widget, and a right sidebar with a 'Resources' section. A bottom toolbar contains various interactive icons. Red rectangular boxes highlight the following elements:

- Top Right:** A small toolbar with icons for zooming in (+), zooming out (-), and a full-screen icon.
- Left Sidebar:** A widget showing the presenter's name, 'Sarah Gardner', her title 'Lead Product Implementation Manager, ACT, Inc.', a timer at '0 min(s)', and a 'View Certificate' button.
- Right Sidebar:** A 'Resources' section containing a list of tips for optimal viewing.
- Bottom:** A horizontal toolbar with icons for video, chat, documents, user profile, help (?), and a file upload icon.

**Resources**

- Close all other programs and browsers which will help conserve your bandwidth.
- Press F5 to refresh the browser or try using a different browser/device if the display is delayed/frozen.
- Resize or move the widgets on your screen to customize your display.
- Click the icon at the bottom of the screen to open or close a widget.

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# Learning Objectives

- Staff Responsibilities
- Online Testing
- Accommodations
- Irregularities
- Reporting



# WorkKeys Assessments



## **APPLIED MATH**

(55 minutes)



## **GRAPHIC LITERACY**

(55 minutes)



## **WORKPLACE DOCUMENTS**

(55 minutes)

# WorkKeys Assessments - Spanish



## **APPLIED MATH**

(70 minutes)



## **GRAPHIC LITERACY**

(70 minutes)



## **WORKPLACE DOCUMENTS**

(70 minutes)

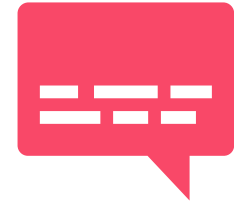
# What's new beginning in the fall of 2023?



Online Testing Manual  
and TAO User Guide  
consolidated



Quick start guides  
consolidated into one  
Validus User Guide



Screen Reader will be  
available in Spring  
2024

# What's new beginning in the fall of 2023?



## **WorkKeys Assessments Approved for WIOA by NRS**

[Talk to your ACT rep](#)

# Test Coordinator Responsibilities



# Test Coordinator Responsibilities



- **Review resources and complete training**
- Create and manage accounts
- Ensure test security

Testing Staff Training Plan

# ACT WorkKeys Testing Staff – Training Plan



## TRAINING PLAN ACT® WorkKeys® Testing Staff

■ PROGRAM: ACT WORKKEYS ■ PRODUCT: ACT WORKKEYS ASSESSMENTS ■ AUDIENCE: NATIONAL TESTING STAFF

**ACT® WorkKeys® Testing Staff Training Plan:** This plan outlines the sequential order in which you should consume these essential resources to get you started as a knowledgeable and capable administrator of the ACT WorkKeys tests.

### Training Rationale: Who and Why

Each test coordinator, substitute test coordinator, room supervisor, and proctor should complete these same steps. In this way, all testing staff will be consistently trained and prepared for ACT WorkKeys test administrations, complying with the policies and procedures.

### Steps in the Plan

Read the documents and practice administering the ACT® WorkKeys® online tests as outlined below.

1. The most important resource for you to read, understand, and reference often, for all policies and procedures, is the appropriate test format administration manual:
  - a. [ACT WorkKeys Administration Manual for Online Testing](#)
  - b. [ACT WorkKeys Administration Manual for Paper Testing](#)
2. Next, read the [ACT WorkKeys Frequently Asked Questions](#).
3. Then register for and attend one or more of the free on-demand webinars on the [WorkKeys Training](#) web page, under Open Enrollment Webinars.

4. Put into practice what you've learned by registering examinees and launching the tests in the ACT WorkKeys Training Site realm, using the login and guides provided below.
5. All test administration resources for both online and paper testing are available at the [ACT WorkKeys Administration website](#). Bookmark it and refer to it often.

### WorkKeys Training Site for Test Administrators

**Training site logins:** The testing realm for WorkKeys is a virtual test center, administered by Validus®, which also administers the training site.

- **Training site URL:** Test administrator experience: <https://testadministration.org/vtadmin/goRealmLogin.do?realm=566617744>
  - **User ID:** Training234
  - **Password:** Training234
- **Training site URL:** Examinee testing experience: <https://testregistration.org/rsp/Login.do?event=go&realm=566617744>
  - **User ID:** (Use an examinee ID you created in the test administrator realm.)
  - **Password:** (Use the examinee password you created for that examinee ID in the test administrator realm.)

**Validus User Guides:** While in the training site reference the following guides, which include foundational procedures for online testing:

- [Validus User Guide](#)
- [Administering a Test to a Single Examinee](#)

Questions? Contact ACT WorkKeys Customer Support at 800.967.5539 or [workkeys@act.org](mailto:workkeys@act.org).

# Test Coordinator Responsibilities



- Review resources and complete training
- **Create and manage accounts**
- Ensure test security

# Test Coordinator Responsibilities



- Review resources and complete training
- Create and manage accounts
- **Ensure test security**

# Training Realm Available

VALIDUS®

Virtual Test Center

ACT®

WorkKeys

WorkKeys IV Training Site

Home

My Account

User Management

User Batch Load

Account Management

Group Management

Profile Management

Barcode Management

Financial Profiles

Reports Portal

Reports

References

Connect To TAO

Welcome to VTC Console

This is a training site. DO NOT use this site to set up real tests.

566617744 is your Realm ID.

Select and 

More actions...

| Select                | Name                      | Description   |
|-----------------------|---------------------------|---|
| <input type="radio"/> | WorkKeys IV Training Site | WorkKeys Internet Version Training Site Created By: Julie Rohret Created On: 10.04.10 |

VALIDUS ® Admin Version: 4.2.1.44  
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[Training Site for Administrators](#)

User ID: Training234  
Password: Training234

# Create and Manage Accounts



# Create Accounts



**Test coordinator creates accounts for:**



- Additional test coordinators



- Proctors



- Examinees

# How to Create an Account (1 of 3)

Log in to the Validus Virtual Test Center using your User ID and password

VALIDUS® Virtual Test Center ACT®

Please enter your Login information

User ID:

Password:

Login

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# How to Create an Account (2 of 3)

Click on User Management

**VALIDUS® Virtual Test Center** **ACT®**

**WorkKeys®** **LOGOUT**

**Home**

**My Account**

**User Management**

**User Batch Load**

**Account Management**

**Group Management**

**Profile Management**

**Barcode Management**

**Reports Portal**

**Reports**

**References**

**Welcome to VTC Console**

This is a training site. DO NOT use this site to set up real tests.

566617744 is your Realm ID.

Select and More actions... **List All Realms**

| Select                | Name                      | Description   | Realm ID  |
|-----------------------|---------------------------|---|-----------|
| <input type="radio"/> | WorkKeys IV Training Site | WorkKeys Internet Version Training Site Created By: Julie Rohret Created On: 10.04.10 | 566617744 |

VALIDUS® Admin Version: 3.0.0.439  
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# How to Create an Account (3 of 3)

Click the  
Create button

The screenshot shows the 'User Management' page in the VALIDUS Virtual Test Center WorkKeys interface. The page has a sidebar on the left with the following links: Home, My Account, User Management (highlighted), User Batch Load, Account Management, Group Management, Profile Management, Barcode Management, Reports Portal, Reports, and References. The main content area is titled 'User Management' and contains a 'Search Criteria' section with the following fields: Last Name, First Name, User ID, Examinee ID, Email, Date Of Birth (with a date format hint 'MM/dd/yyyy'), and Status (with a dropdown menu set to 'Show All'). A 'Search' button is located below these fields. Below the search section, there is a table with columns: Select, First Name, Last Name, User ID, Email, Date Of Birth, Examinee ID, and Status. Above the table, there is a 'More actions...' dropdown menu, and the 'Create' button is highlighted with a red box.

VALIDUS® Virtual Test Center

WorkKeys®

ACT®

LOGOUT

Home

My Account

**User Management**

User Batch Load

Account Management

Group Management

Profile Management

Barcode Management

Reports Portal

Reports

References

**User Management**

Search Criteria

Last Name:

First Name:

User ID:

Examinee ID:

Email:

Date Of Birth:   
MM/dd/yyyy

Status: Show All ▼

Use "%" for wild card searches.

More actions...

| Select | First Name | Last Name | User ID | Email | Date Of Birth | Examinee ID | Status |
|--------|------------|-----------|---------|-------|---------------|-------------|--------|
|--------|------------|-----------|---------|-------|---------------|-------------|--------|

# Create Proctor User Account

- A "Create User" page will appear
- This is where you will create an account
- Enter first and last name
- Enter Examinee ID

VALIDUS® Virtual Test Center ACT®

WorkKeys®

LOGOUT

Home

My Account

**User Management**

User Batch Load

Account Management

Group Management

Profile Management

Barcode Management

Reports Portal

Reports

References

### Create User

Login Information

User ID:

Password:

Confirm Password:

Security

Question:

Answer:

Personal Information

\* First Name:

Middle Name:

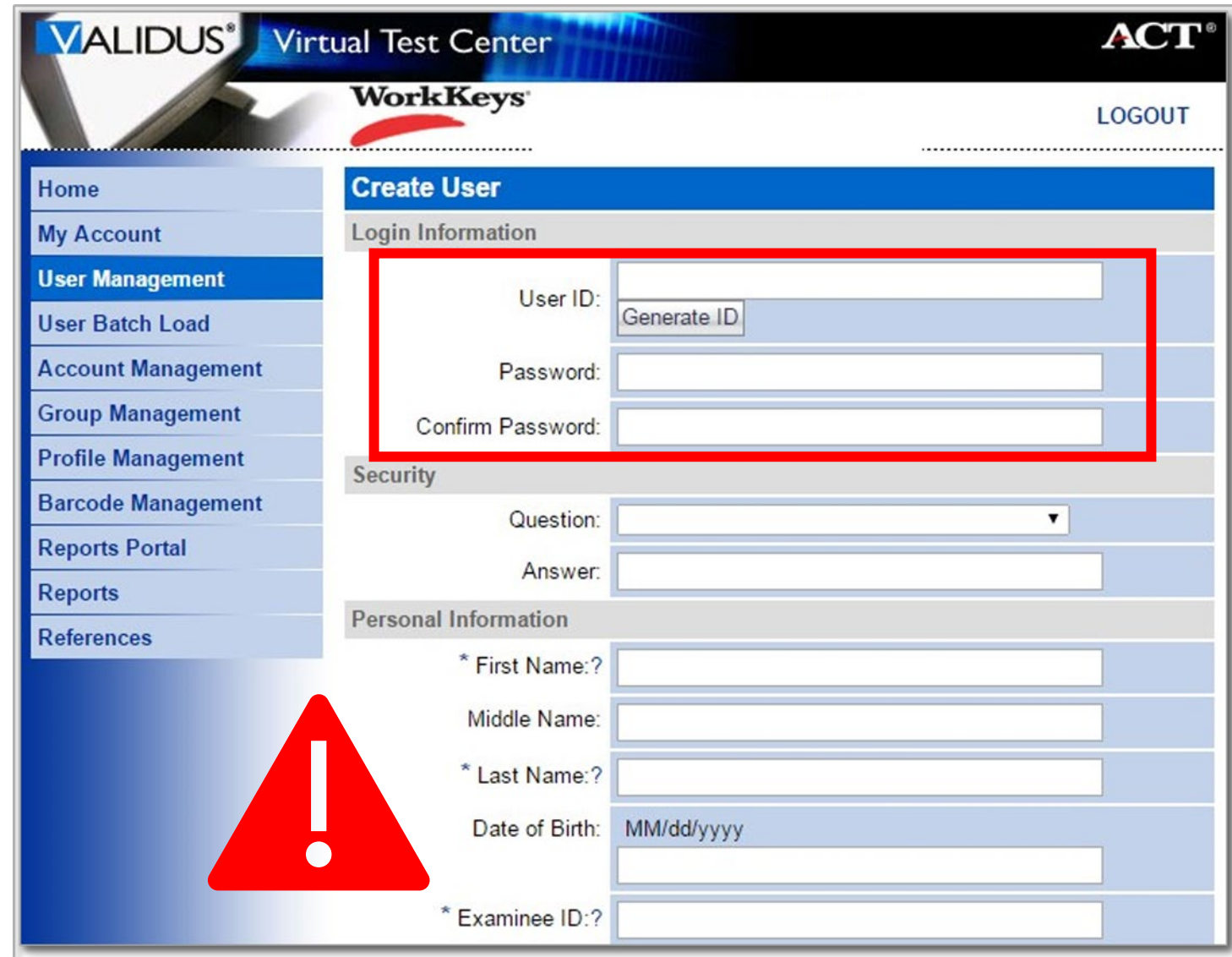
\* Last Name:

Date of Birth:  MM/dd/yyyy

Examinee ID:

# Create Proctor User – User ID

We recommend you enter a User ID - This must be unique to the examinee



**VALIDUS® Virtual Test Center** **ACT®**

**WorkKeys®** **LOGOUT**

**Create User**

**Login Information**

User ID:

Password:

Confirm Password:

**Security**

Question:

Answer:

**Personal Information**


\* First Name:

Middle Name:

\* Last Name:

Date of Birth:

\* Examinee ID:





# Create Proctor Account – Assign Roles

**VALIDUS®** Virtual Test Center **ACT®**

**WorkKeys®** WorkKeys IV Training Site **LOGOUT**

Home  
My Account  
**User Management**  
User Batch Load  
Account Management  
Group Management  
Profile Management  
Barcode Management  
Reports Portal  
Reports  
References

**Edit User: SmithJ17776**

User Security Roles Registration Group

Select and

| Select                              | Name                    | Description  |
|-------------------------------------|-------------------------|--|
| <input checked="" type="checkbox"/> | Account Manager         | VTCADMIN - Admin - Account Management - Allows the grantee to disable, lock, unlock, and reset passwords of existing users within the realm                                |
| <input type="checkbox"/>            | Barcode Manager         | VTCADMIN - Admin - Barcode Management - Allows the grantee to define barcodes in Barcode Management.   |
| <input checked="" type="checkbox"/> | Examinee                | RSP - Examinee - Allows the grantee to register, schedule and take tests within the realm  |
| <input checked="" type="checkbox"/> | Proctor                 | Proctor  |
| <input type="checkbox"/>            | Profile Manager         | VTCADMIN - Admin - Profile Management - Allows the grantee to edit profile under Profile Management  |
| <input type="checkbox"/>            | Portal Reports WorkKeys | Portal Reports - Admin - Allows the grantee access to the reporting portal for WorkKeys  |
| <input type="checkbox"/>            | Portal Manager          | Portal Reports - Admin - Allows the grantee access to the reporting portal   |
| <input checked="" type="checkbox"/> | Password Manager        | VTCADMIN - Admin - Password Management - Allows the grantee to view and edit passwords in the user management section provided they already have access to user management |
| <input type="checkbox"/>            | Report Manager          | VTCADMIN - Admin - Reports - Allows grantee to view reports  |
| <input type="checkbox"/>            | User Manager            | VTCADMIN - Admin - User Management - Allows grantee to create, read, update delete users within the realm (includes roles)   |
| <input type="checkbox"/>            | Batch Load Admin        | VTCADMIN - Admin - Batch load - Allows grantee to create and manage batch load files, has access to all files  |
| <input type="checkbox"/>            | Batch Load              | VTCADMIN - Admin - Batch load - Allows grantee to create and manage batch load files, restricted to only files they have loaded  |

Select and

# Create Proctor Account – Assign Roles

**VALIDUS®** Virtual Test Center **ACT®**

**WorkKeys®** WorkKeys IV Training Site **LOGOUT**

Home  
My Account  
**User Management**  
User Batch Load  
Account Management  
Group Management  
Profile Management  
Barcode Management  
Reports Portal  
Reports  
References

**Edit User: SmithJ17776**

User Security Roles Registration Group

Select and

| Select                              | Name                    | Description  |
|-------------------------------------|-------------------------|--|
| <input checked="" type="checkbox"/> | Account Manager         | VTCADMIN - Admin - Account Management - Allows the grantee to disable, lock, unlock, and reset passwords of existing users within the realm                                |
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| <input type="checkbox"/>            | Batch Load              | VTCADMIN - Admin - Batch load - Allows grantee to create and manage batch load files, restricted to only files they have loaded  |

Select and

# Create an Account – Submit

**VALIDUS® Virtual Test Center** **ACT®**

**WorkKeys® WorkKeys IV Training Site** LOGOUT

Home  
My Account  
**User Management**  
User Batch Load  
Account Management  
Group Management  
Profile Management  
Barcode Management  
Reports Portal  
Reports  
References

**Edit User: SmithJ17776**

User Security Roles Registration Group

Select and **Submit**

| Select                              | Name                    | Description  |
|-------------------------------------|-------------------------|--|
| <input checked="" type="checkbox"/> | Account Manager         | VTCADMIN - Admin - Account Management - Allows the grantee to disable, lock, unlock, and reset passwords of existing users within the realm                                |
| <input type="checkbox"/>            | Barcode Manager         | VTCADMIN - Admin - Barcode Management - Allows the grantee to define barcodes in Barcode Management.   |
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| <input type="checkbox"/>            | Batch Load              | VTCADMIN - Admin - Batch load - Allows grantee to create and manage batch load files, restricted to only files they have loaded  |

Select and **Submit**



# Register Examinees



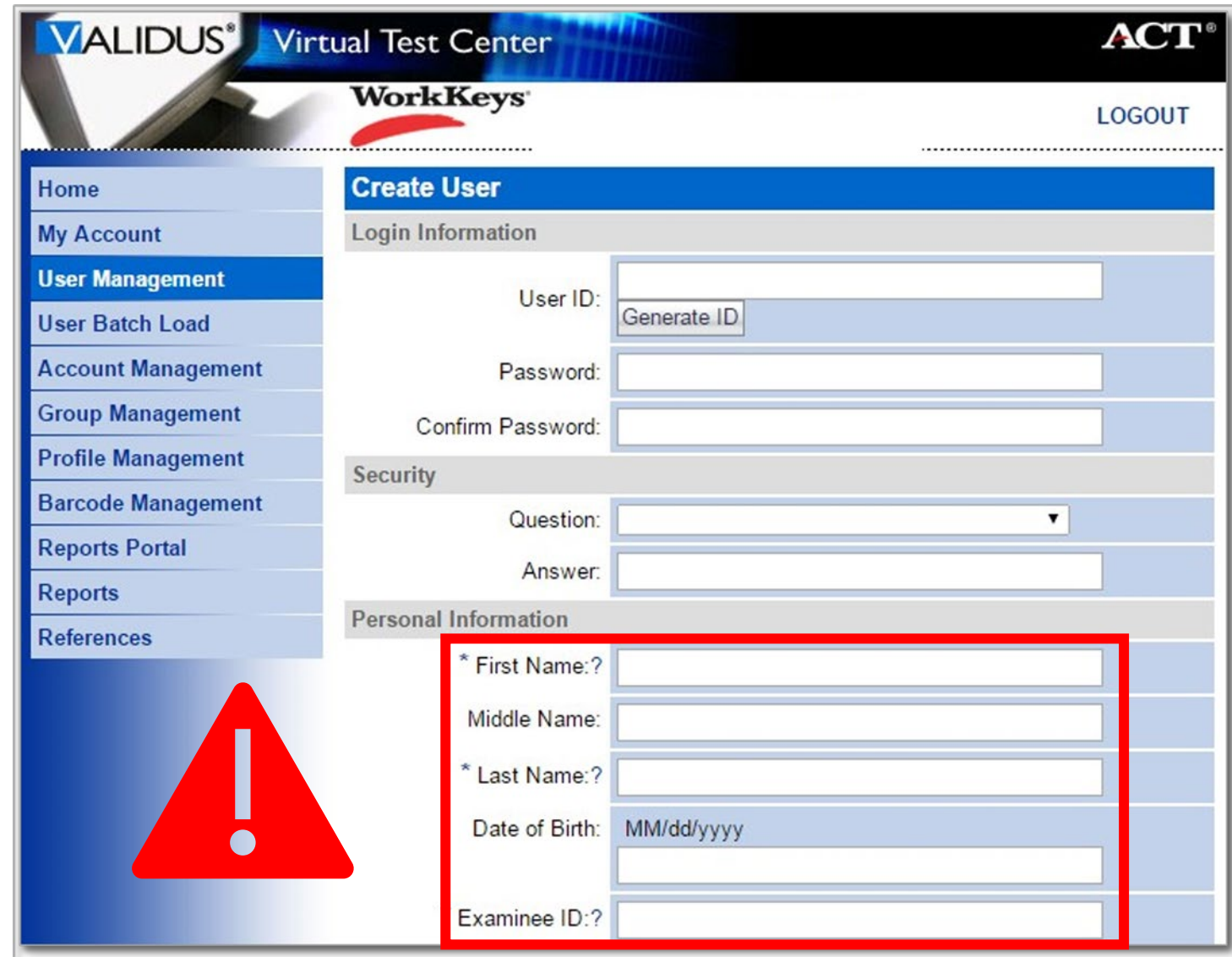
- Add students and register them for one or more tests
- Assign additional users





# Create Examinee User Account

**NOTE:** It is very important that First Name, Last Name, Date of Birth, and Examinee ID fields contain accurate information



The screenshot shows the 'Create User' form in the VALIDUS Virtual Test Center WorkKeys interface. The form is divided into three main sections: Login Information, Security, and Personal Information. The Personal Information section is highlighted with a red box. A red warning triangle is overlaid on the bottom left of the form.

**VALIDUS® Virtual Test Center** **ACT®**  
**WorkKeys®** **LOGOUT**

**Create User**

**Login Information**

User ID:

Password:

Confirm Password:

**Security**

Question:

Answer:

**Personal Information**

\* First Name:

Middle Name:

\* Last Name:

Date of Birth:  MM/dd/yyyy

Examinee ID:

# Create Examinee User – User ID

We recommend you enter a User ID - This must be unique to the examinee

**VALIDUS® Virtual Test Center** **ACT®**

**WorkKeys®** **LOGOUT**

**Create User**

**Login Information**

User ID:

Password:

Confirm Password:

**Security**

Question:

Answer:

**Personal Information**

\* First Name:

Middle Name:


\* Last Name:

Date of Birth:  MM/dd/yyyy

\* Examinee ID:

# Create User – User ID

The remaining sections on this page should be left blank by the test coordinator



Are you currently in school?:

If you are in school, why are you attending school?:

State / County of Residence:

Current Status:

\* = Required

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# Create an Account – Assign Roles

**VALIDUS®** Virtual Test Center **ACT®**

**WorkKeys®** WorkKeys IV Training Site **LOGOUT**

Home  
My Account  
**User Management**  
User Batch Load  
Account Management  
Group Management  
Profile Management  
Barcode Management  
Reports Portal  
Reports  
References

**Edit User: SmithJ17776**

User Security Roles Registration Group

Select and **Submit**

| Select                              | Name                    | Description  |
|-------------------------------------|-------------------------|--|
| <input type="checkbox"/>            | Account Manager         | VTCADMIN - Admin - Account Management - Allows the grantee to disable, lock, unlock, and reset passwords of existing users within the realm                                |
| <input type="checkbox"/>            | Barcode Manager         | VTCADMIN - Admin - Barcode Management - Allows the grantee to define barcodes in Barcode Management  |
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| <input type="checkbox"/>            | Profile Manager         | VTCADMIN - Admin - Profile Management - Allows the grantee to edit profile under Profile Management  |
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| <input type="checkbox"/>            | User Manager            | VTCADMIN - Admin - User Management - Allows grantee to create, read, update delete users within the realm (includes roles)   |
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| <input type="checkbox"/>            | Batch Load              | VTCADMIN - Admin - Batch load - Allows grantee to create and manage batch load files, restricted to only files they have loaded  |

Select and **Submit**



# Online Accommodations

## **Extra time options:**

- One and One-Half Time
- Double Time
- Triple Time



# Online Accommodations – Text-to-Speech

Text-to-speech assessments are additional forms of the test, and the pace is controlled entirely by the examinee

**Edit User: RickHarrisTesting**

| User | Security | Roles | Registration | Group |
|------|----------|-------|--------------|-------|
|------|----------|-------|--------------|-------|

Select and

| Select                   | Title   | Administration       | Assessment Type | Number Remaining |
|--------------------------|---|----------------------|-----------------|------------------|
| <input type="checkbox"/> | WorkKeys Applied Math                         | WorkKeys Assessments | Individual      | *                |
| <input type="checkbox"/> | WorkKeys Applied Math - Text To Speech        | WorkKeys Assessments | Individual      | *                |
| <input type="checkbox"/> | WorkKeys Graphic Literacy                     | WorkKeys Assessments | Individual      | *                |
| <input type="checkbox"/> | WorkKeys Graphic Literacy - Text To Speech    | WorkKeys Assessments | Individual      | *                |
| <input type="checkbox"/> | WorkKeys Workplace Documents                  | WorkKeys Assessments | Individual      | *                |
| <input type="checkbox"/> | WorkKeys Workplace Documents - Text To Speech | WorkKeys Assessments | Individual      | *                |
| <input type="checkbox"/> | Workplace Observation                         | WorkKeys Assessments | Individual      | *                |

Select and

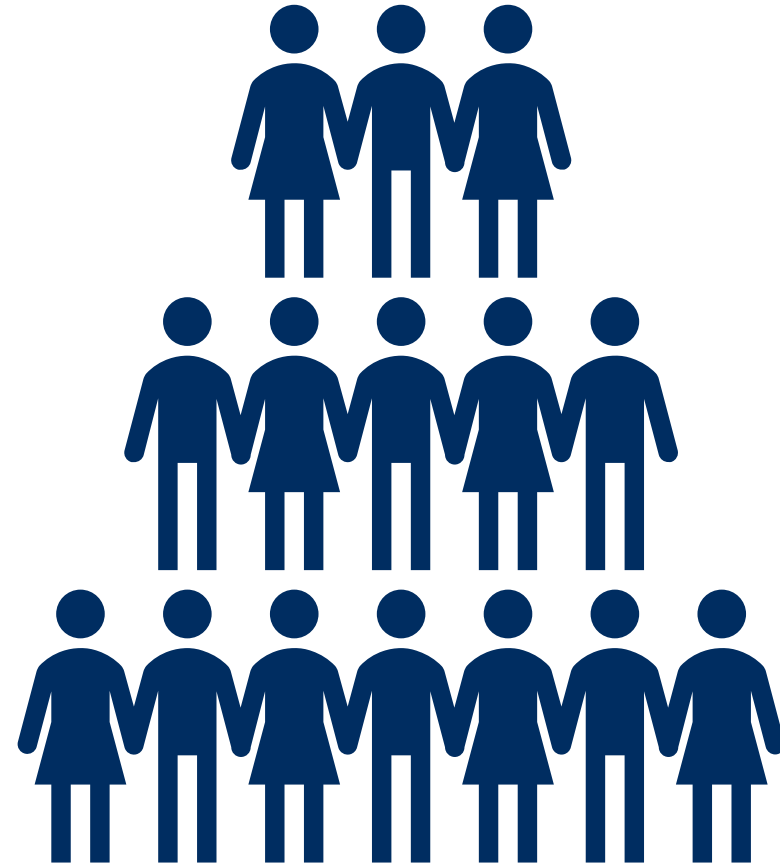
VALIDUS® Admin Version: 4.2.1.17  
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# Online Accommodations – Screen Reader

- Helps examinees with visual disabilities including blindness access printed text.
- Differs from text-to-speech software and pre-recorded audio (URL) as it not only reads the entire test aloud to the student, but it provides screen orientation and navigation.
- Only request screen reader for a student who is familiar with and knows how to use it.
- A companion braille test booklet (for Screen Reader) must be ordered in advance of this testing.

# Groups & Batch Loading

- Create a group to make it easier to register examinees testing at different times
- Use Batch Load to create many accounts at one time





# Pre-Test Activities

# Loading Examinees / Assigning Tests

## **The Validus User Guide will help with:**

- Creating a Group
- Creating Accounts Using Batch Loading
- Group Registrations for One or More Tests

[Validus User Guide](#)

# Prepare Testing Rooms



Allow 15 – 30  
standard-time examinees  
to each room



Single-level classrooms



Plan appropriately for  
students testing with  
accommodations and/or  
English learner supports



Cover test-related  
bulletin boards

# Prepare Testing Rooms



Use 2 reliable timepieces  
(not a cell phone)



Ensure proper lighting,  
temperature, and  
ventilation



Ensure access to a phone  
(must be kept on silent)



Prepare administration  
materials

# Online Test Administration

# Step 1. System Check

Verify the machine and network to be used for testing meet the necessary requirements

## Technical Requirements and Specifications

### Administrative Workstations

#### Operating Systems

- Windows 8+
- MAC OS 10.13.5+
- Chrome OS 88+

#### Web Browsers

- Microsoft Internet Explorer 8, 9, 10, and 11 (enterprise mode)
- Firefox 70+
- Chrome 80+
- Microsoft Edge 80+

### Test Delivery Workstations

*Note: For State testing customers, devices used for online testing must be owned and managed by the school/district. The school/district must control the administrative rights to such devices.*

#### Operating Systems

- Chrome OS 93+
- Mac OS 10.15+
- Windows 8.1+

#### Web Browsers

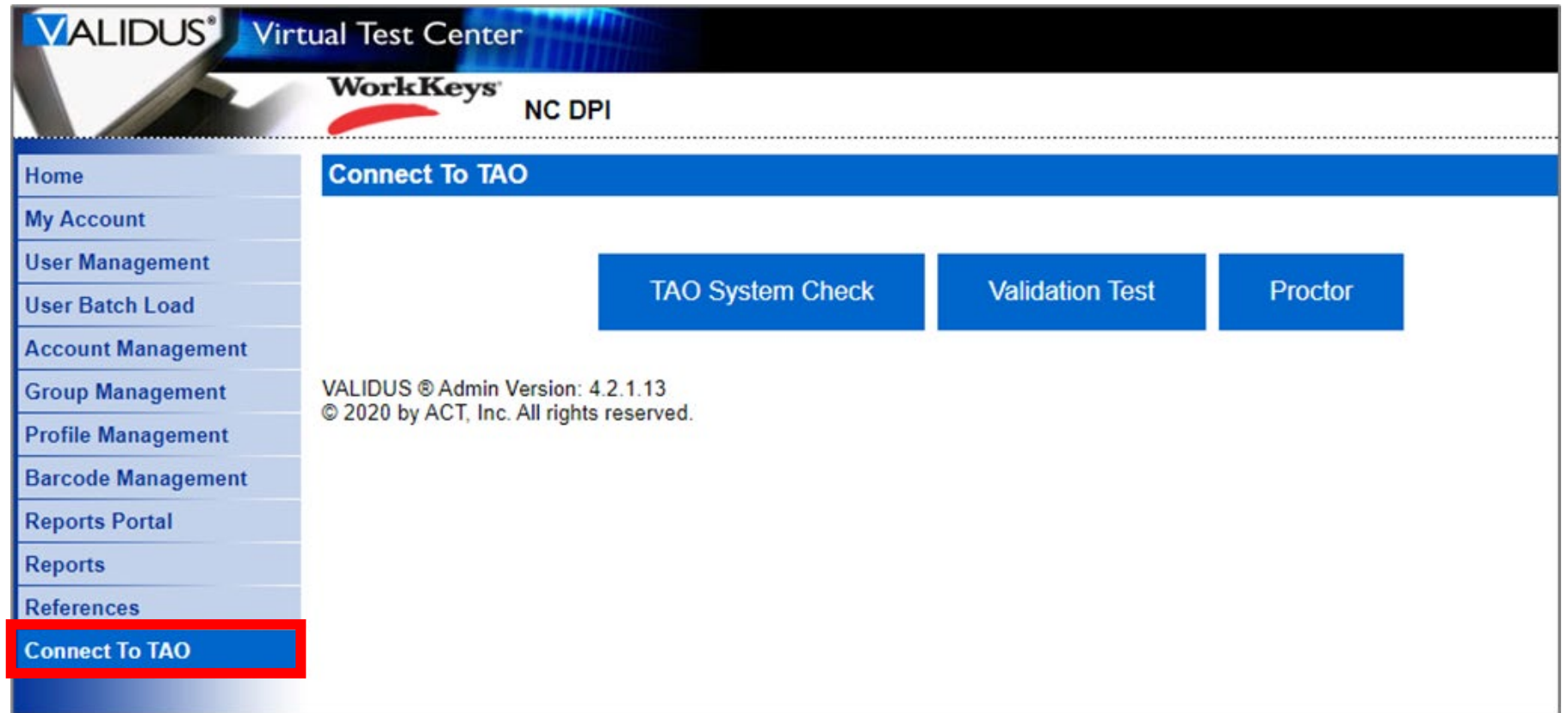
- Firefox 90+
- Chrome 93+

#### Screen Resolution

- 1024 x 768, minimum
- Minimum size: 12 inches measured diagonally

# Step 1. System Check

- TAO System Check and Validation Test



# Online Testing Process

**Register**



**Launch**



**Authorize**



**Test**



**Generate**





# Log In to TAO Test Delivery System

**VALIDUS** Virtual Test Center **ACT**

Please enter your Login Information

User ID:

Password:

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**WorkKeys** **ACT**

Log Out Kendall Robbins

**Update Your Account Information**

\* = required [Privacy Policy](#)

**Personal Information**

|                  |                                 |
|------------------|---------------------------------|
| First Name:      | Kendall                         |
| Middle Name:     | <input type="text"/>            |
| Last Name:       | Robbins                         |
| * Date of Birth: | MM/dd/yyyy <input type="text"/> |
| Examinee ID:     | RobbinK0101                     |

**Permanent Mailing Address**

|                   |                      |
|-------------------|----------------------|
| * Address1:       | <input type="text"/> |
| Address2:         | <input type="text"/> |
| * City:           | <input type="text"/> |
| * State/Province: | <input type="text"/> |

# Validus Test Launch Page

**WorkKeys**

**ACT**

[Home](#)  
[Update Account Info](#)  
[Change Password](#)  
[Log Out](#)

**Kendall Robbins**  
**123 Main St. New Orleans LA 70123**

**Your Registrations**

Welcome to the WorkKeys Internet Version.

| Title - click a title for details | Date | Next/Options      |
|-----------------------------------|------|-------------------|
| ➔ Practice Applied Math           |      | <div>Launch</div> |
| ➔ Practice Workplace Documents    |      | <div>Launch</div> |
| ➔ Practice Graphic Literacy       |      | <div>Launch</div> |

Select a New Title

VALIDUS © RSP Version 4.2.1.17  
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# Launch Test



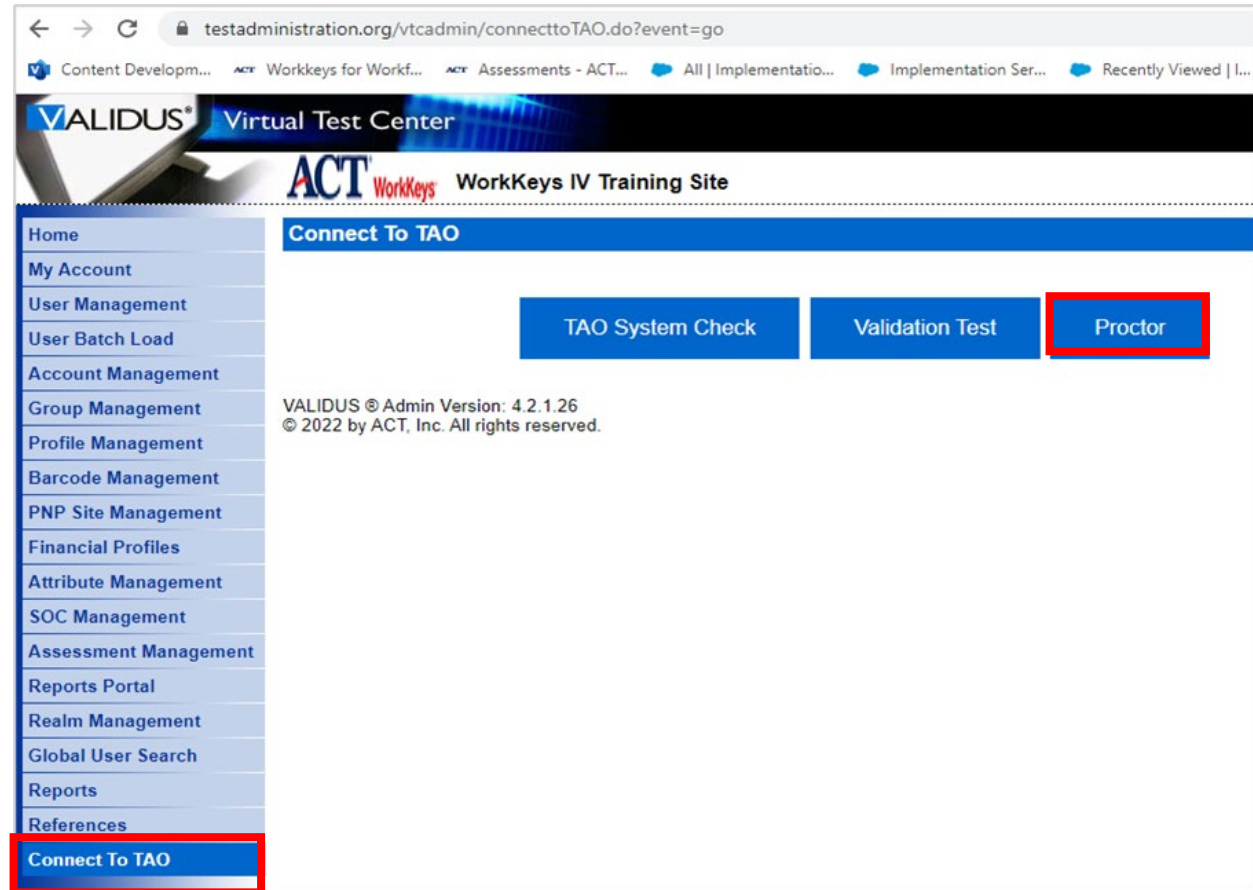
- The examinee will launch the test in TAO
- A screen will appear directing the examinee to wait for authorization



# Launch Test



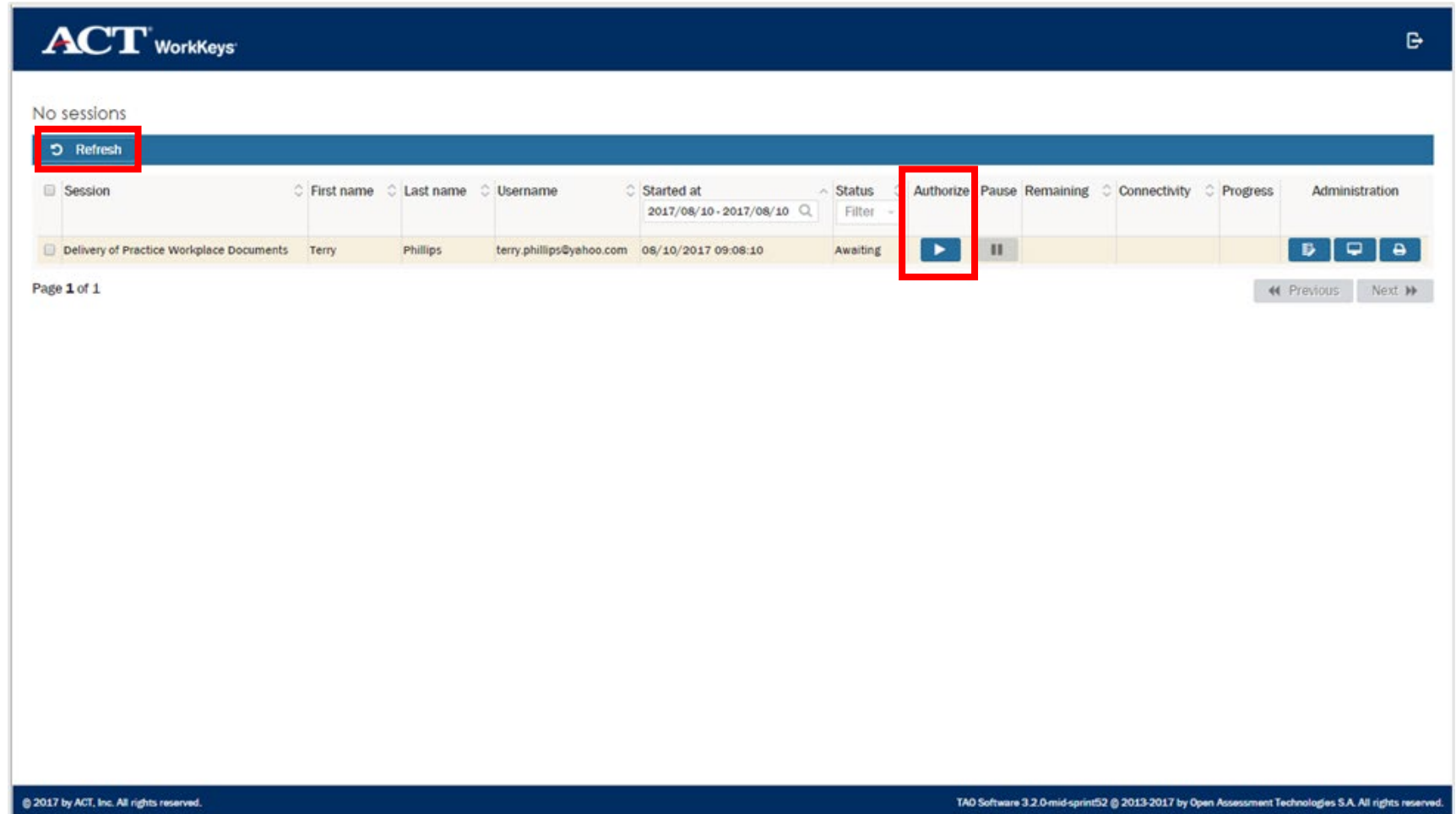
- Proctor connects to TAO and then chooses Proctor



# Authorize with TAO



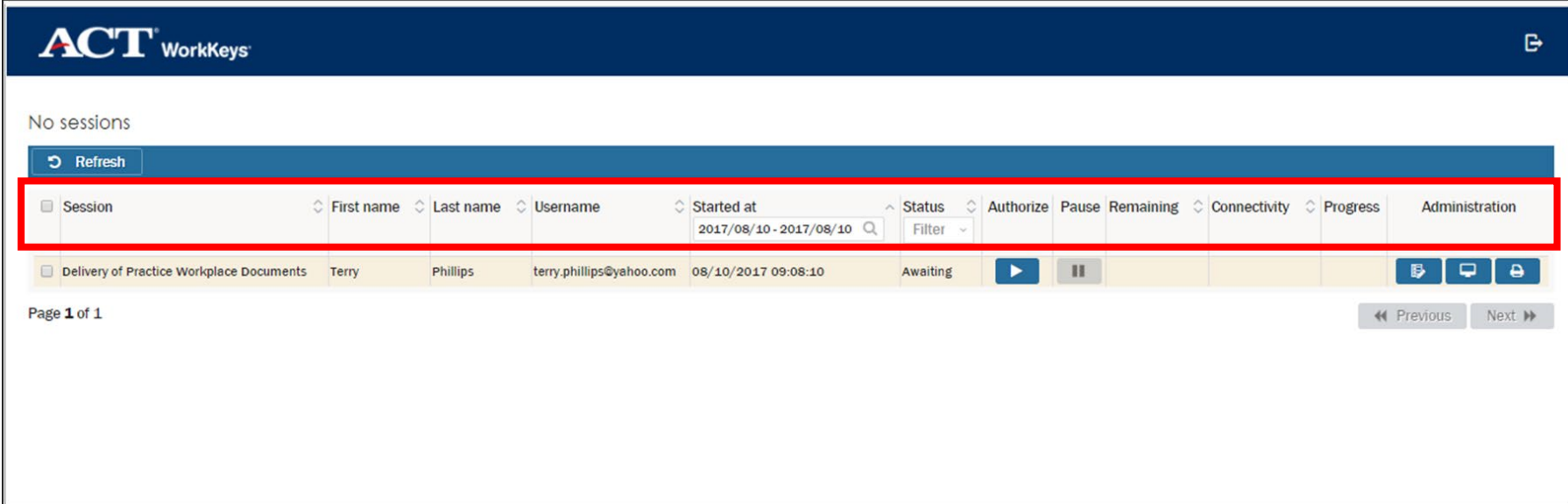
- TAO Proctor window shows any activity in your testing center for the day including completed tests

A screenshot of the ACT WorkKeys TAO Proctor interface. The header shows the ACT WorkKeys logo. Below the header, it says "No sessions". A "Refresh" button with a circular arrow icon is highlighted with a red box. Below this is a table with columns: Session, First name, Last name, Username, Started at, Status, Authorize, Pause, Remaining, Connectivity, Progress, and Administration. The first row of data shows a session for "Terry Phillips" with username "terry.phillips@yahoo.com", started at "08/10/2017 09:08:10", and status "Awaiting". The "Authorize" button, which has a play icon, is highlighted with a red box. At the bottom of the table, there are "Previous" and "Next" navigation buttons. The footer contains copyright information: "© 2017 by ACT, Inc. All rights reserved." and "TAO Software 3.2.0-mid-sprint52 © 2013-2017 by Open Assessment Technologies S.A. All rights reserved."

# Authorize with TAO



- Use the buttons across the top of the display to sort or filter the information that is displayed



ACT WorkKeys

No sessions

Refresh


| <input type="checkbox"/> Session                                  | First name | Last name | Username                 | Started at          | Status   | Authorize | Pause | Remaining | Connectivity | Progress | Administration |
|---|------------|-----------|--------------------------|---------------------|----------|-----------|-------|-----------|--------------|----------|----------------|
| <input type="checkbox"/> Delivery of Practice Workplace Documents | Terry      | Phillips  | terry.phillips@yahoo.com | 08/10/2017 09:08:10 | Awaiting |           |       |           |              |          |                |

Page 1 of 1

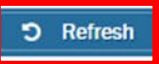
Previous Next






# Authorize with TAO




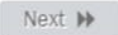
The ACT WorkKeys logo is located in the top left corner of the interface. It consists of the word "ACT" in a bold, sans-serif font, followed by "WorkKeys" in a smaller, regular font. A small red and blue graphic element is positioned to the left of the text.

No sessions

A blue button with a circular arrow icon and the text "Refresh". It is highlighted with a red rectangular border.

| <input type="checkbox"/> Session                                  | First name | Last name | Username                 | Started at<br>2017/08/10 - 2017/08/10 | Status<br>Filter | Authorize   | Pause   | Remaining | Connectivity | Progress | Administration  |
|---|------------|-----------|--------------------------|---------------------------------------|------------------|---|---|-----------|--------------|----------|---|
| <input type="checkbox"/> Delivery of Practice Workplace Documents | Terry      | Phillips  | terry.phillips@yahoo.com | 08/10/2017 09:08:10                   | Awaiting         |  |  |           |              |          |    |

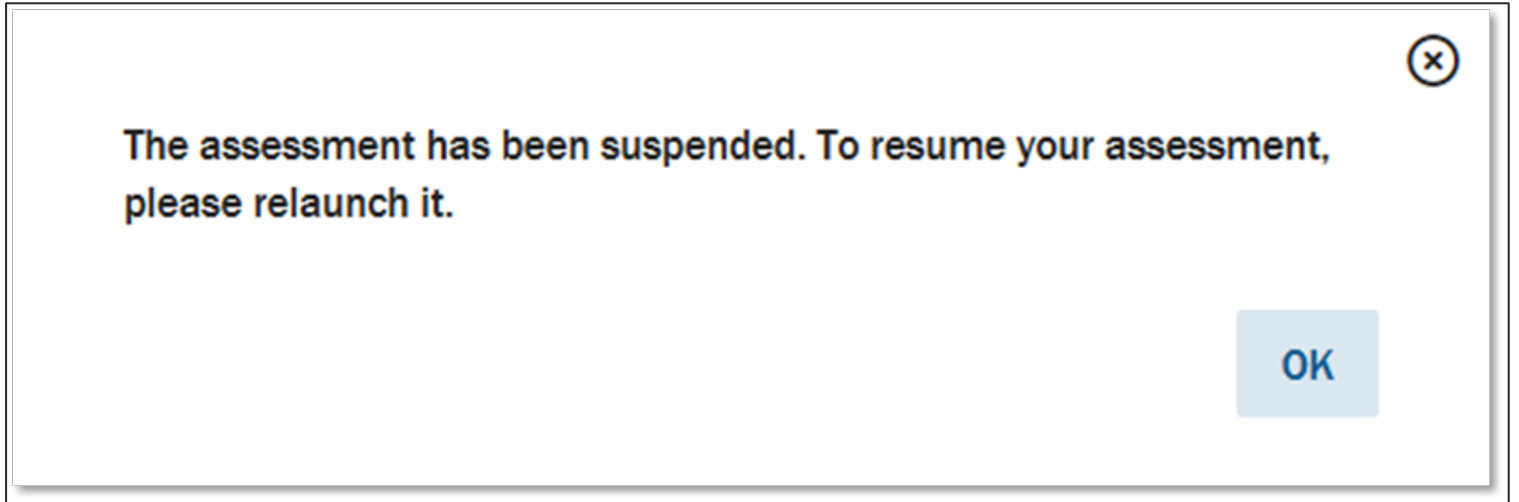
Page 1 of 1

A button with a double left arrow icon and the text "Previous".A button with a double right arrow icon and the text "Next".



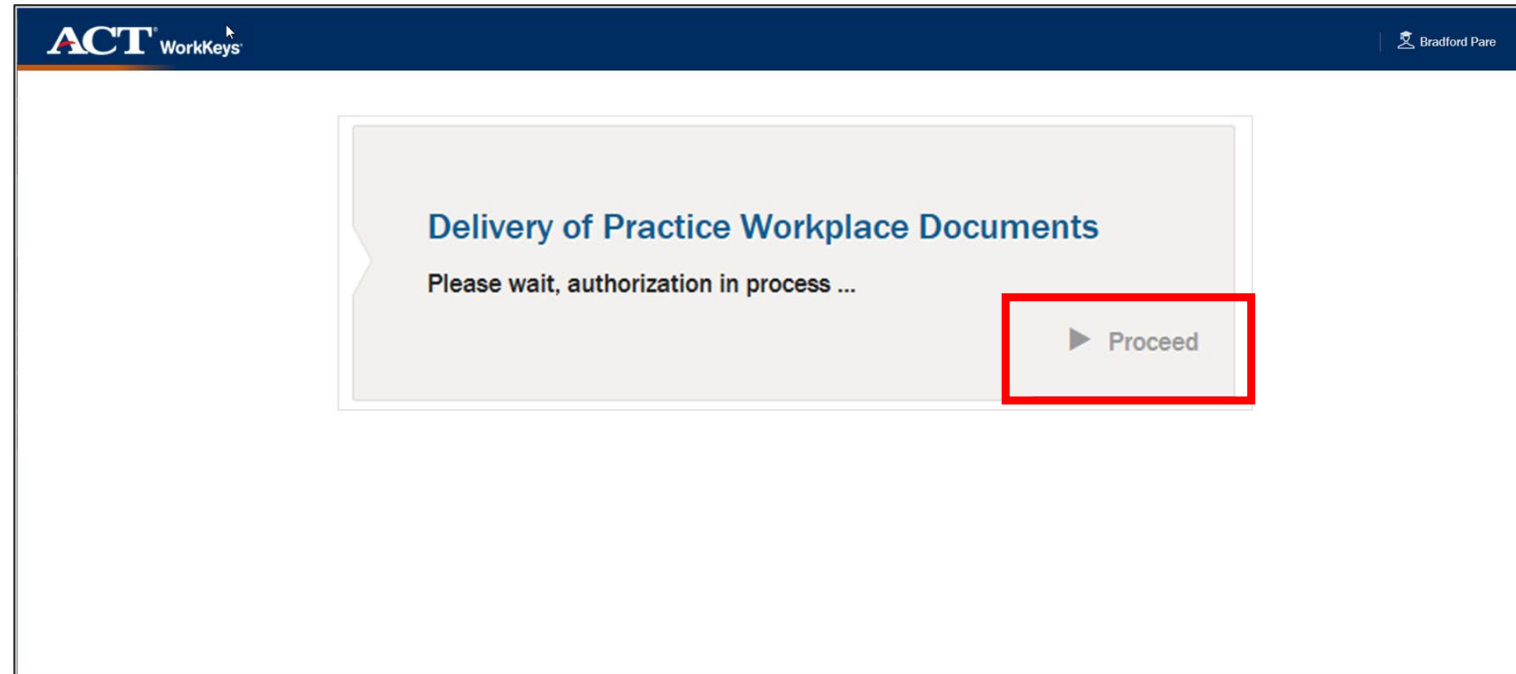
# Test Delivery

- Occasionally, the testing may be interrupted. This could be a power outage, dropped network connection, or even a pop-up message from your computer



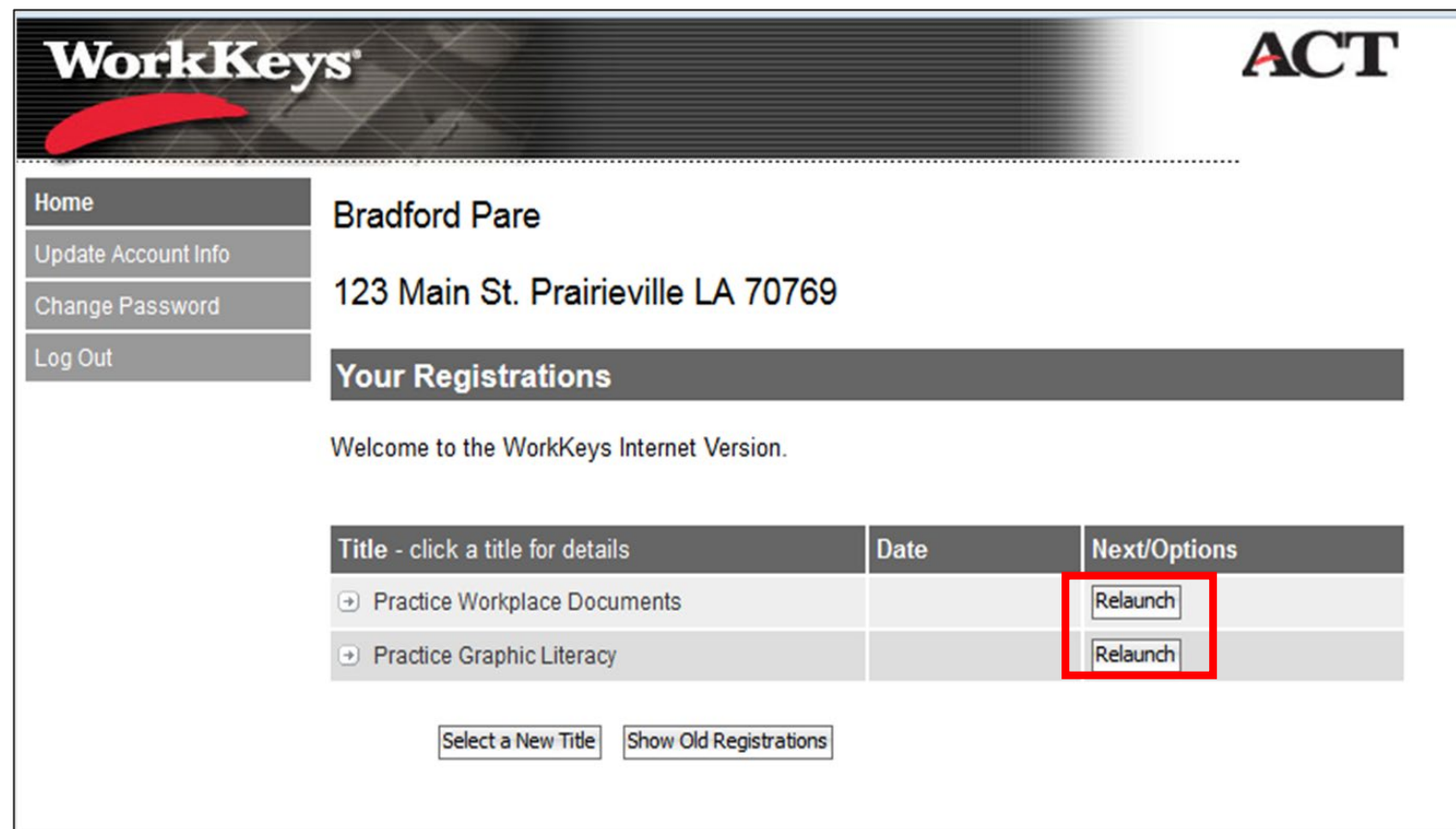
# Test Delivery

- Examinee should see the **Wait for Authorization** screen



# Test Delivery

- Examinee will log back into their account and they should see a Relaunch button



The screenshot shows the WorkKeys user interface. At the top, there is a header with the 'WorkKeys' logo on the left and the 'ACT' logo on the right. Below the header, there is a navigation menu on the left with links: 'Home', 'Update Account Info', 'Change Password', and 'Log Out'. To the right of the menu, the user's name 'Bradford Pare' and address '123 Main St. Prairieville LA 70769' are displayed. Below this, there is a section titled 'Your Registrations' with a welcome message: 'Welcome to the WorkKeys Internet Version.' A table follows with three columns: 'Title - click a title for details', 'Date', and 'Next/Options'. The table contains two rows of registrations. The first row is for 'Practice Workplace Documents' and the second is for 'Practice Graphic Literacy'. In the 'Next/Options' column for both rows, there is a 'Relaunch' button. The 'Relaunch' button for 'Practice Graphic Literacy' is highlighted with a red box. At the bottom of the table, there are two buttons: 'Select a New Title' and 'Show Old Registrations'.

| Title - click a title for details | Date | Next/Options |
|-----------------------------------|------|--------------|
| ➔ Practice Workplace Documents    |      | Relaunch     |
| ➔ Practice Graphic Literacy       |      | Relaunch     |

Select a New Title Show Old Registrations

# Reporting Irregularities

# What are Irregularities?

## **Individual Irregularities:**

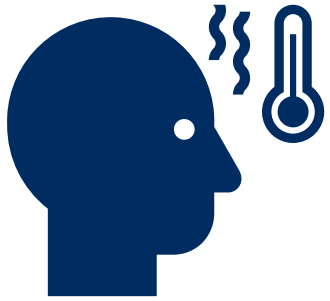
- An individual irregularity is one that affects a single person, or several individuals involved in a single circumstance

## **Group Irregularities:**

- A group irregularity is one that affects a group of examinees

# Types of Irregularities

## Examples of Individual Irregularities



### **Illness**

- If an examinee becomes ill, you'll need to dismiss the examinee from the room



### **Irrational Behavior**

- If an examinee acts in an irrational or violent manner, proceed as directed in the test administration manuals

# Types of Irregularities

## Examples of Individual Irregularities



### **Prohibited Behavior**

- If an examinee is engaging in prohibited behavior, follow the procedures in Dismissal for Prohibited Behavior section of the test administration manual



# Types of Irregularities

## Examples of Individual Irregularities



### **Duplicating Test Materials**

- Testing personnel and examinees are NOT permitted to duplicate or record any part of the ACT WorkKeys Tests

# Types of Irregularities

## Examples of Group Irregularities



Disturbances and  
Distractions



Emergency  
Evacuation

# Types of Irregularities

## Examples of Group Irregularities



Inclement  
Weather



Copying  
Tests



Power  
Failure

# Accessing the Irregularity Report

# Accessing the Irregularity Report

## Test Administration Process Next Steps

Select your current phase of the test administration process to see resources related to that phase.

1

[Step 1](#)

2

[Step 2](#)

3

[Step 3](#)

4

[Step 4](#)

5

[Step 5](#)

6

[Step 6](#)

7

[Step 7](#)

[Process Steps \(Expand for Descriptions\)](#)

## Important Dates

No new information at this time. Check back soon for updates.

## Helpful Links

Expand each tray to reveal the information you're looking for.

### Quick Links

[Change of Contact or Organization Form](#)

[ACT WorkKeys Status Verification](#)

[Irregularity Report](#)

[Examinee Records Modification Request Form \(PDF\)](#)

[Back to Top](#)

## ACT® WorkKeys® Testing Irregularity Report

The ACT® WorkKeys® Testing Irregularity Report (IRR) form is to be used to record every ACT WorkKeys testing irregularity, no matter how minor an incident may seem at the time. An irregularity is defined as "any incident that is out of the norm for administering an ACT WorkKeys testing session." A WorkKeys Testing Irregularity Report must be submitted as soon as possible after an incident occurs.

As you fill out the ACT WorkKeys Testing Irregularity Report form below, please follow these guidelines.

- **Group Irregularities.** To report an irregularity that affects a group of examinees (e.g., one room or the entire site), please submit only one form, but enter the **Name** and **Examinee ID** of **each affected examinee** in the appropriate fields, **separated by semicolons (;)**.
- **Individual Irregularities.** To report an irregularity that affects a single examinee (e.g., sudden acute illness) or several individuals involved in a single incident (e.g., communicating answers to each other), please submit a separate form for each examinee.
- **Several Irregularities per Individual.** If a single examinee experiences multiple irregularity issues, please submit a separate form for each issue. This is important to ensure the accuracy of categorizing, reporting, and analyzing IRR data, particularly if a different **Issue Category** and **Subcategory** are necessary to classify each issue.

Required fields marked \*.

### Test Site Information

Name of Test Site \*

Site Code/Realm Number \*

Address \*

City \*

Country \*

Postal Code

Room #/Location \*

# Accessing the Irregularity Report

ACT WorkKeys

Current sessions: 3

Refresh

Authorize

Report

| <input checked="" type="checkbox"/> | Session                                  | First name<br><small>Filter</small> | Last name<br><small>Filter</small> | Username<br><small>Filter</small> | Started at<br><small>05/11/2018 - 05/11/2018</small> | Status<br><small>Filter</small> | Authorize | Pause | Remaining | Extended Time | Connectivity | Progress | Administration |
|-------------------------------------|--|-------------------------------------|------------------------------------|-----------------------------------|--|---------------------------------|-----------|-------|-----------|---------------|--------------|----------|----------------|
| <input checked="" type="checkbox"/> | Delivery of Practice Workplace Documents | Rainbow                             | Bright                             | BrightR051118                     | 05/11/2018 10:20:50                                  | Completed                       |           |       |           |               |              | finished |                |
| <input checked="" type="checkbox"/> | Delivery of Practice Applied Math        | Rainbow                             | Bright                             | BrightR051118                     | 05/11/2018 10:04:34                                  | Completed                       |           |       |           |               |              | finished |                |
| <input checked="" type="checkbox"/> | Delivery of Practice Graphic Literacy    | Jane                                | Smith                              | JaneS5                            | 05/11/2018 06:51:30                                  | Canceled                        |           |       |           |               |              |          |                |

Page 1 of 1

Previous

Next

Action: Report Irregularity

The action will be applied to session **Delivery of Practice Graphic Literacy [05/11/2018 06:51:30] Jane Smith**

Please provide a reason:

Issue Category

comment...

cancel

OK

# Accessing the Irregularity Report

**ACT** WorkKeys®

Current sessions: 3

[Refresh](#) [Authorize](#) [Report](#)

| <input checked="" type="checkbox"/> | Session                                  | First name | Last name | Username      | Started at              | Status    | Authorize         | Pause             | Remaining | Extended Time | Connectivity | Progress | Administration                      |
|-------------------------------------|--|------------|-----------|---------------|-------------------------|-----------|-------------------|-------------------|-----------|---------------|--------------|----------|-------------------------------------|
|                                     |  | Filter     | Filter    | Filter        | 05/11/2018 - 05/11/2018 | Filter    |                   |                   |           |               |              |          |                                     |
| <input checked="" type="checkbox"/> | Delivery of Practice Workplace Documents | Rainbow    | Bright    | BrightR051118 | 05/11/2018 10:20:50     | Completed | <a href="#">▶</a> | <a href="#">⏸</a> |           |               |              | finished | <a href="#">📄</a> <a href="#">💬</a> |
| <input checked="" type="checkbox"/> | Delivery of Practice Applied Math        | Rainbow    | Bright    | BrightR051118 | 05/11/2018 10:04:34     | Completed | <a href="#">▶</a> | <a href="#">⏸</a> |           |               |              | finished | <a href="#">📄</a> <a href="#">💬</a> |
| <input checked="" type="checkbox"/> | Delivery of Practice Graphic Literacy    | Jane       | Smith     | JaneS5        | 05/11/2018 06:51:30     | Canceled  | <a href="#">▶</a> | <a href="#">⏸</a> |           |               |              |          | <a href="#">📄</a> <a href="#">💬</a> |

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[◀ Previous](#) [Next ▶](#)



# Scores and Reports

# Generate Score Reports

- Score reports must be safeguarded



**ACT**<sup>®</sup> **WorkKeys**<sup>®</sup> *Skill Report*

Page 1 of 1

Examinee: Test1, Murphy1  
Realm: NCRC 2.0 E2E Test Realm

Examinee ID\*\*: 8864  
Report Date: Aug 31, 2018

| Manifest Name             | Test Date  | Level Score | Possible Range | Scale Score | Possible Range |
|---------------------------|------------|-------------|----------------|-------------|----------------|
| WorkKeys Graphic Literacy | 04/20/2018 | 7           | <3 - 7         | 90          | 65 - 90        |

**WHAT YOUR SCORES MEAN**  
*WorkKeys Graphic Literacy:*  
You scored at Level 7. People who score at Level 7 have demonstrated all of the Levels 3, 4, 5, and 6 skills. They also have demonstrated, using graphics designed at the highly complex level, the following skills:

- Compare two or more trends/patterns/relationships
- Interpret a trend/pattern/relationship
- Make a reasonable inference or decision based on one graphic after finding information in another graphic
- Justify an inference or decision based on information
- Identify the most effective graphic given a defined purpose
- Justify the most effective graphic given a defined purpose

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\*\*ID field is abbreviated to last four digits

# Score Reports – Validus VTC

The screenshot displays the VALIDUS Virtual Test Center interface. The top header includes the VALIDUS logo and 'Virtual Test Center' text, followed by the ACT WorkKeys logo and 'WorkKeys IV Training Site'. A left sidebar contains a navigation menu with items like Home, My Account, User Management, and Reports Portal. The main content area shows the 'Edit User' interface with tabs for User, Security, Roles, Registration, and Group. A dropdown menu is open, listing various actions. The 'Instant Report' and 'Summary Report' options are highlighted with a red box.

| Select                           | Title     |
|----------------------------------|-----------|
| <input checked="" type="radio"/> | Talent As |
| <input type="radio"/>            | WorkKey   |
| <input type="radio"/>            | WorkKey   |
| <input type="radio"/>            | WorkKey   |

More actions...  
More actions...  
Authorize  
**Instant Report**  
**Summary Report**  
Ticket  
History  
Assign Forms To Registration  
Create From Bundle  
-----  
Unauthorize  
Update Status  
-----  
Disable Session  
ReEnable Session  
Delete

VALIDUS © Admin  
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- On drop-down menu choose either the Instant report or Summary report

# Generate Instant Score Report



- Generate and print a Score Report after the examinee has finished testing online



- Collect the score report from printer immediately



- Give the printed copy of the score report to examinee

# “Instant” Individual Score Report

Individual Score Report (by Examinee) Page 1 of 1

**ACT<sup>®</sup> WorkKeys<sup>®</sup> Skill Report**

Realm: NCRC 2.0 E2E Test Realm  
SubRealm: <ALL>  
Test Date: May 1, 2017  
Report Date: Jul 18, 2017

**WorkKeys Individual Score Report With Scale Score**  
Examinee: Michael, Krista  
Examinee ID\*\*: 5468

| Test                  | Level Score | Possible Range | Scale Score | Possible Range |
|-----------------------|-------------|----------------|-------------|----------------|
| WorkKeys Applied Math | 7           | <3 - 7         | 90          | 65 - 90        |

**WHAT YOUR SCORES MEAN**

You scored at Level 7. People who score at Level 7 have demonstrated all of the Levels 3, 4, 5, and 6 skills. They also have demonstrated the ability to:

- Solve problems that include ratios, rates, or proportions where at least one of the quantities is a fraction.
- Identify the reason for a mistake.
- Convert between units of measurement using fractions, mixed numbers, decimals, and percentages.
- Calculate volumes of spheres, cylinders, or cones.
- Calculate the volume when it may be necessary to rearrange the formula, convert units of measurement in calculations, or use the result in further calculations.
- Set up and manipulate ratios, rates, or proportions where at least one of the quantities is a fraction.
- Determine the better economic value of several alternatives by using graphics, or determining the percentage difference, or by determining unit cost.
- Apply basic statistical concepts; for example, calculate the weighted mean, interpret measures of central tendency, or interpret measure of spread and tolerance.

**HOW YOU CAN USE YOUR SCORES**

To find the Applied Math Levels 3, 4, 5, and 6 skills, please refer to the ACT WorkKeys website at [www.act.org/workkeys](http://www.act.org/workkeys).

**WorkKeys Individual Score Report With Scale Score**  
Examinee: Michael, Krista  
Examinee ID\*\*: 5468

| Test                  | Level Score | Possible Range | Scale Score | Possible Range |
|-----------------------|-------------|----------------|-------------|----------------|
| WorkKeys Applied Math | 7           | <3 - 7         | 90          | 65 - 90        |

# Summary Score Report

Individual Summary Score Report

Page 1 of 1

**ACT**<sup>®</sup>

**WorkKeys**<sup>®</sup>

Skill Report

Examinee: TEST05,Alot  
Realm: NCRC 2.0 E2E Test Realm

Examinee ID\*\*: 1724  
Report Date: Sep 1, 2017

| Manifest Name                | Test Date | Level Score | Possible Range | Scale Score | Possible Range |
|------------------------------|-----------|-------------|----------------|-------------|----------------|
| WorkKeys Applied Math        | 7/13/2017 | 6           | <3 - 7         | 90          | 65 - 90        |
| WorkKeys Graphic Literacy    | 7/13/2017 | 7           | <3 - 7         | 90          | 65 - 90        |
| WorkKeys Workplace Documents | 7/13/2017 | 7           | <3 - 7         | 90          | 65 - 90        |

WHAT YOUR SCORES MEAN

**WorkKeys Applied Math:**  
You scored at Level 6. People who score at Level 6 have demonstrated all of the Levels 3, 4, and 5 skills. They also have demonstrated the ability to:

- Use fractions with unlike denominators and calculate reverse percentages.
- Convert units within or between systems of measurement (e.g., time, measurement, and quantity) where multiple-step conversions are required and the formulas are provided, such as converting from kilometers to meters to feet.
- Identify why a mistake occurred in a solution.
- Find the best deal from a group of solutions and then use the result for another calculation.
- Find the area of basic shapes when it may be necessary to rearrange a formula, convert units of measurement in the calculations, or use the result in further calculations.
- Calculate the volume of rectangular solids (e.g., cubes).
- Calculate rates, production rates, rate by time (such as, production rate is 59 cups produced per hour, how many will be produced in an 8-hour shift).
- Identify the correct equation for solving a problem.

**WorkKeys Graphic Literacy:**  
You scored at Level 7. People achieving this level can understand and interpret complex workplace graphics, such as very difficult charts and graphs, and detailed tables, forms, maps, and diagrams. They can apply information from these types of graphics and draw conclusions or make decisions about new situations based on information contained in the graphics.  
Your skills in Locating Information using workplace graphics are at least as high as this test measures. Congratulations on your fine performance! We encourage you to use and expand upon your considerable skills in this area by seeking out and learning from graphics in a wide variety of formats.

**WorkKeys Workplace Documents:**  
You scored at Level 7. People achieving this level can apply concepts from densely detailed passages, such as excerpts from complex regulatory and legal documents, to new situations. They can understand difficult concepts and complicated procedures containing jargon and technical terms whose definitions must be derived from context.  
Your Reading for Information skills are at least as high as this test measures. Congratulations on your fine performance! We encourage you to use and expand upon your considerable skills in this area by continuing to read and learn from a wide variety of challenging reading materials.

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\*\*ID field is abbreviated to last four digits

| Manifest Name                | Test Date | Level Score | Possible Range | Scale Score | Possible Range |
|------------------------------|-----------|-------------|----------------|-------------|----------------|
| WorkKeys Applied Math        | 7/13/2017 | 6           | <3 - 7         | 90          | 65 - 90        |
| WorkKeys Graphic Literacy    | 7/13/2017 | 7           | <3 - 7         | 90          | 65 - 90        |
| WorkKeys Workplace Documents | 7/13/2017 | 7           | <3 - 7         | 90          | 65 - 90        |

# Validus Reports Portal

- View score results in the Reports Portal in Validus
- Setting up a new staff account
- Roles in Validus
- Validus User Guide
- Online Reports Portal User Guide

## Career Readiness Certificate Reports:

[Certificate Data Export](#)

[Test Data Export](#)

[Certificates by Certificate ID](#)

[Certificates by Testing Location](#)





# Resources

- [National Testing Site Administrators webpage](#)
- [Validus User Guide](#)
- [Online Test Administration Manual](#)
- [Testing Staff Training Plan](#)
- [Using a Screen Reader](#)
- [Accessibility Support Guide](#)

# ACT Contact Information

## **ACT WorkKeys Customer Support:**

800.967.5539

[workkeys@act.org](mailto:workkeys@act.org)

### **Hours:**

Monday – Friday (except holidays):  
7:00 a.m. – 7:00 p.m. (Central Time)