

2017|2018



# ACT WorkKeys<sup>®</sup> Administration Manual

 **Online Testing**

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

[www.act.org/workkeys](http://www.act.org/workkeys)

# 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.

If you are calling on ...	Then the hours are ...
Monday – Friday	7:00 a.m. – 7:00 p.m.
Saturday	8:00 a.m. – 2:00 p.m.

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.

If you are in ...	Then call ...	Or fax ...
United States or Canada	800.967.5539	319.337.1467
International	319.337.1380	319.337.1467

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

## Email

For questions: **[workkeys@act.org](mailto:workkeys@act.org)**

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## Section I: Policies and Procedures

### Testing Policies and Procedures

#### In This Section

In this section, you'll find:

- Introduction
- Relationship with ACT
- Standardized procedures
- Test dates and times
- Investigations
- Confidentiality
- Equal treatment
- Fair testing practices
- Facilities and staff
- Authorized observers
- How to identify an observer
- Unauthorized observers and media
- Safety
- Prohibited use of cell phones and electronic devices
- Right to terminate
- Test/retest policy

#### Introduction

For the ACT® WorkKeys® tests to successfully measure examinees' academic skills, they must be uniformly administered. As a person involved in the administration, you assume important professional responsibilities.

When you become an ACT WorkKeys test coordinator, you are agreeing to read and follow all the policies described in this manual, as well as additional manuals for administering the test, and any supplements provided. As a test accommodations and/or supports coordinator, substitute test coordinator, room supervisor, proctor, or other person assisting on test day (e.g., interpreter), you must also read and agree to follow the same policies.

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

*Note: In this document, the ACT WorkKeys tests are also referred to as "assessments."*

#### Relationship with ACT

When you become a test coordinator, substitute test coordinator, room supervisor, or proctor, take these steps.

Step	Action
1	Go to <a href="http://forms.act.org/workkeys-private/forms/manual.html">http://forms.act.org/workkeys-private/forms/manual.html</a> .
2	Complete and submit this online form to confirm that you have completed training.

#### Standardized Procedures

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

Adherence to these standardized procedures is mandatory.

#### Test Dates and Times

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.

In cases where an examinee disputes an ACT decision or communication regarding the administration, the examinee and/or his or her representatives may contact you directly and request information.

## 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, or use such information for any purpose other than administering the tests. Questions concerning attendance or test day procedures from examinees can be answered within the normal confines of examinee confidentiality policies at your site. However, all forms and information contained in the manual are the property of ACT and must not be shared with any person who is not part of the testing staff. Requests for copies of test date documentation (e.g., irregularity reports) from any source other than ACT are to be referred directly to ACT.

## Equal Treatment

All staff are required to administer and supervise the administration in a nondiscriminatory manner and in accordance with all applicable laws, including the Americans with Disabilities Act (ADA).

## 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:

- Code of Fair Testing Practices in Education: American Psychological Association ([www.apa.org](http://www.apa.org))
- Code of Professional Responsibilities in Educational Measurement: National Council on Measurement in Education ([www.ncme.org](http://www.ncme.org))

## 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 authorized by ACT may visit your test site on test day. The visit is normally not announced in advance.

## How to Identify an Observer

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

Step	Action
1	<p>Check credentials. An observer must have all of the following:</p> <ul style="list-style-type: none"><li>• Photo ID (driver's license, employer ID, etc.)</li><li>• Employer ID, business card, or other documentation showing company/agency affiliation</li><li>• An authorization letter from ACT and employer ID with photo</li></ul> <p><i>Note: If an employer ID has a photo, a separate photo ID is not needed.</i></p>
2	<p>Did the observer provide necessary credentials?</p> <ul style="list-style-type: none"><li>• If <i>yes</i>, allow the observer access to the testing area and test materials, and give the observer your full cooperation.</li><li>• If <i>no</i>, deny the observer access to the testing area and test materials.</li></ul>
3	<p>Submit an Irregularity Report that includes:</p> <ul style="list-style-type: none"><li>• The observer's name</li><li>• Agency/company</li><li>• Whether or not the observer was admitted</li></ul>

If you have concerns, call ACT at the phone number listed inside the front cover of this manual.

*Note: The visit may include conducting enhanced test security procedures, including but not limited to collecting images of examinees during check-in or other security activities on test day.*

## Unauthorized Observers and Media

To protect examinees from anxiety and distractions, unauthorized persons—including parents, guardians, children, school board members, recruiters, employers, and members of the media—must not be allowed to enter, observe, or photograph 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 the test rooms.

Media coverage must be limited to meeting with examinees, with their consent, after the test administration and away from the test rooms. Please inform ACT 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. 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.

## 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.

## 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.

# Test Facilities

## In this Section

In this section, you'll find guidelines on:

- Purpose
- Accessibility principles
- Facility selection
- Test room selection
- Computer requirements
- Room setup
- Quiet test sessions
- Seating arrangements
- Workstation surfaces

## Purpose

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

## Principles of Accessibility

Under the Americans with Disabilities Act, ACT tests must be offered in locations accessible to individuals with disabilities, or in rare cases, in accessible alternative locations.

## Selecting Facilities

Select facilities that:

- Allow testing staff to control access to the testing areas
- Have a phone that staff and examinees can use on test day

You may also want to have:

- A room to use as test day headquarters
- Security personnel

## Selecting Test Rooms

Select test rooms that:

- Can be reserved to allow time for the entire test sessions, plus any potential delays
- Can be rearranged, if needed, to meet testing requirements
- Are quiet and as free as possible from potential distractions
- Have good lighting, temperature, and ventilation
- Provide convenient access to restrooms
- Have computers with high speed internet access
- Have access to a printer
- Have their own supervisor computer for administrative monitoring

## Computer Requirements

Computers must meet all of the minimum system requirements. Refer to the web page at [www.act.org/content/act/en/products-and-services/workforce-solutions/act-workkeys/administer.html](http://www.act.org/content/act/en/products-and-services/workforce-solutions/act-workkeys/administer.html) for all the technical and setup requirements for administering in an online format.



## 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.

## Ensuring Quiet Test Sessions

Take the following actions to ensure quiet test sessions:

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

## Seating Arrangements

Seating arrangements must minimize any possibility of prohibited behavior. *In all cases, it is critical that examinees cannot see each other's screens.* The table below contains additional requirements.

<b>If the room has ...</b>	<b>Then workstations ...</b>
no carrels, dividers, or partitions between workstations	<ul style="list-style-type: none"><li>• <i>must</i> face the same direction</li><li>• <i>must</i> be distanced so examinees are at least three feet apart (side-to-side measured shoulder-to-shoulder) and at least five feet apart (front-to-back measured head-to-head)</li><li>• <i>may not</i> face the wall or each other</li><li>• <i>must</i> be set up so that examinees in one row cannot see the screens of any computers in front of them</li></ul>
carrels, dividers, or partitions between workstations	<ul style="list-style-type: none"><li>• <i>do not</i> need to face the same direction</li><li>• <i>may</i> face the wall or each other as long as there is adequate privacy between examinees</li></ul>
a U-shaped seating configuration	<ul style="list-style-type: none"><li>• <i>must</i> face the wall and not each other</li></ul>

## Workstation Surfaces

Workstations must provide enough space for:

- Examinees to work comfortably
- The use of scratch paper and/or calculators

Lapboards balanced on examinees' legs are not allowed.

## Staffing: Policies, Roles, and Responsibilities

### In This Section

In this section, you'll find information on:

- Testing staff selection
- Who may act as staff
- Who may not act as staff
- Staff roles
- Test coordinator responsibilities
- Room supervisor responsibilities
- Proctor responsibilities

### Selecting Testing Staff

Test coordinators are responsible for selecting their test day staff.

### Who May Act as Staff

Members of the staff must be people of integrity. Room supervisors and proctors may be current or retired faculty members, human resources staff, trainers, school administrative or clerical employees, substitute teachers, upper-division student teachers, or paraprofessionals.

### 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 you and your 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 substitute 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

Remain attentive to your 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 22.

Walk around the test room as it discourages prohibited behavior and also makes you available to answer questions or respond to illness.

## Staff Roles

You'll find references to the roles below throughout this manual.

**Test Coordinator:** The test coordinator has overall responsibility for coordinating test site operations, including setting up rooms and schedules. He or she provides the continuity and administrative uniformity necessary to ensure that the examinees are tested under standardized and secure conditions.

**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 test coordinator serves as test coordinator. The substitute is encouraged to assist the test coordinator prior to, during, and after testing.

**Room Supervisors:** Each room must have a room supervisor who is responsible for all testing activities within that room. Each room supervisor must be present for the entire test session. The test coordinator may serve as room supervisor if only one room is used.

**Proctors:** One or more proctors assist room supervisors with testing activities. Proctors usually assist in authorizing tests, helping examinees launch their tests, and monitoring examinees. See the table below to determine the number of proctors required for a test room, based on the number of examinees assigned.

Number of examinees per room:	Examinees assigned per room			
	1--25	26--50	51--100	Each additional 50 (or portion thereof)
<b>Proctors required per room</b>	0	1	2	+1

## Test Coordinator Responsibilities

Test coordinators are responsible for the tasks listed below.

*Note: If a substitute test coordinator is assigned, he or she assumes the same responsibilities.*

Category	Responsibility
Facilities and Staffing	<ul style="list-style-type: none"> <li>Selecting and reserving test rooms, and preparing them for test day according to ACT guidelines</li> <li>Selecting and training qualified testing staff</li> </ul>
Before Test Day	<ul style="list-style-type: none"> <li>Completing all training and submitting the manual verification form</li> <li>Ensuring basic examinee registration is complete</li> <li>Ensuring examinees who might need and/or request special testing arrangements are aware of accommodations available to them</li> <li>Reading this manual and following its policies and procedures</li> <li>Communicating prohibited behaviors and items to examinees</li> <li>Viewing and participating in training provided by ACT</li> <li>Preparing rosters and organizing test materials</li> <li>Verifying all technical requirements</li> <li>Completing the workstation validation test</li> <li>Completing a demo test session in the practice realm</li> </ul>
On Test Day	<ul style="list-style-type: none"> <li>Preparing computers for test day</li> <li>Conducting a briefing session for testing staff</li> <li>Admitting examinees to room</li> <li>Supervising and assisting staff during testing</li> <li>Monitoring test sessions</li> <li>Serving as a room supervisor as needed</li> <li>Handling and documenting any irregularities</li> <li>Ensuring all examinees submit their tests</li> <li>Printing a score report after examinees finish tests (optional)</li> </ul>
After Testing	<ul style="list-style-type: none"> <li>Ensuring completeness and accuracy of all test day documentation</li> <li>Cooperating with ACT in resolving irregularities</li> </ul>

## Room Supervisor Responsibilities

Room supervisors are responsible for the tasks listed below.

Category	Responsibility
Before Test Day	<ul style="list-style-type: none"><li>• Reading this manual and complying with the policies and procedures it describes. (See “Relationship with ACT,” page 1, to agree to terms and conditions.)</li><li>• Attending both the training and briefing sessions conducted by the test coordinator.</li><li>• Providing an environment conducive to testing.</li></ul>
On Test Day	<ul style="list-style-type: none"><li>• Checking ID or personally recognizing examinees.</li><li>• Marking attendance/ID on the roster.</li><li>• Admitting examinees into the test room and directing them to seats.</li><li>• Completing all test day documentation forms.</li><li>• Monitoring examinees during the entire test session to discourage and detect prohibited behavior.</li></ul>
After Testing	<ul style="list-style-type: none"><li>• Collecting and accounting for all scratch paper (for the Applied Math test only) before dismissing examinees.</li><li>• Recording detailed documentation of any irregularities.</li><li>• Returning all forms to the test coordinator after testing.</li></ul>

## Proctor Responsibilities

Proctors are responsible for the tasks listed below.

Category	Responsibility
Before Test Day	<ul style="list-style-type: none"><li>• Reading this manual and complying with the policies and procedures it describes. (See “Relationship with ACT,” page 1, to agree to terms and conditions.)</li><li>• Attending both the training and briefing sessions conducted by the test coordinator.</li></ul>
On Test Day	<ul style="list-style-type: none"><li>• Helping mark attendance/ID on the roster.</li><li>• Helping admit examinees into the room and direct them to seats.</li><li>• Monitoring testing progress.</li><li>• Monitoring for prohibited behavior.</li><li>• Reporting any irregularities to the room supervisor immediately.</li><li>• Accompanying examinees to the restroom if more than one leaves during the timed portion of the test.</li></ul>

# Staffing: Training Staff

## In This Section

In this section, you'll find information on:

- the purpose of training staff
- staff training requirements
- training resources
- quick start guides
- what to cover during the training session

## Purpose of Training Staff

For standardized testing to occur successfully, it is critical that the same procedures are followed at every test site. To achieve this, staff members must understand their responsibilities.

## Administration Manual

ACT provides this manual to communicate its expectations. The manual is proprietary information and is copyrighted by ACT. It is to be used only for the purpose of administering the ACT WorkKeys tests and is not to be copied or shared for any other purpose.

Provide each testing staff member a manual before the training session. It is especially important that room supervisors read and understand the policies, procedures, and directions.

## Training Session

Test coordinators are required to hold a training session before test day to prepare staff for test day activities. In addition, on each test day, test coordinators are required to hold a briefing session to discuss any site-specific information, last-minute issues that arise, or concerns staff members may have.

## Training Resources

Participation in test administration training is required. Training webinars for ACT WorkKeys Online testing are conducted on an ongoing basis. Dates are announced via emails sent to WorkKeys contacts. Training information is available at <http://forms.act.org/workkeys-private/admintraining/>. Contact ACT via phone or email to obtain the user ID and password to access these slides.

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

Additional information about administering ACT WorkKeys can be found at [www.act.org/content/act/en/products-and-services/workforce-solutions/act-workkeys/administer.html](http://www.act.org/content/act/en/products-and-services/workforce-solutions/act-workkeys/administer.html).

## Quick Start Guides

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

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

## What to Cover during Training

The test coordinator is expected to cover a number of topics during the training session. All training sessions must occur before test day.

### Testing System

- A. Train room supervisors and proctors in the general functionality of the testing system so they can assist examinees.

### Security of Test Materials

- A. Emphasize that security is of the utmost concern. Test materials or examinees must *never* be left unattended by staff members.
- B. Describe how the test coordinator will distribute materials to the room supervisors, and how room supervisors are to distribute materials inside the test rooms.
- C. Emphasize that no unauthorized persons are allowed in the test rooms. This includes friends, relatives, state, district, or school board representatives, and members of the media.

### Room Preparation

- A. Demonstrate proper seating arrangements and test room preparation. Discuss specific seating arrangements and inappropriate posted materials.
- B. Discuss any items that will be supplied by the school (e.g., pencils, calculators) and how they will be distributed and returned.
- C. Discuss how to handle examinees access cell phones or electronic devices in the test room.

### Test Day

- A. Review ID requirements.
- B. Review a roster of examinees; explain the information on it, and how to mark it on test day.
- C. Examinees must not be allowed to select their own seats. Direct each examinee to a specific, assigned seat and pay particular attention to separating known friends or relatives.
- D. No one may be admitted to the test room after general instructions have begun. Discuss how to handle late arrivals.
- E. Discuss when and where staff members are to report on test day.
- F. Staff members are encouraged to wear soft-soled shoes. They should avoid crinkly clothing, noisy jewelry, coins in pockets, perfumes, or other items that may distract examinees.
- G. Information concerning potential examinee dress and behavior issues should be discussed. These might include rules regarding the wearing of hats, the location of restrooms, and smoking restrictions.
- H. Discuss procedures for prohibiting use of cell phones and other electronic devices in test rooms and during breaks.
- I. Staff members must not read (other than this manual), grade papers, use a computer/cell phone/recording or media device, talk casually with other staff, or do anything not related to administering the tests. They must not eat or drink in the test room.
- J. Conversations must be quiet and kept to a minimum. Even whispered conversations can be distracting to examinees.
- K. Discuss how permitted calculators will be distributed to examinees before testing begins (if applicable).
- L. Review permitted and prohibited calculators. Stress that examinees using a prohibited calculator must be dismissed.
- M. During testing, staff members are to walk quietly around the room to check that examinees are working on the correct test, respond to illness, and discourage prohibited behavior. Advise staff not to pause near an examinee long enough to be a distraction.
- N. Discuss what actions to take if staff members observe prohibited behavior. Review plans for dismissing examinees (e.g., where they are to be sent, how to maintain vigilance in the test room, documenting actions taken).

- O. Discuss what actions to take in the case of a group irregularity (e.g., a power outage) or in the case of an emergency. Discuss potential individual irregularities and actions to take. Review how to complete and submit an irregularity report.

**After the Test**

- A. Room supervisors must return completed forms (e.g., Seating Diagram, Report of Accommodated Assessments, etc.) to test coordinator.
- B. Test coordinator must make a copy of completed forms to keep for one year.

# Test Security Requirements

## In This Section

In this section, you'll find information on:

- Login security
- Security of test materials
- Security during the administration

## Login Security

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

- Test administration URLs
- User IDs
- Passwords

**Important!** Do not share login credentials or testing URLs.

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

## 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 cancelled. These scores will not be reported to examinees or testing locations, and will be ineligible for the ACT<sup>®</sup> WorkKeys<sup>®</sup> National Career Readiness Certificate<sup>™</sup> (ACT<sup>®</sup> WorkKeys<sup>®</sup> NCRC<sup>®</sup>).

## Security during the Administration

To ensure security during a test administration, follow the policies below.

- Prevent and detect prohibited behavior by adhering to seating space requirements, directing examinees to specific seats, and actively monitoring examinees throughout the administration.
- If examinees are present, you must never leave a test room unattended, 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.



## Section II: Preparing for Test Day

### Planning Your Test Administration Schedule

#### In This Section

In this section, you'll find information on:

- Materials provided by your site
- Instructions before test day
- Roster
- Breaks

#### Materials Provided by Your Site

The site is responsible for providing the following items for each test room:

- A supply of soft-lead No. 2 pencils with erasers to lend to examinees who do not bring pencils (no mechanical pencils or ink pens)—for the Applied Math test only
- A pencil sharpener
- Signs, cards, or other materials used in admission procedures
- Permissible calculators to lend to examinees for the Applied Math test, if needed
- Scratch paper for the Applied Math test (collect and shred after testing)
- Formula sheet for the Applied Math test, if requested

#### Instructions before Test Day

Before test day, inform examinees that they must bring the following:

- Acceptable identification
- Two soft-lead No. 2 pencils with erasers (no mechanical pencils or ink pens)—for the Applied Math test only, optional
- A permissible calculator for the Applied Math test, optional
- 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.actstudent.org](http://www.actstudent.org) or call toll-free 800.498.6481 for a recorded message about the latest list of prohibited calculators.

Inform examinees that no food or drink will be allowed in the test rooms. Also inform examinees that 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.

#### Roster

It is recommended that a roster be created for each test room. Write on the roster 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, as long as attendance and the type of ID accepted are marked on that list on test day.

#### 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 for security reasons.

# General Arrangements Information

## In This Section

In this section, you'll find information on:

- Standard time testing
- Examinees with hearing impairments
- Sign language interpreters
- Assistance in recording responses
- English learner supports
- Online delivery tools

## 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 general instructions or they may need to be seated near the front of the room so that the directions can be understood.

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

- Seat an examinee using an interpreter at the front of the room. The interpreter, who may not be a relative, will sign general 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 (both from this manual and any other spoken message) are given in sight of the examinee.

## Sign Language Interpreters

Sign language interpreters may be used to sign general instructions only, using American Sign Language (ASL). This is considered a test arrangement.

ASL 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:

1. Be proficient in English
2. Be experienced in testing
3. Be employed by the school district where the examinee attends school
4. Agree to administer the tests in compliance with the policies and procedures in this manual
5. Read and sign the interpreter agreement in the back of 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:

6. Not be a relative or guardian of the examinee
7. Not be a private consultant or individual tutor whose fees are paid by the examinee or examinee's family
8. Not be engaged in test preparation activities for ACT WorkKeys during the current academic year (see "Staffing: Policies, Roles, & Responsibilities," page 7).

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 offer one of the following types of assistance:

- Testing staff may mark responses as the examinee indicates the responses.
- For Business Writing, every word must be spelled out by the examinee and every punctuation mark and capitalization indicated. Testing staff must record exactly what the examinee says and only what the examinee says.

*Note: If the examinee is giving verbal responses, the assessment must be administered in a separate room.*

## ACT WorkKeys English Learner Supports

English learners are supported in the same way all other learner populations are supported. English learners, as may all other examinees, may make use of Embedded and Open Access-level supports as needed. English learners may also request use of accommodation-level supports by providing the documentation of qualification as described in "Written Documentation," page 18.

ACT WorkKeys English learner supports include:

- Extended time testing, not to exceed time-and-a-half (requires qualification)
- Use of an ACT-approved word-to-word bilingual dictionary\* (requires qualification)
- Use of a verbal translator for directions only, locally provided (no qualification needed)
- Testing in a familiar environment or small group (no qualification needed)

*Note: Local arrangements for a verbal translator to translate verbal directions into other languages are allowed.*

ACT WorkKeys English learner supports do not include:

- Translated test questions
- Translated DVDs
- Translated reader scripts (a human translator can translate the instructions and verbal instructions if reader scripts are needed)
- Use of an electronic translation device

For a complete list of available accommodations, please go to the Accessibility Support Guide located at [www.act.org/content/act/en/products-and-services/workkeys-for-educators/assessments/administration.html](http://www.act.org/content/act/en/products-and-services/workkeys-for-educators/assessments/administration.html).

## Online Delivery Tools

The following tools are available for every examinee to use at their own discretion:

- Answer Eliminator
- Answer Masking
- Browser Zoom
- Calculator
- Custom Masking
- High and Low Contrast Colors
- Highlighter
- Keyboard Navigation
- Line Reader (visual tracker)
- Magnifier Tool
- Mark Item for Review
- Scratch Pad

# General Accommodations Information

## In this Section

In this section, you'll find information on:

- Use of accommodations
- Determining and documenting accommodations
- Available accommodations
- Ineligible accommodations
- Reporting of accommodations
- Written documentation

## 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 18.)

## 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.

If you have examinees that need other accommodations, they must test using paper materials. Call ACT to order such materials.

## 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 NCRC. 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 NCRC 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 NCRC eligible. Scores achieved using ineligible accommodations are not.

## Written Documentation

### Documentation of Qualification for Use of Accommodations

*Note: These procedures apply to all examinees requesting accommodations or accommodation-level English learner supports that require qualification.*

ACT is committed to ensuring that official ACT WorkKeys scores reported for the ACT WorkKeys NCRC are valid and comparable in all forms of ACT testing involving standardized conditions. Such conditions also include those ACT-specified and approved accommodations and accessibility supports that:

1. Have been determined to honor the constructs being tested
2. Are implemented according to the required controlled administration procedures

### Valid Test Scores and Equal Benefit for All Examinees

ACT ensures that all examinees may benefit equally from this test. Accommodations and accessibility supports administered under these standardized conditions will result in a valid and fully reportable NCRC score. Use of any accessibility supports that are not specified by ACT or not properly administered will violate what the test is designed to measure and will therefore result in a score that is invalid and is not comparable for the stated purposes of the test.

### Documentation Cases

#### Case A: Governing Educational Authority Document of Accommodation Plan is Available

Approval for accommodation-level supports requires that the local governing educational (or other similar) authority determine who meets the qualifications required. The governing authority is often the state education agency but in certain states this authority is delegated to the local district level.

ACT honors and respects the professional integrity and authority of the local governing educational agency to make decisions regarding examinees that qualify for the use of certain accommodation-level supports. Local governing authorities that may provide such documentation of qualification for use of accommodations include a current or prior:

- School or school district
- Employer
- Vocational training or employment support agency
- Federal government agency, such as the military or other service organization

#### Case A: Required Documentation

To qualify for requested allowable accommodations under Case A, the examinee must provide:

- A copy of the current or the most recent accommodation plan used by the examinee and approved for use by a school, by a place of employment, by a vocational training facility or other employment support agency, or by a federal government agency (for example through a branch of the military or other government service agency).

#### Case B: Governing Educational Authority Document is NOT Available

This circumstance represents an examinee that falls into one of the two categories below, but no longer has a copy of the plan or the document is not available.

- The individual routinely did (or still does) receive and use the allowable accommodations being requested at a school, at a vocational training site, at an employer's workplace, or while serving in the military or other government service
- The individual had a prior school accommodation plan or a transition plan specifying accommodations needed

#### Case B: Required Documentation

To qualify for requested approved accommodations under Case B, the examinee must provide:

- In lieu of the most recent plan, the required [ACT WorkKeys NCRC Assessments Examinee Affidavit](#) attesting to the fact that the requested ACT allowed accommodations were previously identified as needed by this

examinee, were personally used by the examinee, and were approved for use by either a prior school, a prior employer, by a vocational training or employment support agency, or by another federal government agency, such as the military or other service organization.

### **Documentation Examples**

**Documentation Example 1:** An English learner who is new to US schools may not yet know how to read English well. This examinee may need to use an approved bilingual word-to-word dictionary and extended time during certain tests not measuring knowledge of English, and may even request additional allowed accommodations. If the learner has a copy of a plan then **Case A applies**; if learner has had or is using this accommodations but has no written plan, then **Case B applies**.

**Documentation Example 2:** A student participating in a local Response to Intervention (RTI) program may have no identified disability but has a locally documented accommodation plan to receive extended time or additional allowed accommodations. **Case A applies**.

**Documentation Example 3:** An adult with dyslexia who is enrolled in a vocational technical training program has a transition plan that permits the use of audio presentation of information as well as extended time (both are allowed accommodations). **Case A applies**.

**Documentation Example 4:** An adult with writing difficulties who is currently or was employed who received writing accommodations within his workplace environment, but has no written plan – and never did, but was treated by his employer as if he qualified for the use of these supports. **Case B applies**.

### **Test Coordinator Guidance**

For accommodation-level supports to be used effectively:

1. Examinees who use accommodation-level supports must have prior experience using these intensive tools. Test coordinators should speak with examinees to confirm this experience.
2. The test coordinator must obtain the required documentation described above. This documentation verifies that the use of the support matches an identified need and is deemed to be effective for the individual examinee.
3. Collected documentation (i.e., accommodation plans and/or affidavits) must be kept securely and confidentially on file by the test site for at least one year. Do not return to ACT. No diagnostic material is required.

Determining who qualifies for ACT-allowed accommodation-level supports requires well informed educational judgment and documentation (as defined above) of a personalized accommodation plan, transition plan, or signed affidavit attesting that they have, in fact, been treated as if such a need exists by other governing educational authorities (as listed). An individual who requests ineligible supports not specifically listed as allowed may not receive them under any circumstance.

## Section III: Test Day Activities

### Identifying and Admitting Examinees

#### In This Section

In this section, you'll find information on:

- Admitting examinees to the test room
- Acceptable identification
- Examples of unacceptable identification
- Examinees without acceptable identification
- Late arrivals

#### Admitting Examinees to the Test Room

When you are ready to admit examinees to the test room, make sure you do the following:

1. Admit examinees by checking them in, one-by-one, at the door of the test room.
2. Verify that the identification is acceptable per ACT requirements (see "Acceptable Identification," page 20) and that the photo and name on the ID matches the examinee.

Use the following table to determine your next steps:

If the ID is . . .	Then . . .
<p><b>Not presented or not acceptable and examinee cannot be recognized by site staff</b></p>	<ol style="list-style-type: none"> <li>1. Do not admit the examinee.</li> <li>2. If examinee cannot present proper identification before testing, dismiss the examinee.</li> <li>3. Write "<b>Denied</b>" on the roster beside the examinee's name.</li> <li>4. Complete an Irregularity Report.</li> </ol>
<p><b>Acceptable or examinee can be recognized by site staff</b></p>	<ol style="list-style-type: none"> <li>1. Compare the photo on the ID to the examinee.</li> <li>2. Mark on the roster the type of ID accepted using the following notations as a guide:               <ul style="list-style-type: none"> <li><b>P</b> = Photo ID</li> <li><b>F</b> = ID Form (Notarized)</li> <li><b>R</b> plus staff initials = Personal Recognition by Staff</li> <li>– = Absent (Absence must be indicated to verify an examinee was not present.)</li> <li><b>Denied</b> = too late to admit</li> </ul> </li> <li>3. Direct the examinee to his or her seat in the test room and instruct the examinee to wait patiently until testing begins.</li> </ol>

***Important! Do not delay testing waiting for an examinee to bring identification.  
Do not allow testing of late examinees***

## Acceptable Identification

All examinees are required to present an acceptable form of identification 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, even if acceptable ID is presented later.)

- Identification issued or verified by a relative is not allowed.
- All identification must be original; photocopies or reproductions are not allowed.
- Stamped, computer generated, or reproduced signatures are not allowed.

*Note: If you cannot make a positive identification with the ID presented or if you suspect the ID has been forged or tampered with in any way, the ID is not acceptable.*

The table below outlines the only acceptable types of identification and their related roster notations.

Roster Notation	Type of ID	Criteria for Acceptance
<b>P</b>	Current Official Photo ID	<p>Must include <b>ALL</b> of the following:</p> <ul style="list-style-type: none"> <li>• Current (not expired)</li> <li>• Issued by school, employer, or city/state/federal government agency</li> <li>• Examinee's first and last names</li> <li>• Photo is clearly recognizable as the examinee</li> </ul> <p><i>Note: The examinee's signature is not required.</i></p> <p><i>Examples: driver's license, passport, school ID, state ID</i></p>
	Recent Published Individual Photo	<p>Must include <b>ALL</b> of the following:</p> <ul style="list-style-type: none"> <li>• Photo is an original, not a photocopy or reproduction</li> <li>• Published within the last two years</li> <li>• Photo is of the individual (not a group photo)</li> <li>• Photo is clearly recognizable as the examinee</li> <li>• Examinee's first and last name is in the caption</li> </ul> <p><i>Note: The examinee's signature is not required.</i></p> <p><i>Examples: newspaper, school yearbook</i></p>
<b>F</b>	Notarized Statement with Photo	<p>Examinee <b>MUST</b> present the Notarized Statement with Photo if they do not have a current official photo ID as described above. <b>ALL</b> items must be completed and include:</p> <ul style="list-style-type: none"> <li>• Sworn statement by a notary public (may not be a relative), identifying the examinee by name</li> <li>• Recent, recognizable, individual (not group), photo of the examinee attached to form</li> <li>• Notary seal/stamp overlapping a portion of the photo</li> <li>• Signed by the examinee, in ink, in the presence of the notary</li> </ul>
<b>R</b> Plus staff initials	Staff Recognition	<ul style="list-style-type: none"> <li>• Examinees without acceptable ID may be admitted only if they are personally recognized, face-to-face, by a member of the staff (who may not be a relative)</li> <li>• That faculty member's initials must be printed legibly beside the examinee's name on the roster (without staff initials, personal recognition is invalid)</li> <li>• If all examinees in a room were recognized by the same staff member, state that on the roster, indicating the name of the staff member along with his or her initials (e.g., "all examinees in this room were recognized by _____")</li> </ul>



## Examples of Unacceptable Identification

Examples of unacceptable identification include the following:

- Birth certificate
- ChildFind ID card
- Credit, charge, bank, or check cashing cards, even with a photo
- Diploma
- Family portrait or graduation picture, even if the name is imprinted on the photo
- Fishing or hunting license
- Nonphoto ID issued by an employer
- Learner's driving permit, temporary or replacement driver's license, if it does not include a photograph
- Organization membership card
- Passport or other photo so old that the person presenting it cannot be identified
- Personal recognition by anyone not employed by your school or not a member of test day staff
- Photo ID belonging to a parent
- 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 the site to identify the examinee
- Traffic ticket, even with a physical description and signature
- Web page with photo

## Examinees without Acceptable Identification

If an examinee does not have acceptable ID, and school 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. See "Admitting Examinees to the Test Room," page 19.

## 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

### In This Section

In this section, you'll find information on:

- Cell phones and electronic devices policy
- Other prohibited items

### Policy on Cell Phones and Electronic Devices

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.

**Examinees** are not permitted to 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 dictionaries, scratch paper (may use during Applied Math test only), notes, or other aids reading material
- Tobacco in any form
- Food and beverages (including water)

*Note: Word-to-word foreign language glossaries are acceptable to use on all tests.*

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

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

**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.

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

# Administering the Tests

## In This Section

In this section, you'll find information on:

- The test room start time
- General announcements to examinees
- Calculators
- Formula sheet
- Monitoring the test room
- Timing the test
- Examinees who leave during a test and return
- Guessing
- Questions about test items
- Options after completing a test

## Test Room Start 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:

- **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.
- **Calculators:** Read the current list of prohibited calculators. You can find the list at [www.actstudent.org](http://www.actstudent.org).
- **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 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.

## Calculator Policy

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 Math test can be solved without a calculator.
- Examinees may only use a permitted calculator on the Applied Math test. ACT recommends that examinees use the calculator provided within the testing interface.
- The calculator must be turned off and put away during all other tests.
- A current **Calculator Policy** is posted at [www.actstudent.org](http://www.actstudent.org).
- **Each room supervisor is responsible for printing the calculator policy.**
- Post the policy for examinees to see (at check-in stations, test rooms, etc.).
- It 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.actstudent.org](http://www.actstudent.org) or call 800.498.6481 for a recorded message about the policy.

Staff responsibilities:

- Check for prohibited calculators **during the Applied Math test**.
- Check periodically to make sure examinees did not switch calculators after the first check.
- If an examinee uses a prohibited calculator, dismiss him or her. See “Irregularities,” page 26.
- If a calculator has characters one inch high or larger, or a raised display, seat the examinee where no others can see the display.

## Formula Sheet

A formula sheet that includes all formulas required for the Applied Math 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, 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.

Type of Assessment	Length of Time
Workplace Documents	55 minutes
Applied Math	55 minutes
Graphic Literacy	55 minutes
Applied Technology	55 minutes
Workplace Observation	55 minutes
Business Writing	30 minutes
Talent	10 – 30 minutes
Fit	10 – 30 minutes

Additional time of 20–30 minutes is required for:

- Registering an examinee
- Assigning an examinee to a group (optional)
- Providing access for the examinee to log into the test system
- Allowing the examinee to become familiar with the testing process via the tutorial
- Printing a score report after the examinee has completed testing (optional)

The timer for each test will begin after the tutorial and practice test are completed and the directions have been read.

## 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, or if other rooms have been dismissed, 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.

## 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 test. Avoid discussing examinee concerns during the test because this takes up testing time and may distract other examinees. After the test, include an explanation of the examinee’s question and the test name on the 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

## In This Section

In this section, you'll find information on:

- Irregularity reports
- Group irregularities
- Time lapse during irregularity
- Individual irregularities
- Prohibited behaviors
- Dismissal for prohibited behavior

## Irregularity Report

Complete an Irregularity Report using the TAO proctoring interface for each room in which an individual or group irregularity that 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

### Definition

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.

Submit an Irregularity Report for all group irregularities, however minor.

### 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 examinees and testing staff. If an emergency occurs, and *if time permits and it is safe to do so*, take the following steps before you evacuate.

Step	Action
1	Pause all tests that are in progress from the TAO proctoring interface.
2	Instruct the examinees and staff to leave the building.
3	Make note of the time.
4	Call ACT as soon as you can safely reach a phone.

### Inclement Weather

If bad weather causes sites to close or testing to be terminated, call ACT for instructions.

### Power Failure

If a power failure occurs, call ACT for instructions.

## Time Lapse during Irregularity

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. You do not need to create a new registration. Simply add a test to the existing registration and authorize it.

## Individual Irregularities

### Definition

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 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 28.

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 (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. Using the TAO proctoring interface, terminate the examinee’s test. This will terminate the test and the examinee’s session can then be logged out.

### 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.
- Using the TAO proctoring interface, terminate the examinee’s test. Once terminated, it will be possible to log out of the examinee’s session.
- 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 examinee reasonably but firmly. Follow the procedures in “Dismissal for Prohibited Behavior,” page 28, exactly and continue testing.

Prohibited behaviors include:

- Accessing a cell phone or any electronic device at any time between being admitted to the test room to being dismissed for the day from testing other than an approved calculator, an approved accommodation device, or an assistive device that does not require approval, such as a hearing aid
- Looking at another person’s computer screen or scratch paper
- Giving or receiving assistance by any means
- Using a prohibited calculator
- Using a calculator on any test other than Applied Math test
- Sharing a calculator with another examinee
- Sharing or exchanging information about the test by any means during the tests, during break(s), or after the test

- Using a watch with recording, internet, or communication capabilities
- Attempting to memorize test-related information or otherwise remove test materials, including questions or answers, from the test room in any way, including by social media
- Using notes, dictionaries, or other unapproved testing aids
- Using scratch paper that was not provided to you by testing staff during the administration
- 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

If you suspect an examinee is engaged in prohibited behavior, discreetly warn the examinee that these activities are prohibited and continue close observation.

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.

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, take the following steps.

Step	Action
1	Take action immediately without creating a disturbance. If you cannot, 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: <ul style="list-style-type: none"> <li>• You observed or are certain of the prohibited behavior.</li> <li>• He/she is being dismissed because of the behavior.</li> <li>• He/she will not receive a score for the test.</li> </ul>
4	Complete a detailed Irregularity Report that includes: <ul style="list-style-type: none"> <li>• the time of the incident and the name(s) of the examinee(s)</li> <li>• the test room and seating location(s)/computer workstation number of the examinee(s)</li> <li>• the details of what you observed</li> <li>• the statements you and the examinee(s) made</li> <li>• the name(s) of the staff member(s) who observed or were certain of the irregularity</li> </ul>
5	Using the TAO proctoring interface, terminate the examinee's test. Once terminated, it will be possible to log out of the examinee's session.



## Section IV: Using ACT WorkKeys Online

### Using ACT WorkKeys Online

#### In this Section

In this section, you'll find information on:

- The Validus Virtual Test Center (VTC)
- Creating an examinee account
- User IDs
- Passwords
- Authorizing an assessment
- Score reports
- Administrator interface - VTC
- Examinee interface - RSP
- Adding additional test coordinators
- Assigning roles
- Examinee role
- Financial profile
- Billing reports

#### The Validus Virtual Test Center (VTC)

The VTC is a web-based user interface used by testing staff to manage and access users and assessments. It is designed to be flexible to administer assessments on a schedule determined by the test coordinator. VTC is used for:

- Creating accounts for examinees and additional testing staff
- Registering and authorizing assessments for examinees
- Accessing score reports for completed assessments
- Accessing additional reports related to test data

Based on your ACT WorkKeys Online Testing application, ACT has established a specific site, called a realm, for your organization. The person listed on your application is considered the primary contact and has been assigned a user ID and password by ACT that allows him/her to access your site and complete administrative functions. The primary contact received an email from ACT containing the URLs, login credentials, and site name.

Complete instructions to use these and other functions can be found online at [www.act.org/content/act/en/products-and-services/workforce-solutions/act-workkeys/administer.html](http://www.act.org/content/act/en/products-and-services/workforce-solutions/act-workkeys/administer.html). Training modules to complete these steps are available at [www.act.org/workkeys-private/admintraining/](http://www.act.org/workkeys-private/admintraining/). Contact ACT for the User ID and password.

#### Creating an Examinee Account

There are three ways to create an examinee account:

- The examinee can create his/her own account.
- The test coordinator can create an account.
- The test coordinator can batch load accounts.

#### User IDs

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

## Passwords

Passwords can be assigned by the test coordinator or allow the system to generate one. The password must be between 6–30 characters long and can be a combination of letters and/or numbers. Passwords are case sensitive.

## Assessment Authorization

Whether examinees are pre-registered, self-registered, or a batch load is used to create registrations in Validus, all assessments must be authorized by testing staff before examinees can begin testing.

*Note: Once an assessment is authorized, the examinee has 30 minutes from the time of authorization to begin the assessment. If the examinee does not begin the assessment within the 30-minute window, the assessment will need to be authorized again. The 30-minute authorization period has been implemented to maintain security of the test forms.*

Because it is unlikely that an examinee will be able to complete and start multiple assessments within the 30-minute testing window, we recommend that only one assessment is authorized at a time per examinee.

## Score Reports

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

*Notes:*

- *When obtaining an Instant Score Report, pop-up blockers must be turned off.*
- *Business Writing score reports: Typical Business Writing responses are scored and made available within 24 to 48 hours. A small percentage of Business Writing responses are rejected and must be hand-scored. An example of a response that is rejected would be if the examinee used inappropriate language or didn't provide enough information. Those responses are pulled out to be hand scored and the scores are posted within 48 hours of testing.*

## Administrator Interface - VTC

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

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

This URL should never be shared with examinees and loaded or launched from an examinee computer. All testing locations should have a designated administrative computer to access the VTC URL from during a test session. In addition, the URL should only be shared with individuals within your organization that are authorized users within the VTC URL.

## Examinee Interface - RSP

The Register, Schedule, Pay (RSP) URL is the Examinee interface for Validus. This URL is unique to your organization characterized by the number at the end of the URL. Within the RSPURL, examinees can complete the following tasks.

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

If the examinee is pre-registered, a testing staff member must supply the examinee with his/her User ID and password. If the examinee is not pre-registered, the examinee can self-register by choosing the “Create an account” option. All of the starred fields are required and must be completed before the examinee can register for a test. Examinees can select their tests by using the “Select Test Title” button. If they select a test that is not applicable, testing staff can remove that test from the list or ignore it. Tests cannot be launched without authorization from authorized testing staff.

## Adding Additional Test Coordinators

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

The test coordinator, as created by ACT, is made up of the following roles

- Account Manager
- Barcode Manager
- Batch Load
- Batch Load Admin
- Invoice Manager
- Proctor
- Profile Manager
- Portal Reports ACT WorkKeys
- Portal Manager
- Password Manager
- Report Invoice
- Report Invoice Remote
- Report Manager
- Report Invoice Admin
- User Manager

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

## Assigning Roles to Room Supervisor and Proctor

The proctor role must be assigned to individuals charged with administering the assessments at your testing center. The proctor role is a predefined role established by ACT to perform a limited number of tasks associated with the administration of assessments.

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

- Search for an examinee
- Reset a password and email it to the examinee if the examinee included an email address on his/her registration
- Authorize or unauthorize an assessment for a registered examinee
- Authorize or unauthorize extended testing time for a registered examinee with Access TAO proctoring interface
- Authorize or unauthorize groups for testing
- Lock and unlock examinee user accounts
- Retrieve an instant score report

## Examinee Role

The examinee role should ONLY be assigned to an actual examinee. Testing staff should NOT be assigned the examinee role. Refer to "Who May Not Act as Staff," page 7, for more information.

## Financial Profile

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

## Billing Reports

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

## Section V: Testing FAQs

### 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:

1. 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.
2. 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'll protect the assessment materials in your custody, you'll be able to avoid most security problems. Never allow examinees to have access to the administration realm URL. This URL should not be stored or displayed on any of the examinee computers.

#### Who are "authorized individuals?"

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

#### May the staff discuss answers to an item after the assessment is completed?

No. Examinee comments or concerns should be put in an Irregularity Report and submitted to ACT. If the examinee would like ACT to respond, provide the name and address of the examinee. 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.

#### Is there any time that assessments cannot be launched?

Yes, during maintenance windows. The schedule of maintenance windows varies. The maintenance schedule is provided in the monthly maintenance emails that are sent to the test coordinators and also posted on the References website, under WorkKeys Notices, at [www.act.org/content/act/en/products-and-services/workforce-solutions/act-workkeys/administer.html](http://www.act.org/content/act/en/products-and-services/workforce-solutions/act-workkeys/administer.html).

#### How can I verify the current status of the Validus VTC?

The status of the test delivery platform can be verified at any time using the References website at [www.act.org/content/act/en/products-and-services/workforce-solutions/act-workkeys/administer.html](http://www.act.org/content/act/en/products-and-services/workforce-solutions/act-workkeys/administer.html). Select the "WorkKeys Status Verification" button.

#### Is a secure browser required for delivery?

No, the TAO delivery system has security built into it. If the assessment requires proctor authorization, the system will automatically pause the assessment if the examinee attempts to navigate away from the assessment. Further, it blocks the functionality of some key strokes, and pauses the examinee's test when other prohibited key strokes are executed. (i.e., Ctrl Alt Delete).

# ACT WorkKeys Report of Accommodated Tests

## Instructions

For each accommodated assessment, the test coordinator should complete this form and keep it for your records for one year.

Examinee Name (printed)	Examinee ID
Test Site Name	City / State
Test Coordinator Name (printed)	Date

No system accommodations other than extended time are currently permissible with ACT WorkKeys online testing. If you have examinees that need other accommodations, (e.g. readers), they must test using paper materials. Call ACT to order such materials. In the space below, describe the examinee's disability.

For each assessment administered, give the test date and check the appropriate extended time given. Note the type of written documentation provided in the Describe Accommodations field.

Name of Assessment	Date Administered	Describe Accommodations	Time-and-a-half	Double-time	3 hours
Workplace Documents					
Applied Math					
Graphic Literacy					
Business Writing					
Applied Technology					
Workplace Observation					

The signatures below signify that:

- The examinee has the specified disability.
- The accommodations indicated above have been provided.

Examinee Signature	Date
Test Coordinator Signature	Date

**Keep a copy for your records for one year.**

## ACT WorkKeys NCRC Assessments Examinee Affidavit of Qualification for Requested Allowable Accommodations

<b>Office Use Only</b>		
	Test Site	Test Date
	Examinee Name	Examinee Reference Number
	Name of Reader and/or Scribe, if any	

### Examinee request for use of Previously Approved Accommodation(s)

**Personal Declaration:**

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

Allowable Accommodation(s) Requested:

---



---

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

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

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

---

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

---

Prior testing during work experience (Employer name):

---

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

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

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

Examinee Signature

Date

**Test Coordinator:** Keep a copy for your records for one year.

# Interpreter's Agreement

## Purpose of this form

This agreement form is signed by an interpreter to indicate his or her consent to abide by ACT interpreter policies.

Indicate the interpreter method used for this examinee:

Exact English Signing

Cued Speech

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

\_\_\_\_\_  
Test Date(s)

\_\_\_\_\_  
Examinee Name (printed)

\_\_\_\_\_  
Test Site Name

\_\_\_\_\_  
City, State

## Interpreter Qualifications

The interpreter must meet the same qualifications for a test coordinator as specified by ACT in the administration manual.

The interpreter must be proficient in the interpretation method indicated above. The interpretation of the test materials must be a direct translation with no explanation and no additional information provided to the examinee. Anything other than direct translation would affect what the tests are designed to measure (the examinee's ability to comprehend and respond to the materials as written).

## Interpreter Agreement

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

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

\_\_\_\_\_  
Interpreter Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Interpreter Name (printed)

\_\_\_\_\_  
Test Coordinator Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Test Coordinator Name (printed)

## Tests Interpreted

Indicate the tests where any portion was translated by this interpreter.

**ACT® Test:**    English    Mathematics    Reading    Science    Writing

**ACT WorkKeys®:**    Workplace Documents    Applied Math    Graphic Literacy\*

*\*Note: For Graphic Literacy, an interpreter can only be used for directions and test items. No graphics can be read or interpreted in any way.*

## Follow-up Test Coordinator Responsibilities

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

**Keep a copy for your records for one year.**



## ACT Test Security

### 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](http://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.

