

WorkKeys[®]



Supervisor's Manual

ACT[®]

How to **Contact** ACT

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

Workforce Support Services

101 ACT Drive
P.O. Box 168
Iowa City, IA 52243-0168

Testing Toll Free 800/WORKKEY (967-5539)
available 24 hours

Fax 319/341-2630

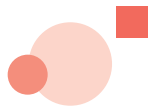
E-mail workkeys@act.org

Normal office hours are 8:30 a.m.–5:00 p.m., central time,
Monday through Friday.

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WorkKeys Policies and Procedures

Introduction

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

When you become a WorkKeys test supervisor, back-up test supervisor, room supervisor, or proctor, you must sign the statement on page 87 affirming you will read and comply with these policies. You must also agree to follow them exactly.

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

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.

Equal Treatment

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

Facilities and Staff

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

Authorized Observers

An observer with ACT identification may visit your test site on test day. The visit may or may not be announced in advance. The observer will arrive at the test site shortly before the administration is to begin. Always ask for ACT identification or an ACT authorization letter. If the observer cannot provide either, deny admission and call ACT immediately. If the observer provides appropriate authorization, you are expected to cooperate fully. If you have any concerns about the observer's visit, call ACT immediately.

Unauthorized Persons and Media

To protect examinees from anxiety and distractions, unauthorized persons—including parents, guardians, children, members of the school board, recruiters, employers, and members of the media—must **not** be allowed to enter, observe, or photograph test rooms or preliminary activities. They must stay away from the test site until after the administration. Under **no** circumstances are cameras of any type allowed in test rooms.

Media coverage must be limited to meeting with examinees, with their consent, after the test administration and away from the test rooms. Please inform ACT of any media requests to report on a test administration. ACT will contact members of the media to explain its policies. This will help to ensure each request or question is answered uniformly.

Fair Testing Practices

ACT endorses the *Code of Fair Testing Practices in Education* and the *Code of Professional Responsibilities in Educational Measurement*, guides to the conduct of those involved in testing. ACT is committed to ensuring that each of its testing programs upholds the guidelines in each *Code*. A copy of each *Code* may be obtained free of charge from ACT Customer Services (68), P.O. Box 1008, Iowa City, IA 52243-1008, 319/337-1429, or go to <http://www.apa.org/science/programs/testing/fair-code.aspx>.

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.

Standardized Procedures

Throughout this *Supervisor's Manual*, there are detailed directions for selecting facilities and staff, protecting test security, and administering tests in a standardized manner.

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

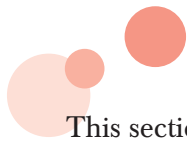
Day and Time of Testing

You may administer all of the tests in one session with breaks between tests, administer each test separately on different days, or administer the tests in a combination of these two options. Be sure to allow examinees the appropriate amount of time to complete each test.

Test/Retest Policy

For a subsequent administration of a test in the same skill area:

- If testing sooner than 30 days after the previous administration, an alternate form **MUST** be used.
- It is strongly recommended that a person receive intervention/training before retesting.
- If an individual becomes ill during testing and has completed less than one-third of the test, the second administration with an alternate form may take place as soon as the person is recovered.



Testing Facility Requirements

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

Accessibility

Under the Americans with Disabilities Act, WorkKeys tests must be offered in locations accessible to persons with disabilities or alternative arrangements must be made for such examinees. Test supervisors should select test facilities and rooms accessible to persons with disabilities whenever possible.

Type and Size of Rooms

Test supervisors are responsible for selecting and reserving test rooms.

Be sure to reserve the room for each day you will be testing. Select rooms that are not so small as to be crowded or so large that test security will be difficult to maintain. Arrange your seating to prevent examinees from communicating with neighbors or from looking at other examinees' answer documents. Make sure the building will be open on test day and that the test rooms and restrooms will be unlocked. Also, freedom from outside noise is especially important.

For tests requiring videotape(s) or DVD(s), you must provide a player, TV monitor, and sound system for each test room. All examinees must have a clear view of the monitor at a distance that permits them to easily read the words on the screen. Examinees with normal vision must be seated no more than 20 feet from the monitor.

For tests requiring audiotapes(s) or CD(s), you must provide a player and sound system for each test room.

Distractions

Choose rooms as free from distraction as possible. **An uninterrupted period is required for testing.** Post signs outside the test room(s) to warn that testing is in progress and quiet is required. If possible, obtain the cooperation of your site's administrators in turning off audible signals that normally sound at the beginning and end of classes or shifts, and ensure that announcements are not made on the public address system during the test session.

Writing Surfaces

Writing surfaces should be large enough to accommodate the test booklet and answer document side by side. Examinees should not be distracted by inadequate writing surfaces. Lapboards must not be used.

Timepieces

Each room supervisor must have two timepieces in the test room to ensure accurate timing. An *accurate* wall clock may serve as one of the required timepieces.

Environment

Make sure the lighting, temperature, and ventilation in each room allow examinees to give their full attention to the test.

Phones

You must arrange for a phone to be available on test day in case you need to make a toll-free call to ACT.

Other Events

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

Room Setup and Seating Arrangements

Test rooms are to be set up according to the following requirements:

- **All examinees in the test room must face the same direction**, regardless of the number of examinees in the room or the distance between them.
- There must be **at least three feet of space between examinees** (side-to-side measured shoulder-to-shoulder and front-to-back measured head-to-head).
- In multiple-level rooms, examinees must be **at least five feet apart** front-to-back.
- There must be sufficient aisle space for staff to get to every seat during testing without disturbing examinees.
- Seat examinees in straight rows and columns, directly in line with each other.
- The room supervisor must be stationed in the room facing the examinees. Staff must be able to see every examinee clearly. Seating with dividers or partitions, such as study carrels, partitioned tables, or booths are not acceptable because they obstruct staff's view of examinees.

Proper Use of Tables

If tables are used, see below and page 5 for the arrangement and maximum number of examinees allowed per table. Tables must be arranged so that all spacing requirements are met. Examinees must all face the same direction and therefore must be seated along the **same side** of the table, not at opposite ends or sides. If tables are joined together, do not seat an examinee where the tables join. Use the following rules to seat examinees:

- **ROUND TABLES: only one examinee** per round table, regardless of size.
- **TABLES LESS THAN 6 FEET: only one examinee** per table.
- **TABLES 6 TO 9 FEET: only two examinees** per table. If 6-foot tables are used to seat two examinees, a 3-foot space is required **between the tables**.

Left-Handed Examinees

Appropriate writing surfaces must be provided for left-handed examinees. Use standard left-handed desks or use writing surfaces that are large enough for left-handed examinees to work comfortably. If you have only right-handed desks available, place two desks together at the far end of a row and have the left-handed examinee use both surfaces. Seat all examinees in the room to minimize the opportunity to look at another's answer document.

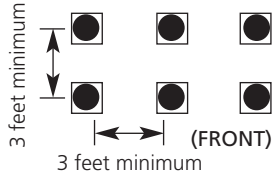
Single-Level and Multiple-Level Rooms

ACT prefers single-level rooms seating up to 25 examinees. Avoid using rooms with multiple-level seating. Even with five feet between examinees, multiple-level seating makes it easier to look at a neighbor's answer document. If you do not have an alternative to multiple-level seating, you may need to allow more than five feet between examinees. Before test day, determine the spacing needed to deter copying.

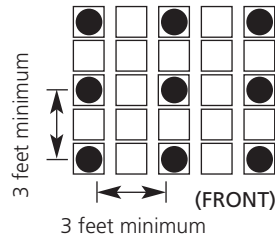
Seating Arrangement Examples

●	One examinee
L	One left-handed examinee
□	One desk

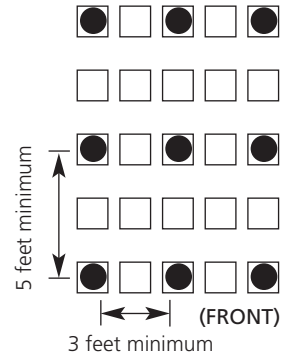
Level Seating with Movable Desks



Level Seating with Stationary Desks



Multiple-Level Seating with Stationary Desks



Left-Handed Examinees at Right-Handed Desks

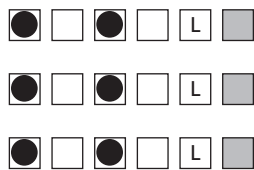
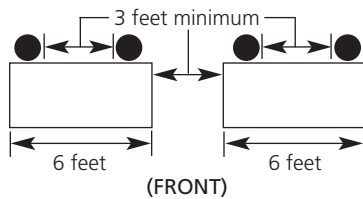
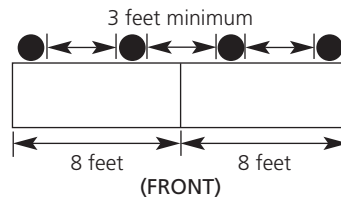


TABLE SPACING

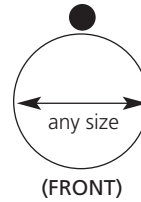
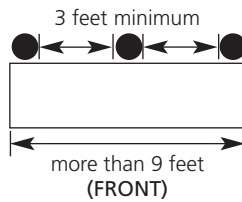
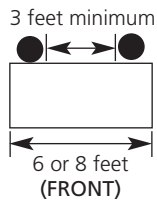
6-Foot Table Spacing



8-Foot Table Spacing



Other Spacing





Testing Staff Requirements

Selecting Testing Staff

Test supervisors are responsible for selecting their test day staff. We encourage the selection of testing staff who reflect the ethnic and gender ratios of examinees.

Who May Act as Staff

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

Who May Not Act as Staff

The following people may *not* act as testing staff:

- High school students, volunteers, and lower-division undergraduates.
- Anyone who intends to take WorkKeys tests within the next 12 months.
- Anyone involved in 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 supervisor or back-up test supervisor for the administration of the tests that day. You must delegate all supervisory responsibilities for that date—including the receipt and return of test materials—to a qualified colleague.
- You *may not* have access to the secure test materials prior to test day.
- 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. You must not have access to the examinee's answer document or test materials.

Relatives and wards include children, stepchildren, grandchildren, nieces, nephews, siblings, in-laws, spouses, and persons under your guardianship.

Scores for an examinee will automatically be cancelled if any of these policies are violated.

Overview of Staff Roles

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

- **Test Supervisor:** The test supervisor has overall responsibility for coordinating testing-site operations, including ordering and storing materials and setting up testing rooms and schedules. The test supervisor generally administers all test day operations and acts as the room supervisor if only one testing room will be used, conducting examinee check-in and the activities within the testing room. He or she provides the continuity and administrative uniformity necessary to ensure that the examinees are tested under the same conditions and ensures the security of the examinations.
- **Back-up Test Supervisor:** ACT recommends that you also name a qualified back-up test supervisor prior to test date. This ensures that the test can be properly administered if a test supervisor becomes ill or is otherwise unable to be present on test day. The back-up test supervisor is also encouraged to actively assist the test supervisor on test day.
- **Room Supervisors:** Each room must have a room supervisor who is responsible for all activities within that room. (The test supervisor may serve as room supervisor if only one room is used.) Each room supervisor must serve for the entire session.

- **Proctors:** One or more proctors may be enlisted to assist room supervisors. Proctors usually assist in handing out and collecting testing materials and monitoring examinees.

WorkKeys tests may NOT be administered without testing staff present and constantly monitoring the room.

Test Supervisor and Back-up Test Supervisor Responsibilities

Test supervisor and back-up test supervisor responsibilities include:

- Reading this manual and complying with the policies and procedures it describes. (Complete page 87 and return to ACT before testing.)
- Selecting and training qualified room supervisors and proctors before test day.
- Selecting and reserving test rooms.
- Planning seating arrangements.
- Receiving, counting, and securing test materials.
- Preparing test rooms prior to test day.
- Arranging for a phone for calling ACT on test day.
- Creating a Roster (page 89) of examinees for each test room.
- Conducting a pre-test briefing session for testing staff.
- Documenting any irregularities that occur during testing and, as required, voiding examinee's tests.
- Distributing to staff, collecting, and accounting for all materials.
- Ensuring completeness and accuracy of all test date documentation, including Rosters, Seating Diagrams (page 95), forms, and reports.
- Returning all required reports, forms, Seating Diagrams, and answer documents immediately after testing.
- Returning all used and unused test booklets when testing is completed.

Room Supervisor Responsibilities

A room supervisor's responsibilities include:

- Reading this manual and complying with the policies and procedures it describes. (Complete page 87 and return to ACT before testing.)
- Attending both the training and briefing sessions conducted locally by the test supervisor.
- Being responsible for the test room and providing an environment conducive to testing.
- Checking ID or personally recognizing and admitting examinees. *
- Marking attendance/ID on the Roster (page 89).*
- Directing examinees to seats.*
- Counting test booklets upon receipt from test supervisor.
- Distributing test materials, keeping test booklets in numerical order.*
- Reading verbal instructions to examinees verbatim.
- Properly timing tests and recording the START, FIVE-MINUTES-REMAINING, and STOP times in the manual using two timepieces.
- Completing all information on the Seating Diagram (page 95) and Test Tracking Log (page 91).
- Being attentive to examinees and materials at all times.*
- Walking around the test room during testing to be sure examinees are working on the correct sections of the test and answer document.*
- Paying strict attention to monitoring examinees during the entire test session to discourage and detect prohibited behavior. *
- Collecting and accounting for all answer documents and tests before dismissing examinees. *

* *Proctor may assist with these activities.*

- Completing detailed documentation of any irregularities and, as required, voiding examinees' tests.
- Returning all test materials and forms to the test supervisor immediately after testing.

Proctor Requirements

If fewer than 25 examinees are testing, a proctor *may* be used to assist a room supervisor or the test supervisor. A proctor is *required* (in addition to the room supervisor) for every 25 examinees or portion thereof after the first 25 in the room.

Use the following scale to determine the minimum number of proctors required in each room.

Number of examinees per room:	1-25	26-50	51-75	76-100	101-125	each additional 25 (or portion thereof)
Required number of proctors per room:	0	1	2	3	4	+1

Proctor Responsibilities

A proctor's responsibilities include:

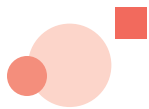
- Reading this manual and complying with the policies and procedures it describes. (Complete page 87 and return to ACT before testing.)
- Attending both the training and briefing sessions conducted locally by the test supervisor.
- Helping admit examinees and marking attendance/ID on the Roster.
- Directing examinees to seats.
- Helping distribute test materials, keeping test booklets in numerical order.
- Verifying the timing of the tests using a different timepiece than the room supervisor.
- Being attentive to examinees and materials at all times.
- Walking around the room during testing to replace defective materials, to be sure all examinees are working on the correct test, and to observe examinee behavior.
- Reporting any irregularities to the room supervisor immediately.
- Accompanying examinees to the restroom if more than one examinee is allowed to leave during the timed tests.
- Paying strict attention to monitoring examinees during the entire test session to discourage and detect prohibited behavior.
- Helping collect and account for all answer documents and tests.

Staff Training

For standardized testing to occur successfully, staff members must understand their responsibilities. It is critical that the same procedures are followed at every test site. Therefore, test supervisors are required to train their room supervisors and proctors on how to administer a standardized test at their site. Training guidelines are as follows:

- Each testing staff member is to be provided with a complete copy of this manual before the training session. It is especially important that room supervisors read and understand the policies, procedures, and directions.
- Training must be attended by all testing personnel, both new and experienced, so that everyone has a common understanding of their test day responsibilities.
- On each test day, test supervisors should hold a briefing session to discuss any last-minute issues that arise or concerns staff members may have.

Training session topics for discussion are provided on page 105.



Test Security Requirements

Security Overview

Test materials must be secure at all times. Staff access to test materials must be limited to only those activities necessary while preparing for test day, the test administration itself, and counting and packing materials for return to ACT. Unauthorized personnel must *never* have access to the materials. The test supervisor is ultimately responsible for this security, from the time the carrier delivers the materials to the time they are in the return carrier's possession. All test materials, including test booklets, audiotapes, videotapes, CDs, and DVDs must be accounted for before and after testing and returned to ACT.

Access to Test Materials Prior to Test Day

Prior to test day, access to test materials is restricted to the test supervisor and back-up test supervisor. A designated staff member may assist with materials only if:

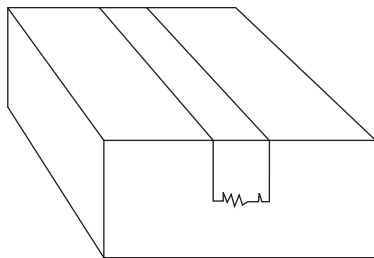
- the test supervisor or back-up test supervisor is present and if that individual does not have a relative or ward testing on test day (see the staffing requirements on page 6)
- they will not be taking WorkKeys tests anytime within the next 12 months

Receipt and Check-in of Test Materials

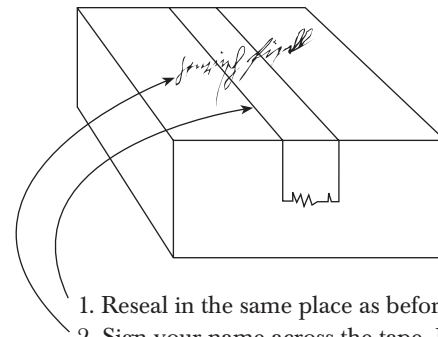
Within 24 hours of receiving test materials, take the following steps to check them in:

1. Examine the carton(s) for signs of tampering.
2. Open the carton(s) and check the serial numbers of the test booklets against the numbers listed on the WKEYM Pack/Return Slip. Count each individual booklet; do not assume that the groups of booklets are complete.
3. Check the remainder of the shipment against the WKEYM Pack/Return Slip to be sure it is complete.
4. After you have verified the materials in your shipment, reseal the cartons with the provided tape and write your name across the seal, as shown in the diagram below.

Diagram for Resealing Cartons



When delivered, carton will be sealed as above. After check-in of test materials, reseal as on right. Do not reopen until test morning.



1. Reseal in the same place as before.
2. Sign your name across the tape. Be sure your signature starts on the cardboard, goes across the tape, and ends on the cardboard.

5. Lock the cartons in a secure place to which only you (or you and a few specifically authorized persons) have access. See "Secure Storage" on page 10. Be sure to keep the carton(s) in which the test materials were shipped to you. These cartons, which have reversible address flaps, will be used to return tests (used and unused) after each test date.
6. Protect the materials from damage, theft, or loss, and from any conditions that could allow prior access to or knowledge of the tests. (Be sure to protect audiotapes, videotapes, CDs, and DVDs from extreme temperatures and magnetic fields.)

IMPORTANT! Report any security breach (theft, loss, or exposure) to ACT immediately.

Secure Storage

When not in use, test materials must be kept in a locked, secure area, such as a vault or non-portable cabinet in a locked, limited-access room. Only the test supervisor, back-up test supervisor, and possibly a few specifically authorized persons may have access to the area. Test materials may be sorted for distribution to individual rooms before test day but must be returned to locked storage. Do not remove them from locked storage until test day.

Note: Test materials may not be transferred to any other test site without prior authorization from ACT. Use only the test materials assigned and shipped to your site.

Security During the Administration

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

- As the test supervisor, distribute and collect the test booklets from the room supervisors personally. Do not allow anyone other than testing staff to transfer materials from one room to the next.
- If you are using more than one testing room, track the number of test booklets assigned to each room (Test Tracking Log on page 91). Account for all test materials before testing, each time they change hands, and before dismissing examinees.
- Keep test materials in a secure location as examinees enter and exit the test room.
- Prevent and detect prohibited behavior by adhering to seating space requirements, directing examinees to specific seats, and actively monitoring examinees throughout the administration.
- Never leave test materials and examinees in an unattended room, even momentarily, even if only one examinee is in the room. Ensure that each test room has sufficient staff for the number of examinees present.

Storage After Testing

After each test date, account for all materials and prepare them for return (see page 82). Return all used and unused test materials to your locked storage area immediately.

Confidentiality/Security of Test Contents

It is NOT permitted to duplicate or record any part of the WorkKeys tests by copying, taking notes, photographing, scanning, or using any other means. WorkKeys tests are copyrighted and cannot be copied or used for any purpose other than testing. Testing staff and examinees are prohibited from disclosing test questions or response choices to anyone. Under no circumstances is a test booklet to be opened by anyone other than the examinee on test day. Scores earned by examinees who may have had advance access to test content will be cancelled.

In the Event of a Security Breach

Call ACT immediately at 800/WORKKEY (967-5539) if any of the following occurs:

- The cartons appear to have been tampered with in any way.
- You do not receive your entire shipment.
- Items are missing.
- You receive test booklets that do not match the serial numbers on your WKEYM Pack/Return Slip.
- Any test booklet seals are broken at any time except by examinees as instructed on test day.
- A test booklet, audiotape, videotape, DVD, or CD is lost, stolen, or otherwise missing at any time while the tests are in your possession, from receipt to return.

If a test is discovered missing during testing, do not permit examinees to leave without first calling ACT for instructions.

Planning Your Test Administration Schedule

Materials Provided by Your Site

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

- soft-lead No. 2 pencils with erasers
- blue and black ink pens
- a pencil sharpener
- two reliable timepieces: watch, stopwatch, interval timer, or wall clock
- signs, cards, or other materials used in admissions procedures
- calculators to lend to examinees for the *Applied Mathematics* test, if needed

Materials Provided by ACT

ACT provides the following materials as needed for testing:

- *WorkKeys Supervisor's Manual*
- Test Booklets (*Reading for Information*, *Applied Mathematics*, *Business Writing*, *Locating Information*, or *Applied Technology*)
- *Listening* and *Writing* audiotape(s) or CD(s), includes Terms and Conditions document
- *Teamwork* videotape(s) or DVD(s), includes Terms and Conditions document
- *Observation* videotape(s) or DVD(s), includes Terms and Conditions document
- Answer Documents
- Header Sheets
- Site Checklist
- Scoring and Reporting Order Form
- Envelopes for returning answer documents
- Box(es) for returning test booklets, audiotapes, videotapes, CDs, DVDs, and other test materials
- WKEYM Pack/Return Slip

Ordering Materials

When ordering materials, you should keep the following in mind:

- **Answer documents:** You must determine the appropriate number and type of answer documents for your tests.
- **Test booklets:** Order test booklets for the total number of examinees you expect to test.
- **Audiotapes, videotapes, CDs, and/or DVDs:** Order audiotapes, videotapes, CDs, and/or DVDs for the number of testing rooms you expect to use at any one time (*Observation*, *Teamwork*, *Listening*, and *Writing* tests).
- **Deadlines:** ACT must receive WorkKeys orders at least three weeks before they're needed. Your materials should arrive at your test site about one week before you test.

Selection of Answer Documents

The **WorkKeys Answer Folder** is used for multiple-choice tests only.

The **WorkKeys Combined Answer Document** must be used when the *Listening* and/or *Writing* tests are administered. Multiple-choice test responses may be recorded on this document, as well. Pages 1–4 of a combined answer document is separated from the *Listening* and *Writing* test pages and scored by a scanner. Pages 5–28 are for *Listening* and *Writing* responses, which are scored by human scorers. To match the demographic data and multiple-choice test scores with the *Listening* and *Writing* score(s) so that all scores appear on the same score report, the *Listening* and *Writing* Test Form must be recorded on page 5 **AND** gridded in one of the multiple-choice test answer blocks that the examinee did not use for recording multiple-choice test responses.

If an examinee uses a combined answer document for one or more multiple-choice tests but does not take the *Listening* and *Writing* test, a *Listening* and *Writing* Test Form Code must still be recorded on page 5 **AND** gridded in one of the multiple-choice test answer blocks that the examinee did not use for recording multiple-choice test responses. If your site did not receive a *Listening* and *Writing* Test Form in your shipment of test materials, grid the default code of B11CC.

The **Business Writing Answer Document** must be used only when the *Business Writing* test is administered. Multiple-choice test responses may be recorded on this document, as well. If an examinee uses the **Business Writing Answer Document** for one or more multiple-choice tests but does not take the *Business Writing* test, a *Business Writing* Test Form must still be recorded on page 5 **AND** gridded in one of the multiple-choice test answer blocks that the examinee did not use for recording multiple-choice test responses. If your site did not receive a *Business Writing* Test Form in your shipment of test materials, grid the default code of D20CD.

Arranging Testing Locations and Rooms

In addition to meeting all facility requirements, every testing room you arrange must be equipped with the following on testing day:

- two reliable timepieces: watch, stopwatch, interval timer, or wall clock
- a pencil sharpener
- a supply of No. 2 soft-lead pencils with erasers for examinees
- a supply of pens with blue or black ink for examinees taking the *Listening*, *Writing*, and *Business Writing* tests
- permissible calculators to lend to examinees for the *Applied Mathematics* test if they do not bring their own
- a cassette or CD player and sound system if the room will be used for the *Listening* and *Writing* tests
- a VCR or DVD player, TV monitor, and sound system if the room will be used for the *Teamwork* and *Observation* tests

Instructions Before Test Day

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

- acceptable identification (page 22)
- a watch if they wish to pace themselves (They must not set the alarm on the watch during the test.)
- a calculator for the *Applied Mathematics* test

Examinees are responsible for ensuring their calculators meet ACT standards. They are advised to check 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, drink, cell phones, or other electronic devices will be allowed in the test rooms.

Local Items

All answer documents have a block on page 2 titled “LOCAL ITEMS.” This block can be used to record answers of up to 20 questions on a student survey created by your site. Each question may have up to five responses, numbered 1 to 5. This block offers a cost-effective way to collect and store information unique to your site that can extend and improve your understanding of the examinees and their interests and experiences.

The answer documents also have a block labeled “LOCAL USE ONLY” at the end of each test section on pages 3 and 4. These blocks allow for responses to 10 questions created by your site. Each question can have up to five responses lettered A to E.

ACT will not score these items; however, WorkKeys skill reports provide a summary of how many and what percent of the examinees selected each response for each question. You may also purchase skill breakdowns for the questions (e.g., the distribution of WorkKeys skill scores for individuals who chose each response on the local items), or purchase the data in electronic format for your own analyses.

Roster

It is required that a Roster (blank form provided on page 89) is created for each test room **prior** to the test day. 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. You must return the completed Roster to ACT with answer documents to be scored and retain a copy for your records.

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 collect and verify materials can be used as a break if examinees simply stand and stretch in place. Be sure examinees turn their test materials face down. However, if examinees are moving around the room or going outside of the room for a break, you must collect all of the test materials before allowing examinees to leave their seats for security reasons.

Testing Processes

The table on page 14 outlines the processes that will occur during a usual test administration. **Note:** You might be delivering only a few of the assessment types shown in the table on page 14. You might also be delivering them on multiple days. If you administer them on multiple days, you would collect answer documents where a break is indicated and redistribute them during the verbal instructions for the next test.

Stage	Processes	
Check-in and prep	<ul style="list-style-type: none"> ● Identification of examinees ● Checking for prohibited items and unauthorized testing aids ● Seating of examinees 	
Demographics and instructions	<i>Demographics must be completed first.</i>	
	<ul style="list-style-type: none"> ● Answer document distribution ● Answer document demographics (completed by examinees) 	
Testing	<i>The following tests may be administered in any order.</i>	
	Multiple-Choice Tests	
	<ul style="list-style-type: none"> ● Verbal instructions and distribution of test booklets ● Testing ● Collection of test booklets ● <i>BREAK</i> 	<i>Repeated for any other multiple-choice tests.</i>
	Video-Based Tests	
	<ul style="list-style-type: none"> ● Verbal instructions for Part 1 ● Video and testing for Part 1 ● <i>Optional: BREAK, and then verbal instructions for Part 2</i> ● Video and testing for Part 2 ● <i>BREAK</i> 	<i>Repeated for any other video-based tests.</i>
	Constructed Response Tests	
	<ul style="list-style-type: none"> ● Verbal instructions and distribution of test booklets ● Testing ● Collection of test booklets ● <i>BREAK</i> 	
	<i>The following tests should be administered last.</i>	
Audio-Based Tests		
<ul style="list-style-type: none"> ● Verbal instructions ● Audio instructions ● Verbal instructions for appropriate example item ● Audio and testing 		
After all testing	<ul style="list-style-type: none"> ● Collection of answer documents and other materials provided to examinees ● Completion of WorkKeys Testing Irregularity Reports as necessary ● Dismissal of examinees 	

4. **Describes the comprehensive assessments** (neuropsychological or psychoeducational evaluations), including evaluation dates used to arrive at the diagnosis:
 - For learning disabilities, must provide test results (including subtests), with **standard scores** and/or percentiles, from
 - a. an aptitude assessment using a complete, valid, and comprehensive battery,
 - b. a complete achievement battery,
 - c. an assessment of information processing, and
 - d. evidence that alternative explanations were ruled out.
 - For ADD/ADHD, must include
 - a. evidence of early impairment,
 - b. evidence of current impairment, including presenting problem and diagnostic interview,
 - c. evidence that alternative explanations were ruled out,
 - d. results from valid, standardized, age-appropriate assessments, and
 - e. number of applicable DSM-IV criteria and how they impair the individual.
 - For visual, hearing, psychological, emotional, or physical disorders, must provide detailed results from complete ocular, audiologic, or other appropriate diagnostic examination.
5. **Describes the functional limitations or impairment (e.g., adverse effect on learning and academic achievement) resulting from the disability**, as supported by the test results.
6. **Describes specific recommended accommodations** and provides a rationale explaining how these specific accommodations address the functional limitations.
7. **Establishes the professional credentials of the evaluator**, including information about licensure or certification, education, and area of specialization.

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

If you are unsure about whether or not to ask for documentation, have questions about how to code an accommodation, or have other accommodations questions, call 800/WORKKEY (967-5539).

Eligibility for the National Career Readiness Certificate

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

Test Administration Accommodation Codes and Descriptions

Every assessment administered with accommodations must have the corresponding Administration Code gridded on the answer document. The test supervisor is responsible for coordinating with room supervisors to grid these codes on the answer documents.

Test Formats and Testing Times

Available formats depend on the test being administered. Some accommodated formats are only available for certain tests. Likewise, some accommodations (Braille materials or a reader) may only be administered using the three-hour allotment. The table below summarizes the available timings and formats and shows the Administration Code that must be gridded on the answer document for each.

Format	Timing	Admin. Code	Timing per Test (if applicable)									
			<i>Applied Mathematics</i>	<i>Applied Technology</i>	<i>Listening</i>	<i>Locating Information</i>	<i>Observation</i>	<i>Reading for Information</i>	<i>Teamwork</i>	<i>Writing</i>	<i>Business Writing</i>	
Regular-print materials	Standard Time	400	45 min	45 min	40 min	45 min	30/30 min	45 min	32/32 min	40 min	30 min	
	Time-and-a-Half	150	68 min	68 min	60 min	68 min	45/45 min	68 min	48/48 min	60 min	45 min	
	Double Time	200	90 min	90 min	80 min	90 min	60/60 min	90 min	64/64 min	80 min	60 min	
	Three Hours	300	3 hours	3 hours	3 hours	3 hours	3 hours	3 hours	3 hours	3 hours	3 hours	
Large-print materials	Standard Time	400	45 min	45 min		45 min		45 min				
	Time-and-a-Half	130	68 min	68 min		68 min		68 min				
	Double Time	235	90 min	90 min		90 min		90 min				
	Three Hours	291	3 hours	3 hours		3 hours		3 hours				
Captioned videotape	Standard Time	310			40 min		30/30 min		32/32 min	40 min		
	Time-and-a-Half	320			60 min		45/45 min		48/48 min	60 min		
	Double Time	330			80 min		60/60 min		64/64 min	80 min		
	Three Hours	340			3 hours		3 hours		3 hours	3 hours		
Braille	Three Hours	292	3 hours	3 hours		3 hours		3 hours				
Reader	Three Hours	293	3 hours			3 hours		3 hours				
Unofficial Accommodation	Standard Time	900**										
	Time-and-a-Half	910**										
	Double Time	920**										
	Three Hours	930**										

**Ineligible for WorkKeys scores and the National Career Readiness Certificate.
See Accommodations NOT Allowed, page 19.

Types of Accommodations

Overview

Accommodations authorized by the test supervisor, following ACT guidelines and with proper documentation, may include:

- the use of special testing materials provided by ACT, such as:
 - large-print test booklets
 - large-print answer documents
 - captioned videotapes
 - Braille versions of the tests
 - reader scripts
- the use of a sign-language interpreter to sign test items and response choices in Exact English Signing (usually by signing from a regular-print test booklet)
- assistance in recording responses (may include a large-print answer document)
- the use of word-to-word foreign language dictionaries
- testing under extended testing time

Assessment Materials for People with Severe Visual Impairments

Braille

Braille assessment booklets are available for the following tests: *Applied Mathematics*, *Applied Technology*, *Locating Information*, and *Reading for Information*. **Note:** Examinees may not write in the Braille materials.

Examinees who are blind or partially sighted and who do not read Braille may make use of a reader or other audio format. See below.

Readers

If an examinee uses a reader, the assessment must be administered one-on-one in a separate room to avoid disturbing other examinees. Readers must read from the reader script exactly as it is printed, with no interpretation or additional information provided. Reader scripts are available for the following tests: *Applied Mathematics*, *Locating Information*, and *Reading for Information*.

Note: Some assessments (e.g., *Locating Information*) use numerous graphics that do not lend themselves well to the use of audio formats. Given that the *Locating Information* test is heavily laden with graphics, its use may not provide an appropriate measure of the skills of individuals who have strong reading disabilities and of some visually impaired test takers.

Sign Language Interpreters

American Sign Language (ASL) may be used for directions only. It may not be used for test items because it is an interpretation, not a word-for-word translation, and, as such, compromises the standardized testing experience.

Note: The use of WorkKeys may not be an appropriate measure of the skills of some test-takers for whom English is not their first language and who instead use ASL as their primary means of communication. Only Exact English Signing (ESS) may be used for test items.

Assistance in Recording Responses

When an examinee is unable to mark responses on the regular WorkKeys answer document, testing staff may offer one of the following types of assistance:

- Testing staff may mark the answer document as the examinee indicates the responses. (If the examinee is giving verbal responses, the assessment must be administered in a separate room.) For *Listening* and *Writing* or *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.** If the examinee is giving verbal responses, the assessments must be administered in a separate room.
- The examinee may record the responses in the assessment booklet. After test time has expired, testing staff must, in the examinee's presence, transfer responses to a standard answer document for scoring.
- The examinee may mark responses directly on a large-print answer document. After test time has expired, testing staff must, in the examinee's presence, transfer responses to a standard answer document for scoring.
- If the examinee uses a typewriter or computer, spell check and grammar check tools must be disabled. **After test time has expired, testing staff must, in the examinee's presence, transfer responses to a standard answer document for scoring, with the exception of *Listening* and *Writing* and *Business Writing* responses. For these tests, the typed responses may be attached to the answer document.**

Reporting of Accommodations

ACT does not report accommodations on the score reports; however, that information is stored in the database.

Accommodations for Examinees for Whom English Is a Second Language

Examinees for whom English is a second language may use a word-to-word foreign language dictionary only. The examinee must supply the dictionary. For those with hearing impairments who find such tools beneficial, the *Gallaudet Dictionary of American Sign Language* or other recognized sign language dictionaries are acceptable accommodations.

The test supervisor must check the dictionary, both before and after testing, to ensure that it does not contain notes or other unauthorized testing aides.

Note: ESL is not considered a disability and is not typically eligible for accommodations.

Accommodations NOT Allowed

The use of testing aids, translation of test items, or interpretation of test items by means other than those provided by ACT is not considered an acceptable accommodation. ACT **will not** issue WorkKeys scores for examinees who are administered WorkKeys assessments using such accommodations. Examples of accommodations that are not acceptable include providing translation or interpretation of test items, using electronic screen readers, allowing the use of dictionaries with word definitions, or allowing the use of manipulatives or arithmetic tables. The 900 admin code should be entered on the answer document and documented on the Report of Accommodated WorkKeys Tests on page 99.

Locally Approved Accommodations

You may provide test accommodations using standard-time materials only under the following conditions: the examinee must test with **standard time**, receive no additional breaks, and be able to use a regular type (10-point) test booklet. The accommodations must not disrupt or afford an advantage over other examinees. For example, any examinee could be assigned to sit in the front row, but some examinees must be seated in the front row in order to hear properly. Examples of these test accommodations include:

- Preferential seating (e.g., at the front of the room, at a table instead of a desk)
- Testing in a quiet environment (e.g., small group or individual room)
- Wheelchair access
- Permission to mark responses in the test booklet (The test supervisor **must** arrange to transfer the responses to the answer document after testing.)
- Permission for diabetics to eat snacks
- A written copy of the Spoken Instructions or a sign language interpreter for the Spoken Instructions (See Testing Examinees with Hearing Impairments, below.)

Testing Examinees with Hearing Impairments

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

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

- Seat an examinee using an interpreter at the front of the room. The interpreter, who may not be a relative, will sign all spoken instructions. The interpreter may also translate any questions from the examinee to testing staff and sign the responses to those questions. However, the interpreter may not translate or sign the test questions, or answer any test questions for the examinee.
- Assign an examinee who can lip-read to a seat with a clear view of the room supervisor. Make sure all instructions (both from this manual and any other spoken message) are given in sight of the examinee. You may prepare written notification (e.g., index cards with “Start,” “five minutes remaining,” and “Stop” printed on them) or signal the examinee to indicate the Start, five-minutes-remaining, and Stop times.



Test Day Activities

Introduction

The directions in this section are designed to help ensure a smooth administration of the WorkKeys tests. If you have problems, many of the solutions are listed in this section, but if additional information is needed, call 800/WORKKEY (967-5539) during normal office hours, 8:30 a.m.–5:00 p.m., central time, Monday through Friday.

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

Be sure every room supervisor has a complete *Supervisor's Manual* in order to verify procedures for any situation that may occur.

Testing Staff Requirements

As a member of the testing staff, you must remain attentive to your testing responsibilities throughout the entire administration.

- *Do not* engage in any activity in the test room not directly related to the administration. This includes reading (except this manual), grading papers, using a computer, talking casually with other staff, etc. Also, cell phones must be turned off.
- *Do not* eat or drink in the test room (unless approved for medical reasons).

During testing, you must walk around the test room to ensure examinees are working on the correct section of the test and recording their answers on the correct section of the answer document. Moving around the test room discourages prohibited behavior and makes you available to answer questions, respond to illness, or replace defective test materials.

Admitting Examinees to the Test Room

Control who enters and leaves the test room at all times. Do not allow examinees to enter the test room until the room is properly prepared, the test materials are secure in a location where examinees cannot have access to them, and the room supervisor is ready to admit examinees. Admit examinees by checking them in, one-by-one, at the door of the test room. Do not allow an examinee to enter the room unless the room supervisor has verified the examinee's identification and documented this on the Roster. If an examinee cannot present acceptable ID at the door, do not admit him or her to the room. After ID is checked, admitted examinees must stay in the test room. If it is necessary for an examinee to leave, recheck ID upon his or her return.

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

Prohibited Items

Before allowing an examinee into the testing room, be sure that he or she does not have any personal belongings that may compromise the integrity of the assessment. The following items are prohibited from the testing room:

- **Electronic devices**, such as cell phones, photographic devices, video or audio recorders, or PDAs (e.g., BlackBerrys). Examinees may not use timers, cell phones, pagers, or any other electronic devices at any time, including during the break. Calculators may be used during the *Applied Mathematics* test, but they must be turned off and put away when the examinee is not working on the test.

- **Scratch paper or notes.** Examinees can write notes or do calculations in the assessment booklet.
- **Dictionaries,** other than word-to-word foreign language dictionaries or other recognized sign language dictionaries.

Verifying Examinee Identification

All examinees are required to present an acceptable form of identification (see below) or be personally recognized (face-to-face) by a test supervisor *before* being admitted to the test room. If an examinee without acceptable ID is permitted to test, the examinee must be dismissed and the answer document *will not* be scored—even if acceptable ID is presented later. You must mark the Roster to indicate type of ID accepted.

Indicate the form of identification accepted for admitting each examinee:

P = Photo ID

L = ID Letter (Notarized)

R and initials = Personal Recognition by Testing/Site Staff

– = Absent (Absence must be indicated to verify an examinee was not present.)

Acceptable Identification

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

Roster Notation	Type of ID	Criteria for Acceptance
P	Current Official Photo ID	<ul style="list-style-type: none"> ● Current (not expired); AND ● Issued by a school, employer, or city/state/federal government agency; AND ● Show the examinee’s first and last names; AND ● Current photo clearly recognizable as the examinee. ● Signature not required. ● <i>Examples: driver’s license, passport, school ID</i>
	Recent Published Individual Photo	<ul style="list-style-type: none"> ● Must be original, not a photocopy or reproduction; AND ● Published within the last two years; AND ● An individual (not a group) photo, clearly recognizable as the examinee; AND ● Examinee’s first and last names in the caption. ● Signature not required. ● <i>Examples: newspaper, school yearbook</i>
L	Notarized Statement with Photo	<ul style="list-style-type: none"> ● Sworn statement by a notary public—who may not be a relative—identifying the examinee by name; AND ● Attached, recent (within two years), recognizable photograph with the notary seal or stamp across a portion of the photo; AND ● Signed by the examinee, in ink, in the presence of the notary public.
R	Staff Recognition	<ul style="list-style-type: none"> ● Examinees without any ID may be admitted only if they are personally recognized, face-to-face, by a member of the staff who is not a relative of the examinee; AND ● That staff member’s initials <i>must</i> be printed legibly beside the examinee’s name on the Roster (without staff initials, personal recognition is invalid). <p>If all examinees in a room were recognized by the same staff member, you may state that on the Roster, indicating the name of the staff member (e.g., “all examinees in this room were recognized by _____”).</p>

Examples of Unacceptable Identification

- Birth certificate
- 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
- Learner's driving permit, temporary or replacement driver's license, if it does not include a photograph
- Organization membership card
- Passport or other photo so old that the person presenting it cannot be identified
- Personal recognition by anyone not employed by your site or not a member of test day staff
- Photo ID of parents
- Photo with examinee's name embossed or printed on it by a photographer
- Photocopies or reproductions
- Photos issued by a business for promotional purposes (e.g., amusement parks)
- Police report of a stolen wallet or purse
- Printed, stamped, or photocopied signatures
- Report card
- Social Security card
- Telephone calls to identify the examinee
- Traffic ticket, even with a physical description and signature
- Web page with photo

Examinees without Identification

Do not admit examinees without identification to the test room. If examinees can arrange for the ID to be presented **before the tests have been distributed**, or if the examinee is personally recognized by a member of the testing staff, he or she can be admitted. Do **not** delay testing waiting for an examinee to bring identification or allow testing of late examinees.

Under **no** circumstances may an examinee be admitted after tests have been distributed. Dismiss examinees without ID and explain why on the Irregularity Report (page 93).

Directing Examinees to Seats

After an examinee has been identified and the Roster marked, direct the examinee to a specific seat. **Do not allow examinees to choose their own seats.** Seating examinees alphabetically is acceptable, or you may want to direct the first examinee to the extreme left side of the room, the second examinee to the middle of the room, the third to the right side, and so on. Separate friends and relatives or examinees who arrive together.

Proctors can direct the examinees by standing beside the desks to be used or at the front of rows to be filled. If you are using tables large enough for more than one examinee, direct the first examinee to the first table, the second to the second table, and so on. After one examinee has been seated at each table, seat a second examinee at each table. (Refer to Seating Arrangement Examples on page 5.)

Left-Handed Examinees

You must determine who will need a left-handed writing surface if you are not using tables. Either ask examinees as they are checked into the test room if they require left-handed desks or write a statement on the board telling left-handed examinees to report to the proctors for proper seating assignments.



Administering the Tests

Test Room Starting Time

Testing may begin as soon as all examinees have been identified and seated. Testing begins when the room supervisor begins reading the Verbal Instructions.

Absolutely no one may be admitted to the test room after tests have been distributed. If this policy is violated, the answer documents for the examinees admitted late will not be scored.

General Announcements to Examinees

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

- **Electronic devices:** Other than permitted calculators, examinees are not allowed to have any electronic devices in the test room or use them during breaks.
- **Hats:** Some hats may obstruct your view of examinees' eyes and should not be allowed because they pose a risk to the security and integrity of the tests.
- **Institutional requirements:** You may dismiss an examinee who purposefully disregards a posted regulation of your site policy and mark the front of the answer document "VOID." 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.

Permitted Calculators

ACT permits examinees to use a calculator on the *Applied Mathematics* test but not on any of the other tests. Use of a calculator is optional. Any four-function, scientific, or graphing calculator may be used, unless it is specifically prohibited as described below.

Prohibited Calculators

These types of calculators are prohibited (check www.actstudent.org or call 800/498-6481 for a recorded message about the latest list of prohibited calculators):

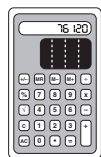
- handheld, tablet, or laptop computers, including PDAs
- electronic writing pads or pen-input devices—The Sharp EL 9600 is permitted.
- calculators built into cell phones or any other electronic communication devices
- calculators with a typewriter keypad (letter keys in QWERTY format)—Letter keys not in QWERTY format are permitted.

Calculator Examples

Permitted Calculators

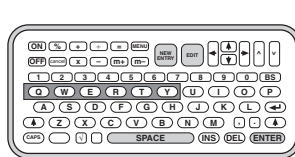


Scientific or graphing



Four-function

Prohibited Calculators



QWERTY keyboard



Paper tape

Calculators Permitted with Modification

These types of calculators are permitted, but only after they are modified as noted:

- calculators with paper tape—Remove the tape.
- calculators that make noise—Turn off the sound.
- calculators with an infrared data port—Completely cover the infrared data port with heavy opaque material, such as duct tape or electrician’s tape.
- calculators that have power cords—Remove all power/electrical cords.

Some calculators may have mathematical formulas printed on the calculator itself; this is permitted. Likewise, some calculators come with preprinted instructions for the use of the calculator that are inserted into the calculator cover and carried with it; these instructions do not need to be removed.

Examinees are responsible for ensuring their calculators meet ACT standards. They are advised to check www.actstudent.org or call toll free **800/498-6481** for a recorded message about the latest list of prohibited calculators.

Examinees are responsible for bringing a permitted calculator and making sure it works properly. You may, but are not expected to, provide calculators or batteries. Examinees may not share calculators. They may use a back-up calculator if it is first checked by a member of the testing staff but may not use or have on the desk more than one calculator at a time.

When the examinee is not working on the *Applied Mathematics* test, the calculator must be turned off and put away. If it has games or other functions, those functions may not be used—only the mathematics functions of the calculator may be used.

Calculators are **NOT TO BE CLEARED** by staff before or during the test. You may clear calculators after the test only if you suspect examinees are attempting to use their calculators’ memory to store test items. In such cases, clear the memory and document your suspicions on the Irregularity Report.

If you notice when examinees are admitted that they have calculators with large characters (one-inch high or larger) or a raised display, direct them to seats where other examinees cannot see the calculator.

Formula Sheet

A formula sheet that includes all formulas required for the *Applied Mathematics* test is provided in the *Applied Mathematics* test booklets. **These sheets should be collected at the end of the test with the test booklets.**

Timing the Tests

The testing times range from **30–64 minutes**, depending on the test. Additional time of 15–30 minutes is required for completing demographic information on the answer documents, and the administration of local items further extends this time. To verify the time given for each test, the Start, five-minutes-remaining, and Stop times must be written in the appropriate place in this manual and computations checked carefully before time is called.

Announcement of Time Remaining

A verbal announcement of time remaining should be read five minutes before the end of each assessment. If a chalkboard or write-on board is available, write the starting and end-of-test times at the start of the assessment along with the announcements.

Examinee Questions about Test Items

If an examinee has a question or concern about a particular test item, instruct the examinee to “do the best you can.” **Do not comment on or add in any way to the assessment at any time.** Avoid discussing examinee concerns during the assessment since this takes up testing time and may distract other examinees. After the assessment, include an explanation of the examinee’s question, the test name, and the Test Form Number on the Irregularity Report (page 93) and return it with the answer documents to be scored. If the examinee would like a response, be sure to include the name and address to which the response should be directed.

Avoiding Common Errors in Completing Answer Documents

Room supervisors and proctors should be alert to the types of errors examinees commonly make when completing their answer documents. When reading the instructions, test personnel should emphasize the correct procedures to avoid these errors and walk around the test room to observe examinees as they complete these steps.

When completing the demographic information:

- grid only one oval per column.
- start with the first box and first column of ovals in the block.
- grid name and address in addition to writing them in the spaces.

When completing each assessment section:

- grid the appropriate Test Form Code in addition to writing the code in the boxes and the name in the space provided.
- emphasize that examinees must mark their responses on the answer document, not the test booklet. No additional time will be allowed for transferring answers marked in test booklets unless an accommodation is used.
- grid responses to the *Teamwork* and *Observation* video assessments in the designated sections of the answer document.

Note: It is **very important** that all testing personnel be familiar with the instructions on completing the personal demographic information, **Test Form Numbers**, and **Booklet numbers** on the answer documents. The Test Form Numbers indicate which answer key ACT will use in scoring the assessment. Therefore, **if a Test Form Number is not entered correctly, ACT cannot score the answer document correctly.**



Irregularities

Irregularity Report

Complete an Irregularity Report (page 93) for each room in which an individual or group irregularity is observed, and return it with your answer documents. Report and describe in detail any irregularity. If there are no irregularities in any rooms at your test site, it is not necessary to return a report.

Group Irregularities

Overview

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

Disturbances and Distractions

If a disturbance or distraction occurs that affects examinees' concentration and it cannot be stopped, or the examinees cannot be moved to a quieter location, immediately call ACT. Do not dismiss examinees until you have received instructions. If you do not have a proctor to assist you, stop the test and collect the tests and answer documents before leaving the room to call ACT.

Report all disturbances and distractions, however minor (including examinee illness), on your Irregularity Report.

Emergency Evacuation

In the event of an emergency evacuation, your first concern must be for the safety of your examinees and your testing staff. If an emergency occurs, note the testing time that has elapsed and—if time permits—have examinees close their test booklets and place their answer documents inside them. If the test does not require a test booklet, have the examinees turn their answer documents face down.

Collect the test materials only if time permits. Instruct the examinees and staff to leave the building. If it is safe to do so, lock the test room. Call ACT as soon as you can safely reach a telephone.

Inclement Weather

If bad weather causes sites to close or termination of testing, call ACT for instructions.

Missing or Stolen Test Materials

Missing or stolen tests are the most serious irregularities that can occur at a test site, excluding those affecting the health or safety of your examinees or staff.

If—at any time—you cannot account for tests, you must **immediately** call ACT at 800/WORKKEY (967-5539). You will be advised on what actions you must take.

Mistiming

Tests that are mistimed constitute a serious irregularity that is difficult to resolve. **MISTIMINGS CAN BE PREVENTED BY CAREFUL SUPERVISION.** Scores cannot be adjusted to compensate for a mistiming.

If a mistiming does occur, allow examinees to make up a shortage before dismissal. If a shortage on a previous test is discovered after examinees have begun work on their next test, do not interrupt their work. Wait until that test has been completed, then make up the additional time on the previous test. Document the problem and its resolution on the Irregularity Report.

If more than the required time is given on a test, the answer document for those tests **must** be voided. Include an explanation of the mistiming, the test name, and the Test Form Number on the Irregularity Report (page 93) and return it with the voided answer documents.

Power Failure

If a power failure occurs and examinees cannot be moved to another location with adequate heat, ventilation, light, and examinee spacing, collect the tests and answer documents, then call ACT for instructions.

Individual Irregularities

Overview

An individual irregularity is one that affects a single person or several individuals involved in a single circumstance (e.g., communicating answers to each other). Follow the directions for each type of individual irregularity as described below.

Note: Any time you observe behavior that requires dismissal and voiding of an answer document, **be sure you inform the examinee that the answer document will not be scored and the reasons for your action.** Each instance must also be documented on the Irregularity Report.

Defective Test Materials

Replace defective tests or answer documents as quickly as possible so the examinee does not lose time.

- Immediately replace a defective test booklet with another. Print “Defective Material Void” on the cover of the test booklet or across the front of the answer document and attach it to the Irregularity Report. Explain the circumstances on the Irregularity Report.
- If a defective audiotape, videotape, CD, or DVD is found, replace it with another. An additional audiotape, videotape, CD, or DVD is shipped with each order.
- If an answer document is defective, the examinee must transfer, under your supervision, all information exactly as originally noted to a new one **after the timed portion of the testing is completed.** Explain the circumstances on the Irregularity Report and attach the defective answer document.
- Call ACT for further directions if you do not have sufficient materials to replace those that are defective.

Duplicating Test Materials

Testing personnel and examinees are NOT permitted to duplicate or record any part of the WorkKeys tests by copying, taking notes, photographing, scanning, or using any other means. All answer documents and tests must be returned to test site personnel. No portion of these materials may be retained by examinees.

If you observe an examinee using photographic, scanning, or recording devices during the test or removing pages from a test booklet, follow the procedures in Dismissal for Prohibited Behavior (page 30) or Refusal to Turn In Test Materials (page 31).

In all cases, examinees observed using photographic, scanning, or recording devices, or observed removing pages from a test booklet, are to be dismissed, the device confiscated or cleared, and the answer document marked “VOID ALL TESTS.” Inform the examinee the answer document will not be scored and include all necessary information on the Irregularity Report. Call ACT (during the test, if possible) to determine if any additional action is required.

Failure to Follow Directions

Only answers marked properly on the answer document during the time allowed for the test can be scored.

Unauthorized Marking of Responses in the Test Booklet Instead of on Answer Document

Unless the examinee has been approved to mark in the test booklet or on a large-type worksheet, only responses marked on the answer document during the time allowed for the test will be scored. If an examinee, without authorization, has mistakenly marked responses in the test booklet and has not transferred them to the answer document, follow these steps:

1. If time remains on the current test, instruct the examinee to immediately transfer responses for the current test from the test booklet to the answer document. If time has been called on that test, no answers may be transferred.
2. The examinee may then continue testing by marking answers only on the answer document.
3. Do **NOT** allow the examinee to transfer responses from tests for which time has already been called.
4. Document the situation on the Irregularity Report.

ACT will not transfer responses from the test booklet to an answer document. The answer document will be scored as received.

Examinees Who Become Ill

If an examinee becomes ill, dismiss the examinee from the test room and mark the test section “VOID.” If you wish to receive a score report for the tests the examinee completed, send the answer document with your other completed answer documents. If the entire answer document should not be scored, write “VOID ALL TESTS” (see Voiding Answer Documents, page 31) in red across the answer document and attach the voided answer document to a completed Irregularity Report.

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.
- Collect and retain the examinee’s test materials without physical force.
- Dismiss the examinee from the test room as quietly as possible, without physical force or contact.
- If necessary, call security or police to protect staff and other examinees’ safety.
- Inform the examinee that the answer document will not be scored.
- Give a detailed explanation on the Irregularity Report, mark the answer document “VOID ALL TESTS,” and attach the examinee’s test materials to the report.

Prohibited Behavior

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

Prohibited behaviors include:

- looking at another examinee's test booklet or answer document
- giving or receiving assistance
- using an unauthorized calculator
- using calculators on any test other than the *Applied Mathematics* test
- using any device to share or exchange information at any time during the tests or during break
- attempting to remove test materials, including test questions or answers, from the test room by any means
- using highlighters, colored pens or pencils, notes, dictionaries, or other aids
- not following instructions or abiding by the rules of the test site
- exhibiting confrontational, threatening, or unruly behavior
- creating a disturbance or allowing an alarm, pager, or phone to sound in the test room
- filling in ovals after time has been called
- using scratch paper or notes

Do not void an answer document for any other reason (e.g., examinee finishes early, does not return after break, does not take testing seriously but is not disturbing others or engaging in prohibited behavior). See Voiding Answer Documents on page 31.

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 supervisor does not have to be called to the room to verify the activity.

If you **suspect** an examinee is engaged in prohibited behavior, discreetly warn him/her that these activities are prohibited and continue close observation. To discourage looking at someone else's answer document, or giving or receiving assistance, move the examinee to another seat. If you suspect an examinee has filled in ovals after time was called, warn the individual immediately. Document your suspicions and actions on the Irregularity Report.

You do not need to observe prohibited behavior if you are certain it occurred.

For example, if you are certain that five ovals left unfilled at the end of a test section were filled in after time was called, you may dismiss the examinee. **You must inform the examinee that the answer document will not be scored.**

Dismissal for Prohibited Behavior

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

1. Take action immediately without creating a disturbance. If this is not possible, wait until the end of the current timed test.
2. Collect the answer document and test booklet.

3. 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.
4. Tell the examinee privately:
 - a. You observed or are certain of the prohibited behavior.
 - b. He/she is being dismissed because of the behavior.
 - c. The answer document will be marked "VOID ALL TESTS" and will not be scored.
5. Write "VOID ALL TESTS" on page 1 of the answer document. Do so in the examinee's presence, if possible.
6. Complete a detailed Irregularity Report that includes:
 - a. The time of the incident and the name(s) of the examinee(s).
 - b. The number of ovals the examinee(s) had filled in at the time of the incident, if relevant.
 - c. The test room and seating location(s) of the examinee(s).
 - d. The details of what you observed.
 - e. The statements you and the examinee(s) made.
 - f. The name(s) of the staff who observed or were certain of the irregularity.
7. Attach the void answer document to the Irregularity Report and return it with the other documentation for this test date. (Return the test booklet with other used test booklets.)

ACT will not score the answer document(s) if you follow these procedures exactly.

Voiding Answer Documents

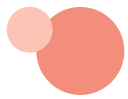
Mark an answer document "VOID ALL TESTS" and attach it to the Irregularity Report for the following reasons:

- An examinee becomes ill and **asks** that the answer document not be scored.
- An examinee asks that the answer document not be scored for any reason.
- An examinee has been dismissed for prohibited behavior **and has been told the answer document will not be scored.**
- An answer document is defective.

Report and document the reason for voiding all answer documents on the Irregularity Report.

Refusal to Turn In Test Materials

Examinees must return all test materials before leaving the test room. If an examinee refuses to turn in a test booklet, warn the examinee that the police will be contacted and this action may result in fines and imprisonment. Call ACT immediately and describe the situation in detail, including the examinee's name and ID number and the Test Booklet Number. Do not place yourself in a position of physical danger, and do not leave other test materials or examinees unattended.



Verbal Instructions for Completing Demographics on Answer Document

Practice these instructions before the test day. Read aloud all instructions in the shaded boxes. **Do not depart from this text.** Where a series of dots appears, pause to let examinees follow instructions. Text in parentheses is intended for the testing staff only and should not be read aloud.

ACT recommends that you begin each test session with the following statement:

If you are feeling ill or have circumstances that may affect your performance on the WorkKeys assessment(s), or if you need a special accommodation that you do not now have, raise your hand and please come forward now....

If examinees come forward, it is your responsibility to determine if the examinee should proceed with testing at this time.

WorkKeys Answer Folder, Combined Answer Document, or Business Writing Answer Document

When everyone is seated and you have everyone's attention, say:

Please clear your desks of everything except your pencils. The WorkKeys answer documents will be distributed. Do not mark on the answer document until you are told to do so.

The information that you provide when you fill out your WorkKeys answer document will be used to prepare all reports. Follow my instructions carefully.

Your answer document will be scored by a computer. It is essential to follow directions and to accurately grid the information to ensure that the responses recorded for you are the ones you intend.

Distribute the answer documents and continue:

Use only a Number 2, soft-lead pencil. Do **not** use a fountain pen, ballpoint pen, mechanical pencil, or colored pencil. If you do not have a Number 2, soft-lead pencil, please raise your hand.... Make all marks heavy and dark. Fill in each oval completely, without extending your pencil marks outside the ovals. Do **not** make any marks anywhere on your answer document except as directed. Erase all extraneous marks carefully and completely. Turn your answer document so that page 1 faces you.

There are five match criteria used to match examinee records to create a transcript of scores or to create a National Career Readiness Certificate. The five match criteria are:

First Name
Last Name
Month of Birth
Day of Birth
ID Number

Remember what these are and always use the same five match criteria when taking a WorkKeys test.

Additionally, if you are taking these tests to receive the National Career Readiness Certificate or a local Career Readiness Certificate, your name will be printed on the certificate exactly as entered here. Names on certificates are all capital letters and do not include hyphens. It is best not to put spaces in the last name as they tend to look out of place on the certificate.

In block **1**, print the name of the site (**announce the name**), city, state, and ZIP code....

In block **2**, print your name in the boxes labeled "Name." Begin in the first box and enter your last name.... Then, enter your first name where indicated and finally, enter your middle initial where indicated....

Now, fill in the corresponding oval beneath each letter and the blank oval beneath each empty box....

Look at block **3**. Beginning in the first box, enter your ID number and fill in the corresponding oval in each column.... (*ACT will assign an ID number if an examinee does not provide one, but ACT will not be able to provide a certificate based on the ACT-assigned ID number.*)

In block **4**, fill in the oval for the month in which you were born. Next in the boxes, print the day and the last two digits of the year of your birth, and fill in the corresponding ovals....

Fill in the appropriate oval in block **5**....

In block **6**, fill in the oval beside the phrase that best describes your racial and ethnicity group as generally recognized by your family and friends....

Now, look at block **7**. Fill in the oval that best describes your current or highest level of education....

In block **8**, fill in the oval that best describes your program of study during high school....

Look at block **9**. Fill in the oval that best describes your current level of education and training....

In block **10**, fill in the ovals that describe any other education or training you are currently attending. Be sure to mark all the situations that apply to you....

Fill in the appropriate oval in block **11**.

When you are finished, look up at me....

When you have everyone's attention, continue:

Turn your answer document to page 2. In block **12**, print the house number and street of your mailing address.... Include your apartment number if you have one. If you use a post office box, print "PO Box" and your number. If you have a rural route number, print "RR" and your number. If you also have a box number, print "Box" and your number after your rural route number....

Now, fill in the corresponding oval beneath each letter or number and the blank oval beneath each empty box....

In block **13**, print the name of the city or town you use in your mailing address. Do not enter your state in this block. Fill in the corresponding oval beneath each letter and the blank oval beneath each empty box....

The examinees will need their state code number for block 14. See the table below to find the correct code for each state. Write the appropriate state code(s) on the blackboard while examinees complete block 13.

State Codes

Alabama 01	Kentucky 18	North Dakota 35
Alaska 02	Louisiana 19	Ohio 36
Arizona 03	Maine 20	Oklahoma 37
Arkansas 04	Maryland 21	Oregon 38
California 05	Massachusetts 22	Pennsylvania 39
Colorado 06	Michigan 23	Rhode Island 40
Connecticut 07	Minnesota 24	South Carolina 41
Delaware 08	Mississippi 25	South Dakota 42
D.C. 09	Missouri 26	Tennessee 43
Florida 10	Montana 27	Texas 44
Georgia 11	Nebraska 28	Utah 45
Hawaii 12	Nevada 29	Vermont 46
Idaho 13	New Hampshire 30	Virginia 47
Illinois 14	New Jersey 31	Washington 48
Indiana 15	New Mexico 32	West Virginia 49
Iowa 16	New York 33	Wisconsin 50
Kansas 17	North Carolina 34	Wyoming 51

When it appears that all examinees have finished block 13, say:

In block **14**, enter the state code of (announce the number). Fill in the corresponding oval in each column....

In block **15**, enter your ZIP code and fill in the corresponding oval in each column. Enter all nine digits if you know them....

Read the question and fill in the appropriate oval in blocks **16, 17, 18, 19, and 20**....
(You may read the instructions for each of these blocks aloud. This will require additional time.)

Leave blocks **21, 22, 23, and 24** blank.

Leave block **25** blank at this time. We will go back to block 25 later.

Leave block **26** blank at this time.

If your site is using the Local Items section, distribute the local item questions now and say:

Return to block 26. In this block, respond to the questions just distributed. When you are finished, put your pencils down and look up at me....

Go directly to the verbal instructions for the first test you plan to administer.

Verbal Instructions	
<i>Reading for Information</i> test	page 37
<i>Applied Mathematics</i> test	page 41
<i>Locating Information</i> test	page 46
<i>Applied Technology</i> test	page 50
<i>Business Writing</i> test	page 55
<i>Teamwork</i> test	page 60
<i>Observation</i> test	page 66
<i>Listening and Writing</i> test	page 73

If no testing will take place, collect the answer documents following the instructions below.

Then say:

We will now collect your answer documents. There should be no talking.

Collect and count the answer documents **individually** from each examinee.

Do not dismiss examinees until you have verified that you collected an answer document for each examinee. Make certain that examinees do not have access to the assessment materials as they leave the room. Under no circumstances should anyone be allowed to examine the answer documents after they have been returned to the proctor or supervisor.

After the answer documents have been collected and counted, say:

Thank you for your cooperation. This is the end of this session.

Return the assessment materials to secure storage until they are needed for the next testing session. Be sure to maintain security of the assessment materials until they are prepared for return to ACT.

Verbal Instructions for Multiple-Choice Tests

Reading for Information

Practice these instructions before the test day. Read aloud all instructions in the shaded boxes. **Do not depart from this text.** Where a series of dots appears, pause to let examinees follow instructions. Text in parentheses is intended for the testing staff only and should not be read aloud.

If examinees already have their answer documents, begin with the **Verbal Instructions for Administering *Reading for Information***.

If a previous testing session has taken place and the answer documents were collected, make certain that all examinees are seated in the **same seats to distribute the answer documents**. It is **very important** that each examinee uses the answer document he or she used for the previous testing session.

ACT recommends that you begin each test session with the following statement:

If you are feeling ill or have circumstances that may affect your performance on the WorkKeys assessment(s), or if you need a special accommodation that you do not have, raise your hand and please come forward now....

If examinees come forward, it is your responsibility to determine if the examinee should proceed with testing at this time.

Then say:

Please clear your desks of everything except your pencils. The answer documents will now be distributed. Do not mark on them until I give you instructions.

Distribute the answer documents in the same order as they were picked up from the previous testing session.

After the examinees have received the answer documents, say:

Do you have your own answer document? Look at the name. Make certain it is yours. Raise your hand if you do not have your own answer document....

Make certain all the examinees have their own answer documents.

Continue with the verbal instructions for administering *Reading for Information*.

Verbal Instructions for Administering *Reading for Information*

Prior to handing out the *Reading for Information* test booklets, say:

Eating, drinking, and the use of tobacco products or reading materials are not permitted in the test room. You may not have a cell phone, media player, or electronic device of any kind in the test room, and you may not use them during break(s). If we find that you have brought a cell phone, media player, or any other electronic device into the test room or you use one during break(s), you will be dismissed and your answer document will not be scored. Word-to-word foreign language dictionaries are permitted for those whose first language is other than English.

I will now distribute the *Reading for Information* test booklets. Do not open them until I tell you to do so. There should be no talking.

Hand each examinee a booklet individually. Do not pass them back or across aisles.
Keep an exact count of the number of test booklets distributed.

Then say:

Your test booklets include Terms and Conditions on the back cover.

Turn your test booklet so the back cover faces up. Read the Terms and Conditions silently. Then, look up at me....

(If the Examinee Agreement on page 2 in block 25 of the answer document has been signed in a previous testing session, skip the verbal instruction block below and begin at the shaded block beginning with “Now, turn your test booklet so....”)

Say:

Your answer documents have an Examinee Agreement that requires a signature on page 2 in block 25. Read the Examinee Agreement silently and then sign and date the Examinee Agreement. If you do not sign and date the Examinee Agreement, your answer document may be voided and you may not receive your scores....

Walk around the room to be sure all examinees are signing the Examinee Agreement.

When all examinees have signed their answer documents, say:

Now, turn your test booklet so the front cover faces up. Go to the first unused section on page 3 in your answer document. If you have used all the sections on page 3, go to the first section on page 4. In that section, write “*Reading for Information*” in the space provided for the Test Name.

A Test Form Number is printed in the upper-right corner of the cover of your test booklet. Print that number in the boxes for the Test Form Number in this section. Then fill in the corresponding oval in each column....

A seven-digit number is printed in the upper-left corner of your test booklet. This is your Test Booklet Number. Print the seven-digit number in the boxes for the Test Booklet Number in this section. Fill in the corresponding oval in each column....

Leave the Admin. Code column blank.

Walk around the room to be sure examinees are entering the Test Form Number and Booklet Number correctly on their answer documents.

Then say:

Please listen carefully to the following instructions. The use of scratch paper is not permitted. If you need to do any figuring or scratch work, write in your test booklet.

Mark only one response to each question. You will receive credit only for responses properly marked on your answer document during the time allowed for a specific test.

I will walk around the room during testing. If you have a question or need another pencil, raise your hand. Do not look around.

If you are wearing a watch with an alarm, you must be sure it is turned off now. If your alarm sounds in the test room, you will be dismissed and your answer document will not be scored....

I will keep the official time for this examination. I will announce when five minutes remain on this test to serve as a warning before time is called. It is to your advantage to answer every question. Are there any questions?...

If there are no questions, continue by saying:

The following behaviors are prohibited. You will be dismissed and your answer document will not be scored if you are found:

- in possession of or using any electronic device during testing or during breaks
- looking at another examinee's test booklet or answer document
- giving or receiving assistance
- using any device to share or exchange information at any time during testing or during breaks
- attempting to remove test materials, including test questions or answers, from the test room by any means
- using highlighters, colored pens or pencils, scratch paper, notes, dictionaries, or other aids
- not following instructions or abiding by the rules of the test site
- exhibiting confrontational, threatening, or unruly behavior
- creating a disturbance
- filling in or altering ovals on a test after time has been called. Filling in ovals on a previous test during a later test or filling in ovals even with the test booklet closed is prohibited. If I notice that a test has not been completed and later notice that it has been, I will dismiss you and your answer document will not be scored.

Remember to keep your answer document flat on your desk and placed so that others cannot see it.

Please pay attention to the announcement of five minutes remaining on this test. When I call time and tell you to stop at the end of a test, put your pencil down immediately and look up. If you finish before I call time, recheck your work, place your answer document inside your test booklet, and close the cover. You may not read or engage in any other activity that could distract others still testing. From this time on, there must be no talking. Listen carefully to these instructions....

Then say:

Break the seal of your test booklet now. Open the cover and read the directions silently. Then, look up at me....

DO NOT TURN THE PAGE UNTIL YOU ARE TOLD TO DO SO.

Ask if anyone has any questions. Set your stopwatch or interval timers to exactly 45 minutes and say:

We are now ready to begin the test. *You will have 45 minutes to work on this test.* Do not mark beyond item 33. Leave the rest of the spaces on the answer document blank. I will announce when you have five minutes left to work. Go to the next page and begin working....

Begin timing.

As you begin testing, write down below the Start, five-minutes-remaining, and Stop times for this test. Before you announce five minutes remaining and before you call STOP, check your timepieces carefully against the time you have written down **and verify it with the proctor** if one is in the room.

Reading for Information **45 Minutes**

—————
START

—————
5 minutes remaining

—————
STOP

Reminder: You may post the Start and Stop times on the board; check your calculations carefully before you do so. You will read an announcement when five minutes remain on each test. Do not disturb examinees during the test session with additional oral or written announcements of time remaining. **DO NOT** post the time remaining.

When your watch or timers indicate exactly 40 minutes have passed, and you have checked the time, say:

There are five minutes left.

When your watch or timers indicate exactly 45 minutes have passed, and you have double-checked the time, say:

Stop. Put down your pencils, close your test booklets, and look up at me now....

When you have everyone's attention, say.

We will now collect your test booklets. Do not put your answer document in your test booklet. Please remain quietly in your seats.

Collect the test booklets **individually** from each examinee and count them. Do not allow the booklets to be passed in. **Verify that you collect the same number of booklets you distributed.**

If you are testing in a continuous session, go directly to the verbal instructions for the test you plan to administer next.

If you are ending your testing session, continue here:

We will now collect your answer documents. Please remain quietly in your seats.

Collect and count the answer documents **individually** from each examinee. Turn all the answer documents one way and make certain you have a signed answer document for each examinee.

Do not dismiss examinees until you have verified that you collected all the test booklets you distributed and that you have an answer document for each examinee. Make certain that examinees do not have access to the assessment materials as they leave the room. Under no circumstances should anyone be allowed to examine the test booklets or answer documents after they have been returned to the proctor or supervisor.

After the test booklets and answer documents have been collected and counted, say:

Thank you for your cooperation. This ends today's testing.

Return the assessment materials to secure storage until they are needed for the next testing session. The assessment materials must remain secure until they are returned to ACT.

Applied Mathematics

Practice these instructions before the test day. Read aloud all instructions in the shaded boxes. **Do not depart from this text.** Where a series of dots appears, pause to let examinees follow instructions. Text in parentheses is intended for the testing staff only and should not be read aloud.

If examinees already have their answer documents, begin with the **Verbal Instructions for Administering *Applied Mathematics*.**

If a previous testing session has taken place and the answer documents were collected, make certain that all examinees are seated in the **same seats to distribute the answer documents.** It is **very important** that each examinee uses the answer document he or she used for the previous testing session.

ACT recommends that you begin each test session with the following statement:

If you are feeling ill or have circumstances that may affect your performance on the WorkKeys assessment(s), or if you need a special accommodation that you do not have, raise your hand and please come forward now....

If examinees come forward, it is your responsibility to determine if the examinee should proceed with testing at this time.

Then say:

Please clear your desks of everything except your pencils and calculators. The answer documents will now be distributed. Do not mark on them until I give you instructions.

Distribute the answer documents in the same order as they were picked up from the previous testing session.

After the examinees have received the answer documents, say:

Do you have your own answer document? Look at the name. Make certain it is yours. Raise your hand if you do not have your own answer document....

Make certain all the examinees have their own answer documents.

Continue with the verbal instructions for administering *Applied Mathematics*.

Verbal Instructions for Administering *Applied Mathematics*

Prior to handing out the *Applied Mathematics* test booklets, say:

Eating, drinking, and the use of tobacco products or reading materials are not permitted in the test room. You may not have a cell phone, media player, or electronic device of any kind in the test room, other than a permitted calculator, and you may not use them during break(s). If we find that you have brought a cell phone, media player, or any other electronic device into the test room or you use one during break(s), you will be dismissed and your answer document will not be scored. Word-to-word foreign language dictionaries are permitted for those whose first language is other than English.

I will now distribute the *Applied Mathematics* test booklets. Do not open them until I tell you to do so. There should be no talking.

Hand each examinee a booklet individually. Do not pass them back or across aisles.
Keep an exact count of the number of test booklets distributed.

Then say:

Your test booklets include Terms and Conditions on the back cover.

Turn your test booklet so the back cover faces up. Read the Terms and Conditions silently. Then, look up at me....

(If the Examinee Agreement on page 2 in block 25 of the answer document has been signed in a previous testing session, skip the following verbal instruction block and begin at the shaded block beginning with “Now, turn your test booklet so....”)

Say:

Your answer documents have an Examinee Agreement that requires a signature on page 2 in block 25. Read the Examinee Agreement silently and then sign and date the Examinee Agreement. If you do not sign and date the Examinee Agreement, your answer document may be voided and you may not receive your scores....

Walk around the room to be sure all examinees are signing the Examinee Agreement.

When all examinees have signed their answer documents, say:

Now, turn your test booklet so the front cover faces up. Go to the first unused section on page 3 in your answer document. If you have used all the sections on page 3, go to the first section on page 4. In that section, write "*Applied Mathematics*" in the space provided for the Test Name.

A Test Form Number is printed in the upper-right corner of the cover of your test booklet. Print that number in the boxes for the Test Form Number in this section. Then fill in the corresponding oval in each column....

A seven-digit number is printed in the upper-left corner of your test booklet. This is your Test Booklet Number. Print the seven-digit number in the boxes for the Booklet Number in this section. Fill in the corresponding oval in each column....

Leave the Admin. Code column blank.

Walk around the room to be sure examinees are entering the Test Form Number and Booklet Number correctly on their answer documents.

Then say:

Please listen carefully to the following instructions. The use of scratch paper is not permitted. If you need to do any figuring or scratch work, write in your test booklet.

Mark only one response to each question. You will receive credit only for responses properly marked on your answer document during the time allowed for a specific test.

I will walk around the room during testing. If you have a question or need another pencil, raise your hand. Do not look around.

If you are wearing a watch with an alarm, you must be sure it is turned off now. If your alarm sounds in the test room, you will be dismissed and your answer document will not be scored....

I will keep the official time for this examination. I will announce when five minutes remain on this test to serve as a warning before time is called. It is to your advantage to answer every question. Are there any questions?...

If there are no questions, continue by saying:

The following behaviors are prohibited. You will be dismissed and your answer document will not be scored if you are found:

- in possession of or using any electronic device other than an approved calculator during testing or during breaks
- looking at another examinee's test booklet or answer document
- giving or receiving assistance
- using a prohibited calculator
- using any device to share or exchange information at any time during testing or during breaks
- sharing a calculator with another examinee
- using a calculator on any test other than the *Applied Mathematics* test
- attempting to remove test materials, including test questions or answers, from the test room by any means
- using highlighters, colored pens or pencils, scratch paper, notes, dictionaries, or other aids
- not following instructions or abiding by the rules of the test site
- exhibiting confrontational, threatening, or unruly behavior
- creating a disturbance
- filling in or altering ovals on a test after time has been called. Filling in ovals on a previous test during a later test or filling in ovals even with the test booklet closed is prohibited. If I notice that a test has not been completed and later notice that it has been, I will dismiss you and your answer document will not be scored.

Remember to keep your answer document flat on your desk and placed so that others cannot see it.

Please pay attention to the announcement of five minutes remaining on this test. When I call time and tell you to stop at the end of a test, put your pencil down immediately and look up. If you finish before I call time, recheck your work, place your answer document inside your test booklet, and close the cover. You may not read or engage in any other activity that could distract others still testing. From this time on, there must be no talking. Listen carefully to these instructions....

Then say:

Break the seal of your test booklet now. Open the cover and read the directions silently. Then, look up at me....

DO NOT TURN THE PAGE UNTIL YOU ARE TOLD TO DO SO.

Ask if anyone has any questions. Set your stopwatch or interval timers to exactly 45 minutes and say:

We are now ready to begin the test. *You will have 45 minutes to work on this test.* Do not mark beyond item 33. Leave the rest of the spaces on the answer document blank. I will announce when you have five minutes left to work. Go to the next page and begin working....

Begin timing.

As you begin testing, write down below the Start, five-minutes-remaining, and Stop times for this test. Before you announce five minutes remaining and before you call STOP, check your timepieces carefully against the time you have written down **and verify it with the proctor** if one is in the room.

Applied Mathematics

45 Minutes

START

5 minutes remaining

STOP

Reminder: You may post the Start and Stop times on the board; check your calculations carefully before you do so. You will read an announcement when five minutes remain on each test. Do not disturb examinees during the test session with additional oral or written announcements of time remaining. **DO NOT** post the time remaining.

When your watch or timers indicate exactly 40 minutes have passed, and you have checked the time, say:

There are five minutes left.

When your watch or timers indicate exactly 45 minutes have passed, and you have double-checked the time, say:

Stop. Put down your pencils, close your test booklets, and look up at me now....

When you have everyone's attention, say:

If you tore your formula sheet from the front of your test booklet, please place it inside your booklet. We will now collect your test booklets. Do not put your answer document in your test booklet. Please remain quietly in your seats.

Collect the test booklets **individually** from each examinee and count them. Do not allow the booklets to be passed in. **Verify that you collect the same number of booklets you distributed.** Make sure all formula sheets are returned in the test booklets.

If you are testing in a continuous session, go directly to the verbal instructions for the test you plan to administer next.

If you are ending your testing session, continue here:

We will now collect your answer documents. Please remain quietly in your seats.

Collect and count the answer documents **individually** from each examinee. Turn all the answer documents one way and make certain you have a signed answer document for each examinee.

Do not dismiss examinees until you have verified that you collected all the test booklets you distributed and that you have an answer document for each examinee. Make certain that examinees do not have access to the assessment materials as they leave the room. Under no circumstances should anyone be allowed to examine the test booklets or answer documents after they have been returned to the proctor or supervisor.

After the test booklets and answer documents have been collected and counted, say:

Thank you for your cooperation. This ends today's testing.

Return the assessment materials to secure storage until they are needed for the next testing session. The assessment materials must remain secure until they are returned to ACT.

Locating Information

Practice these instructions before the test day. Read aloud all instructions in the shaded boxes. **Do not depart from this text.** Where a series of dots appears, pause to let examinees follow instructions. Text in parentheses is intended for the testing staff only and should not be read aloud.

If examinees already have their answer documents, begin with the **Verbal Instructions for Administering *Locating Information***.

If a previous testing session has taken place and the answer documents were collected, make certain that all examinees are seated in the **same seats to distribute the answer documents**. It is **very important** that each examinee uses the answer document he or she used for the previous testing session.

ACT recommends that you begin each test session with the following statement:

If you are feeling ill or have circumstances that may affect your performance on the WorkKeys assessment(s), or if you need a special accommodation that you do not have, raise your hand and please come forward now....

If examinees come forward, it is your responsibility to determine if the examinee should proceed with testing at this time.

Then say:

Please clear your desks of everything except your pencils. The answer documents will now be distributed. Do not mark on them until I give you instructions.

Distribute the answer documents in the same order as they were picked up from the previous testing session.

After the examinees have received the answer documents, say:

Do you have your own answer document? Look at the name. Make certain it is yours. Raise your hand if you do not have your own answer document....

Make certain all the examinees have their own answer documents.

Continue with the verbal instructions for administering *Locating Information*.

Verbal Instructions for Administering *Locating Information*

Prior to handing out the *Locating Information* test booklets, say:

Eating, drinking, and the use of tobacco products or reading materials are not permitted in the test room. You may not have a cell phone, media player, or electronic device of any kind in the test room, and you may not use them during break(s). If we find that you have brought a cell phone, media player, or any other electronic device into the test room or you use one during break(s), you will be dismissed and your answer document will not be scored. Word-to-word foreign language dictionaries are permitted for those whose first language is other than English.

I will now distribute the *Locating Information* test booklets. Do not open them until I tell you to do so. There should be no talking.

Hand each examinee a booklet individually. Do not pass them back or across aisles.
Keep an exact count of the number of test booklets distributed.

Then say:

Your test booklets include Terms and Conditions on the back cover.

Turn your test booklet so the back cover faces up. Read the Terms and Conditions silently. Then, look up at me....

(If the Examinee Agreement on page 2 in block 25 of the answer document has been signed in a previous testing session, skip the verbal instruction block below and begin at the shaded block beginning with “Now, turn your test booklet so....”)

Say:

Your answer documents have an Examinee Agreement that requires a signature on page 2 in block 25. Read the Examinee Agreement silently and then sign and date the Examinee Agreement. If you do not sign and date the Examinee Agreement, your answer document may be voided and you may not receive your scores....

Walk around the room to be sure all examinees are signing the Examinee Agreement.

When all examinees have signed their answer documents, say:

Now, turn your test booklet so the front cover faces up. Go to the first unused section on page 3 in your answer document. If you have used all the sections on page 3, go to the first section on page 4. In that section, write “*Locating Information*” in the space provided for the Test Name.

A Test Form Number is printed in the upper-right corner of the cover of your test booklet. Print that number in the boxes for the Test Form Number in this section. Then fill in the corresponding oval in each column....

A seven-digit number is printed in the upper-left corner of your test booklet. This is your Test Booklet Number. Print the seven-digit number in the boxes for the Booklet Number in this section. Fill in the corresponding oval in each column....

Leave the Admin. Code column blank.

Walk around the room to be sure examinees are entering the Test Form Number and Booklet Number correctly on their answer documents.

Then say:

Please listen carefully to the following instructions. The use of scratch paper is not permitted. If you need to do any figuring or scratch work, write in your test booklet.

Mark only one response to each question. You will receive credit only for responses properly marked on your answer document during the time allowed for a specific test.

I will walk around the room during testing. If you have a question or need another pencil, raise your hand. Do not look around.

If you are wearing a watch with an alarm, you must be sure it is turned off now. If your alarm sounds in the test room, you will be dismissed and your answer document will not be scored....

I will keep the official time for this examination. I will announce when five minutes remain on this test to serve as a warning before time is called. It is to your advantage to answer every question. Are there any questions?...

If there are no questions, continue by saying:

The following behaviors are prohibited. You will be dismissed and your answer document will not be scored if you are found:

- in possession of or using any electronic device during testing or during breaks
- looking at another examinee's test booklet or answer document
- giving or receiving assistance
- using any device to share or exchange information at any time during testing or during breaks
- attempting to remove test materials, including test questions or answers, from the test room by any means
- using highlighters, colored pens or pencils, scratch paper, notes, dictionaries, or other aids
- not following instructions or abiding by the rules of the test site
- exhibiting confrontational, threatening, or unruly behavior
- creating a disturbance
- filling in or altering ovals on a test after time has been called. Filling in ovals on a previous test during a later test or filling in ovals even with the test booklet closed is prohibited. If I notice that a test has not been completed and later notice that it has been, I will dismiss you and your answer document will not be scored.

Remember to keep your answer document flat on your desk and placed so that others cannot see it.

Please pay attention to the announcement of five minutes remaining on this test. When I call time and tell you to stop at the end of a test, put your pencil down immediately and look up. If you finish before I call time, recheck your work, place your answer document inside your test booklet, and close the cover. You may not read or engage in any other activity that could distract others still testing. From this time on, there must be no talking. Listen carefully to these instructions....

Then say:

Break the seal of your test booklet now. Open the cover and read the directions silently. Then, look up at me....

DO NOT TURN THE PAGE UNTIL YOU ARE TOLD TO DO SO.

Ask if anyone has any questions. Set your stopwatch or interval timers to exactly 45 minutes and say:

We are now ready to begin the test. *You will have 45 minutes to work on this test.* Do not mark beyond item 38. Leave the rest of the spaces on the answer document blank. I will announce when you have five minutes left to work. Go to the next page and begin working....

Begin timing.

As you begin testing, write down below the Start, five-minutes-remaining, and Stop times for this test. Before you announce five minutes remaining and before you call STOP, check your timepieces carefully against the time you have written down **and verify it with the proctor** if one is in the room.

Locating Information

45 Minutes

START

5 minutes remaining

STOP

Reminder: You may post the Start and Stop times on the board; check your calculations carefully before you do so. You will read an announcement when five minutes remain on each test. Do not disturb examinees during the test session with additional oral or written announcements of time remaining. DO NOT post the time remaining.

When your watch or timers indicate exactly 40 minutes have passed, and you have checked the time, say:

There are five minutes left.

When your watch or timers indicate exactly 45 minutes have passed, and you have double-checked the time, say:

Stop. Put down your pencils, close your test booklets, and look up at me now....

When you have everyone's attention, say:

We will now collect your test booklets. Do not put your answer document in your test booklet. Please remain quietly in your seats.

Collect the test booklets **individually** from each examinee and count them. Do not allow the booklets to be passed in. **Verify that you collect the same number of booklets you distributed.**

If you are testing in a continuous session, go directly to the verbal instructions for the test you plan to administer next.

If you are ending your testing session, continue here:

We will now collect your answer documents. Please remain quietly in your seats.

Collect and count the answer documents **individually** from each examinee. Turn all the answer documents one way and make certain you have a signed answer document for each examinee.

Do not dismiss examinees until you have verified that you collected all the test booklets you distributed and that you have an answer document for each examinee. Make certain that examinees do not have access to the assessment materials as they leave the room. Under no circumstances should anyone be allowed to examine the test booklets or answer documents after they have been returned to the proctor or supervisor.

After the test booklets and answer documents have been collected and counted, say:

Thank you for your cooperation. This ends today's testing.

Return the assessment materials to secure storage until they are needed for the next testing session. The assessment materials must remain secure until they are returned to ACT.

Applied Technology

Practice these instructions before the test day. Read aloud all instructions in the shaded boxes. **Do not depart from this text.** Where a series of dots appears, pause to let examinees follow instructions. Text in parentheses is intended for the testing staff only and should not be read aloud.

If examinees already have their answer documents, begin with the **Verbal Instructions for Administering *Applied Technology***.

If a previous testing session has taken place and the answer documents were collected, make certain that all examinees are seated in the **same seats to distribute the answer documents**. It is **very important** that each examinee uses the answer document he or she used for the previous testing session.

ACT recommends that you begin each test session with the following statement:

If you are feeling ill or have circumstances that may affect your performance on the WorkKeys assessment(s), or if you need a special accommodation that you do not have, raise your hand and please come forward now....

If examinees come forward, it is your responsibility to determine if the examinee should proceed with testing at this time.

Then say:

Please clear your desks of everything except your pencils. The answer documents will now be distributed. Do not mark on them until I give you instructions.

Distribute the answer documents in the same order as they were picked up from the previous testing session.

After the examinees have received the answer documents, say:

Do you have your own answer document? Look at the name. Make certain it is yours. Raise your hand if you do not have your own answer document....

Make certain all the examinees have their own answer documents.

Continue with the verbal instructions for administering *Applied Technology*.

Verbal Instructions for Administering *Applied Technology*

Prior to handing out the *Applied Technology* test booklets, say:

Eating, drinking, and the use of tobacco products or reading materials are not permitted in the test room. You may not have a cell phone, media player, or electronic device of any kind in the test room, and you may not use them during break(s). If we find that you have brought a cell phone, media player, or any other electronic device into the test room or you use one during break(s), you will be dismissed and your answer document will not be scored. Word-to-word foreign language dictionaries are permitted for those whose first language is other than English.

I will now distribute the *Applied Technology* test booklets. Do not open them until I tell you to do so. There should be no talking.

Hand each examinee a booklet individually. Do not pass them back or across aisles.
Keep an exact count of the number of test booklets distributed.

Then say:

Your test booklets include Terms and Conditions on the back cover.

Turn your test booklet so the back cover faces up. Read the Terms and Conditions silently. Then, look up at me....

(If the Examinee Agreement on page 2, in block 25 of the answer document has been signed in a previous testing session, skip the verbal instruction block below and begin at the shaded block beginning with “Now, turn your test booklet so....”)

Say:

Your answer documents have an Examinee Agreement that requires a signature on page 2 in block 25. Read the Examinee Agreement silently and then sign and date the Examinee Agreement. If you do not sign and date the Examinee Agreement, your answer document may be voided and you may not receive your scores....

Walk around the room to be sure all examinees are signing the Examinee Agreement.

When all examinees have signed their answer documents, say:

Now, turn your test booklet so the front cover faces up. Go to the first unused section on page 3 in your answer document. If you have used all the sections on page 3, go to the first section on page 4. In that section, write "*Applied Technology*" in the space provided for the Test Name.

A Test Form Number is printed in the upper-right corner of the cover of your test booklet. Print that number in the boxes for the Test Form Number in this section. Then fill in the corresponding oval in each column....

A seven-digit number is printed in the upper-left corner of your test booklet. This is your Test Booklet Number. Print the seven-digit number in the boxes for the Booklet Number in this section. Fill in the corresponding oval in each column....

Leave the Admin. Code column blank.

Walk around the room to be sure examinees are entering the Test Form Number and Booklet Number correctly on their answer documents.

Then say:

Please listen carefully to the following instructions. The use of scratch paper is not permitted. If you need to do any figuring or scratch work, write in your test booklet.

Mark only one response to each question. You will receive credit only for responses properly marked on your answer document during the time allowed for a specific test.

I will walk around the room during testing. If you have a question or need another pencil, raise your hand. Do not look around.

If you are wearing a watch with an alarm, you must be sure it is turned off now. If your alarm sounds in the test room, you will be dismissed and your answer document will not be scored....

I will keep the official time for this examination. I will announce when five minutes remain on this test to serve as a warning before time is called. It is to your advantage to answer every question. Are there any questions?...

If there are no questions, continue by saying:

The following behaviors are prohibited. You will be dismissed and your answer document will not be scored if you are found:

- in possession of or using any electronic device during testing or during breaks
- looking at another examinee's test booklet or answer document
- giving or receiving assistance
- using any device to share or exchange information at any time during testing or during breaks
- attempting to remove test materials, including test questions or answers, from the test room by any means
- using highlighters, colored pens or pencils, scratch paper, notes, dictionaries, or other aids

- not following instructions or abiding by the rules of the test site
- exhibiting confrontational, threatening, or unruly behavior
- creating a disturbance
- filling in or altering ovals on a test after time has been called. Filling in ovals on a previous test during a later test or filling in ovals even with the test booklet closed is prohibited. If I notice that a test has not been completed and later notice that it has been, I will dismiss you and your answer document will not be scored.

Remember to keep your answer document flat on your desk and placed so that others cannot see it.

Please pay attention to the announcement of five minutes remaining on this test. When I call time and tell you to stop at the end of a test, put your pencil down immediately and look up. If you finish before I call time, recheck your work, place your answer document inside your test booklet, and close the cover. You may not read or engage in any other activity that could distract others still testing. From this time on, there must be no talking. Listen carefully to these instructions....

Then say:

Break the seal of your test booklet now. Open the cover and read the directions silently. Then, look up at me....

DO NOT TURN THE PAGE UNTIL YOU ARE TOLD TO DO SO.

Ask if anyone has any questions. Set your stopwatch or interval timers to exactly 45 minutes and say:

We are now ready to begin the test. *You will have 45 minutes to work on this test.* Do not mark beyond item 34. Leave the rest of the spaces on the answer document blank. I will announce when you have five minutes left to work. Go to the next page and begin working....

Begin timing.

As you begin testing, write down below the Start, five-minutes-remaining, and Stop times for this test. Before you announce five minutes remaining and before you call STOP, check your timepieces carefully against the time you have written down **and verify it with the proctor** if one is in the room.

Applied Technology

45 Minutes

START

5 minutes remaining

STOP

Reminder: You may post the Start and Stop times on the board; check your calculations carefully before you do so. You will read an announcement when five minutes remain on each test. Do not disturb examinees during the test session with additional oral or written announcements of time remaining. **DO NOT** post the time remaining.

When your watch or timers indicate exactly 40 minutes have passed, and you have checked the time, say:

There are five minutes left.

When your watch or timers indicate exactly 45 minutes have passed, and you have double-checked the time, say:

Stop. Put down your pencils, close your test booklets, and look up at me now....

When you have everyone's attention, say:

We will now collect your test booklets. Do not put your answer document in your test booklet. Please remain quietly in your seats.

Collect the test booklets **individually** from each examinee and count them. Do not allow the booklets to be passed in. **Verify that you collect the same number of booklets you distributed.**

If you are testing in a continuous session, go directly to the verbal instructions for the test you plan to administer next.

If you are ending your testing session, continue here:

We will now collect your answer documents. Please remain quietly in your seats.

Collect and count the answer documents **individually** from each examinee. Turn all the answer documents one way and make certain you have a signed answer document for each examinee.

Do not dismiss examinees until you have verified that you collected all the test booklets you distributed and that you have an answer document for each examinee. Make certain that examinees do not have access to the assessment materials as they leave the room. Under no circumstances should anyone be allowed to examine the test booklets or answer documents after they have been returned to the proctor or supervisor.

After the test booklets and answer documents have been collected and counted, say:

Thank you for your cooperation. This ends today's testing.

Return the assessment materials to secure storage until they are needed for the next testing session. The assessment materials must remain secure until they are returned to ACT.



Verbal Instructions for Constructed Response Tests

Business Writing

Practice these instructions before the test day. Read aloud all instructions in the shaded boxes. **Do not depart from this text.** Where a series of dots appears, pause to let examinees follow instructions. Text in parentheses is intended for the testing staff only and should not be read aloud.

If examinees already have their answer documents, begin with the **Verbal Instructions for Administering *Business Writing***.

If a previous testing session has taken place and the answer documents were collected, make certain that all examinees are seated in the **same seats to distribute the answer documents**. It is **very important** that each examinee uses the answer document he or she used for the previous testing session.

ACT recommends that you begin each test session with the following statement:

If you are feeling ill or have circumstances that may affect your performance on the WorkKeys assessment(s), or if you need a special accommodation that you do not have, raise your hand and please come forward now....

If examinees come forward, it is your responsibility to determine if the examinee should proceed with testing at this time.

Then say:

Please clear your desks of everything except your pencils and pens. The answer documents will now be distributed. Do not mark on them until I give you instructions.

Distribute the answer documents in the same order as they were picked up from the previous testing session.

After the examinees have received the answer documents, say:

Do you have your own answer document? Look at the name. Make certain it is yours. Raise your hand if you do not have your own answer document....

Make certain all the examinees have their own answer documents.

Continue with the verbal instructions for administering *Business Writing*.

Verbal Instructions for Administering *Business Writing*

Prior to handing out the *Business Writing* test booklets, say:

Eating, drinking, and the use of tobacco products or reading materials are not permitted in the test room. You may not have a cell phone, media player, or electronic device of any kind in the test room, and you may not use them during break(s). If we find that you have brought a cell phone, media player, or any other electronic device into the test room or you use one during break(s), you will be dismissed and your answer document will not be scored. Word-to-word foreign language dictionaries are permitted for those whose first language is other than English.

I will now distribute the *Business Writing* test booklets. Do not open them until I tell you to do so. There should be no talking.

Hand each examinee a booklet individually. Do not pass them back or across aisles.
Keep an exact count of the number of test booklets distributed.

Then say:

Your test booklets include Terms and Conditions on the back cover.

Turn your test booklet so the back cover faces up. Read the Terms and Conditions silently. Then, look up at me....

(If the Examinee Agreement on page 2 in block 25 of the answer document has been signed in a previous testing session, skip the verbal instruction block below and begin at the shaded block beginning with “Now, turn your test booklet so....”)

Say:

Your answer documents have an Examinee Agreement that requires a signature on page 2 in block 25. Read the Examinee Agreement silently and then sign and date the Examinee Agreement. If you do not sign and date the Examinee Agreement, your answer document may be voided and you may not receive your scores....

Walk around the room to be sure all examinees are signing the Examinee Agreement.

When all examinees have signed their answer documents, say:

Now, turn your test booklet so the front cover faces up. Go to the first unused section on page 3 in your answer document. If you have used all the sections on page 3, go to the first section on page 4. In that section, write *Business Writing* in the space provided for the Test Name.

A Test Form Number is printed in the upper-right corner of the cover of your test booklet. Print that number in the boxes for the Test Form Number in this section. Then fill in the corresponding oval in each column....

A seven-digit number is printed in the upper-left corner of your test booklet. This is your Test Booklet Number. Print the seven-digit number in the boxes for the Booklet Number in this section. Fill in the corresponding oval in each column....

Leave the Admin. Code column blank.

Walk around the room to be sure examinees are entering the Test Form Number and Booklet Number correctly on their answer documents.

Then say:

Now go to page 5 of your answer document. Write your name and the name of this site (ANNOUNCE name) at the top of page 5, in the spaces provided. In the test form boxes, write the Test Form Number from the front cover of your test booklet. The "CBs" have already been preprinted for you.

Walk around the room to be sure examinees are completing the information correctly.

Then say:

You will need to use a pen with blue or black ink for the remainder of the test. You MAY NOT use a pencil. If you need a pen, please raise your hand....

Distribute pens to those who need them.

Then say:

Please listen carefully to the following instructions. The use of scratch paper is not permitted. If you need to do any figuring or scratch work, write in your test booklet.

I will walk around the room during testing. If you have a question or need another pen, raise your hand. Do not look around.

If you are wearing a watch with an alarm, you must be sure it is turned off now. If your alarm sounds in the test room, you will be dismissed and your answer document will not be scored....

I will keep the official time for this examination. I will announce when five minutes remain on this test to serve as a warning before time is called. Are there any questions?...

If there are no questions, continue by saying:

The following behaviors are prohibited. You will be dismissed and your answer document will not be scored if you are found:

- in possession of or using any electronic device during testing or during breaks
- looking at another examinee's test booklet or answer document
- giving or receiving assistance
- using any device to share or exchange information at any time during testing or during breaks
- attempting to remove test materials, including test questions or answers, from the test room by any means
- using highlighters, colored pens or pencils, scratch paper, notes, dictionaries, or other aids

- not following instructions or abiding by the rules of the test site
- exhibiting confrontational, threatening, or unruly behavior
- creating a disturbance

Remember to keep your answer document flat on your desk and placed so that others cannot see it.

Please pay attention to the announcement of five minutes remaining on this test. When I call time and tell you to stop at the end of a test, put your pen down immediately and look up. If you finish before I call time, recheck your work, place your answer document inside your test booklet, and close the cover. You may not read or engage in any other activity that could distract others still testing. From this time on, there must be no talking. Listen carefully to these instructions....

Then say:

Now look at the instructions printed on the front cover of your test booklet. Read the directions silently. Then, look up at me....

DO NOT OPEN THIS BOOKLET UNTIL YOU ARE TOLD TO DO SO.

Ask if anyone has any questions. Set your stopwatch or interval timers to exactly 30 minutes and say:

We are now ready to begin the test. *You will have 30 minutes to work on this test.* I will announce when you have five minutes left to work. Go to the next page and begin working....

Begin timing.

As you begin testing, write down below the Start, five-minutes-remaining, and Stop times for this test. Before you announce five minutes remaining and before you call STOP, check your timepieces carefully against the time you have written down **and verify it with the proctor** if one is in the room.

Business Writing

30 Minutes

START

5 minutes remaining

STOP

Reminder: You may post the Start and Stop times on the board; check your calculations carefully before you do so. You will read an announcement when five minutes remain on each test. Do not disturb examinees during the test session with additional oral or written announcements of time remaining. **DO NOT** post the time remaining.

When your watch or timers indicate exactly 25 minutes have passed, and you have checked the time, say:

There are five minutes left.

When your watch or timers indicate exactly 30 minutes have passed, and you have double-checked the time, say:

Stop. Put down your pens, close your test booklets, and look up at me now....

When you have everyone's attention, say:

We will now collect your test booklets. Do not put your answer document in your test booklet. Please remain quietly in your seats.

Collect the test booklets **individually** from each examinee and count them. Do not allow the booklets to be passed in. **Verify that you collect the same number of booklets you distributed.**

If you are testing in a continuous session, go directly to the verbal instructions for the test you plan to administer next.

If you are ending your testing session, continue here:

We will now collect your answer documents. Please remain quietly in your seats.

Collect and count the answer documents **individually** from each examinee. Turn all the answer documents one way and make certain you have a signed answer document for each examinee.

Do not dismiss examinees until you have verified that you collected all the test booklets you distributed and that you have an answer document for each examinee. Make certain that examinees do not have access to the assessment materials as they leave the room. Under no circumstances should anyone be allowed to examine the test booklets or answer documents after they have been returned to the proctor or supervisor.

After the test booklets and answer documents have been collected and counted, say:

Thank you for your cooperation. This ends today's testing.

Return the assessment materials to secure storage until they are needed for the next testing session. The assessment materials must remain secure until they are returned to ACT.



Verbal Instructions for Video-Based Tests

Teamwork

You must provide a VHS videotape or DVD player, TV monitor, and sound system for each testing room. No more than 25 examinees can test in each testing room. **Every examinee must be able to see the monitor and hear the sound clearly.**

Practice these instructions before the test day. Read aloud all instructions in the shaded boxes. **Do not depart from this text.** Where a series of dots appears, pause to let examinees follow instructions. Text in parentheses is intended for the testing staff only and should not be read aloud.

If examinees already have their answer documents, begin with the **Verbal Instructions for Administering *Teamwork*–Part 1.**

If a previous testing session has taken place and the answer documents were collected, make certain that all examinees are seated in the **same seats to distribute the answer documents.** It is **very important** that each examinee uses the answer document he or she used for the previous testing session.

ACT recommends that you begin each test session with the following statement:

If you are feeling ill or have circumstances that may affect your performance on the WorkKeys assessment(s), or if you need a special accommodation that you do not have, raise your hand and please come forward now....

If examinees come forward, it is your responsibility to determine if the examinee should proceed with testing at this time.

Then say:

Please clear your desks of everything except your pencils. The answer documents will now be distributed. Do not mark on them until I give you instructions.

Distribute the answer documents in the same order as they were picked up from the previous testing session.

After the examinees have received the answer documents, say:

Do you have your own answer document? Look at the name. Make certain it is yours. Raise your hand if you do not have your own answer document.

Make certain all the examinees have their own answer documents.

Continue with verbal instructions for administering *Teamwork*–Part 1.

Verbal Instructions for Administering *Teamwork*—Part 1

Turn to page 4 of your answer document. Go to the (Video Presentation): *Teamwork* Parts 1 and 2 section. In the Test Form block, print the letter “_” in the first box. Print the Test Form Code, “_ - _ - _ - _” in the remaining four boxes of the Test Form. (**ANNOUNCE** the form code on the label of the video. **WRITE** it on the board.) Then fill in the corresponding oval in each column. **DO NOT** write in the seven boxes labeled Booklet Number in this section of your answer document.

Walk around the room to be sure examinees are entering the Test Form Number correctly on their answer documents. Allow time for questions.

Then say:

Eating, drinking, and the use of tobacco products or reading materials are not permitted in the test room. You may not have a cell phone, media player, or electronic device of any kind in the test room, and you may not use them during break(s). If we find that you have brought a cell phone, media player, or any other electronic device into the test room or you use one during break(s), you will be dismissed and your answer document will not be scored. Word-to-word foreign language dictionaries are permitted for those whose first language is other than English.

Hand each examinee the Terms and Conditions document received in the material order shipment.

Then say:

Read the Terms and Conditions document just distributed silently. Then, look up at me when finished....

(If the Examinee Agreement on page 2 in block 25 of the answer document has been signed in a previous testing session, skip the verbal instruction block below and begin at the shaded block beginning with “Please listen carefully to the following....”)

Say:

Your answer documents have an Examinee Agreement that requires a signature on page 2 in block 25. Read the Examinee Agreement silently and then sign and date the Examinee Agreement. If you do not sign and date the Examinee Agreement, your answer document may be voided and you may not receive your scores....

Walk around the room to be sure all examinees are signing the Examinee Agreement.

When all examinees have signed their answer documents, say:

Please listen carefully to the following instructions. The use of scratch paper is not permitted.

I will walk around the room during testing. If you have a question or need another pencil, raise your hand. Do not look around.

If you are wearing a watch with an alarm, you must be sure it is turned off now. If your alarm sounds in the test room, you will be dismissed and your answer document will not be scored....

If there are no questions, continue by saying:

The following behaviors are prohibited. You will be dismissed and your answer document will not be scored if you are found:

- in possession of or using any electronic device during testing or during breaks
- looking at another examinee's answer document
- giving or receiving assistance
- using any device to share or exchange information at any time during testing or during breaks
- attempting to remove test materials, including test questions or answers, from the test room by any means
- using highlighters, colored pens or pencils, scratch paper, notes, dictionaries, or other aids
- not following instructions or abiding by the rules of the test site
- exhibiting confrontational, threatening, or unruly behavior
- creating a disturbance
- Filling in ovals on a previous test or during a later test is prohibited. If I notice that a test has not been completed and later notice that it has been, I will dismiss you and your answer document will not be scored.

Remember to keep your answer document flat on your desk and placed so that others cannot see it.

Then say:

We will begin the video at this time. Reminder: the screen will show form code “_ _ _ _”, but you need to grid a letter “_” in the first digit of the form code. There are 18 items in Part 1. Part 1 will be approximately 32 minutes long. There should be no talking.

Turn on the player at this time. Make certain it is working properly and that all examinees can see the monitor and hear the sound clearly.

The first frames contain ACT and WorkKeys logos. The third frame shows the Test Form Number. Make certain it matches the Test Form Number the examinees marked on their answer documents, with the letter “_” in the first digit. There is a pause after the Test Form Number is shown. The video continues with instructions and a practice question. Examinees should mark their answers in Number 45 (the last row in this section of their answer documents). You will have an opportunity to pause the video to answer questions when the instructions are finished. Do **not** discuss the practice question at this time; only answer questions regarding test-taking procedures. Check to make sure all examinees can see the monitor and hear the sound clearly. Do **not** pause more than **five minutes** before resuming the video.

When the frame End of Part 1 appears, pause the player, and say:

Stop. Put down your pencils, and look up at me now....

If you are administering *Teamwork* in one session, allow examinees a five-minute break between Part 1 and Part 2. Say:

We will now take a five-minute break. Turn your answer document over and do not allow anyone to look at it. You may stand, stretch, or stay at your seat. There will be no talking. You may not leave the room.

After the five-minute break, say:

We will now resume testing. Take your seats quietly.

If *Teamwork*—Part 2 is being administered after *Teamwork*—Part 1, go to the section titled “**If you are administering *Teamwork* in a continuous session, begin here**” (page 64).

If you are ending the session after Part 1, continue here:

We will now collect your answer documents. Please remain quietly in your seats.

Collect and count the answer documents **individually** from each examinee. Turn all the answer documents one way and make certain you have a signed answer document for each examinee.

Do not dismiss examinees until you have verified that you collected all the answer documents for each examinee. Make certain that examinees do not have access to the assessment materials as they leave the room. Under no circumstances should anyone be allowed to examine the answer documents after they have been returned to the proctor or supervisor.

After the answer documents have been collected and counted, say:

Thank you for your cooperation. This ends today’s testing.

Do not rewind the video. You will continue with **Part 2** exactly where you left off from the first session. Return the assessment materials to secure storage until they are needed for the next testing session. The assessment materials must remain secure until they are returned to ACT.

Verbal Instructions for Administering *Teamwork*—Part 2

If a previous *Teamwork* testing session has taken place and the answer documents were collected, make certain that all examinees are seated in the **same seats to distribute the answer documents**. It is **very important** that each examinee uses the answer document he or she used for the previous *Teamwork* testing session.

ACT recommends that you begin each test session with the following statement:

If you are feeling ill or have circumstances that may affect your performance on the WorkKeys assessment(s), or if you need a special accommodation that you do not have, raise your hand and please come forward now....

If examinees come forward, it is your responsibility to determine if the examinee should proceed with testing at this time.

Then say:

Please clear your desks of everything except your pencils. The answer documents will now be distributed. Do not mark on them until I give you instructions.

Distribute the answer documents in the same order as they were picked up from the first *Teamwork* testing session.

After the examinees have received the answer documents, say:

Do you have your own answer document? Look at the name. Make certain it is yours. Raise your hand if you do not have your own answer document.

Make certain all the examinees have their own answer documents.

Then say:

Eating, drinking, and the use of tobacco products or reading materials are not permitted in the test room. You may not have a cell phone, media player, or electronic device of any kind in the test room, and you may not use them during break(s). If we find that you have brought a cell phone, media player, or any other electronic device into the test room or you use one during break(s), you will be dismissed and your answer document will not be scored. Word-to-word foreign language dictionaries are permitted for those whose first language is other than English.

Please listen carefully to the following instructions. The use of scratch paper is not permitted.

I will walk around the room during testing. If you have a question or need another pencil, raise your hand. Do not look around.

If you are wearing a watch with an alarm, you must be sure it is turned off now. If your alarm sounds in the test room, you will be dismissed and your answer document will not be scored....

If there are no questions, continue by saying:

The following behaviors are prohibited. You will be dismissed and your answer document will not be scored if you are found:

- in possession of or using any electronic device during testing or during breaks
- looking at another examinee's answer document
- giving or receiving assistance
- using any device to share or exchange information at any time during testing or during breaks
- attempting to remove test materials, including test questions or answers, from the test room by any means
- using highlighters, colored pens or pencils, scratch paper, notes, dictionaries, or other aids
- not following instructions or abiding by the rules of the test site

- exhibiting confrontational, threatening, or unruly behavior
- creating a disturbance
- Filling in ovals on a previous test or during a later test is prohibited. If I notice that a test has not been completed and later notice that it has been, I will dismiss you and your answer document will not be scored.

Remember to keep your answer document flat on your desk and placed so that others cannot see it.

Continue with verbal instructions below for administering *Teamwork*–Part 2.

If you are administering *Teamwork* in a continuous session, begin here.

When you have everyone’s attention, say:

Turn your answer document to page 4 to the section you used previously for this test. Part 2 of this test contains 18 questions. You will have approximately 33 minutes for Part 2. The video starts with Situation Number 7. The first question you will answer is number 19. Does anyone have questions?

Allow time for questions. When you have everyone’s attention, say:

We will begin the video at this time.

Turn on the player, and make sure the video is at *Teamwork*–Part 2 for testing. Make certain it is working properly and that all examinees can see the monitor and hear the sound clearly.

Walk around the room to be sure examinees are marking their answers in the correct section on the answer document. Responses for Part 2 are to be marked in the same section as Part 1 responses, beginning with number 19.

The video continues through the end of the test.

When the last frame shows “End of WorkKeys *Teamwork* Test,” say:

Stop. Put down your pencils, and look up at me now....

Turn off the player.

If you are testing in a continuous session, go directly to the verbal instructions for the test you plan to administer next.

If you are ending your testing, continue here:

We will now collect your answer documents. Please remain quietly in your seats.

Collect and count the answer documents **individually** from each examinee. Turn all the answer documents one way and make certain you have a signed answer document for each examinee.

Do not dismiss examinees until you have verified that you collected all the answer documents for each examinee. Make certain that examinees do not have access to the assessment materials as they leave the room. Under no circumstances should anyone be allowed to examine the answer documents after they have been returned to the proctor or supervisor.

After the answer documents have been collected and counted, say:

Thank you for your cooperation. This ends today's testing.

Return the assessment materials to secure storage until they are needed for the next testing session. The assessment materials must remain secure until they are returned to ACT.

Observation

You must provide a VHS videotape or DVD player, TV monitor, and sound system for each testing room. No more than 25 examinees can test in each testing room. **Every examinee must be able to see the monitor and hear the sound clearly.**

Practice these instructions before the test day. Read aloud all instructions in the shaded boxes. **Do not depart from this text.** Where a series of dots appears, pause to let examinees follow instructions. Text in parentheses is intended for the testing staff only and should not be read aloud.

If examinees already have their answer documents, begin with the **Verbal Instructions for Administering *Observation*–Part 1.**

If a previous testing session has taken place and the answer documents were collected, make certain that all examinees are seated in the **same seats to distribute the answer documents.** It is **very important** that each examinee uses the answer document he or she used for the previous testing session.

ACT recommends that you begin each test session with the following statement:

If you are feeling ill or have circumstances that may affect your performance on the WorkKeys assessment(s), or if you need a special accommodation that you do not have, raise your hand and please come forward now....

If examinees come forward, it is your responsibility to determine if the examinee should proceed with testing at this time.

Then say:

Please clear your desks of everything except your pencils. The answer documents will now be distributed. Do not mark on them until I give you instructions.

Distribute the answer documents in the same order as they were picked up from the previous testing session.

After the examinees have received the answer documents, say:

Do you have your own answer document? Look at the name. Make certain it is yours. Raise your hand if you do not have your own answer document.

Make certain all the examinees have their own answer documents.

Continue with verbal instructions for administering *Observation*—Part 1.

Verbal Instructions for Administering *Observation*—Part 1

Turn to page 4 of your answer document. Go to the (Video Presentation): *Observation* Parts 1 and 2 section. In the Test Form block, print the letter “_” in the first box. Print the Test Form Code, “_ - _ - _ - _” in the remaining four boxes of the Test Form. (**ANNOUNCE** the form code on the label of the video. **WRITE** the Test Form Code on the board.) Then fill in the corresponding oval in each column....

DO NOT write in the seven boxes labeled Booklet Number in this section of your answer document.

Walk around the room to be sure examinees are entering the Test Form Number correctly on their answer documents. Allow time for questions.

Then say:

Eating, drinking, and the use of tobacco products or reading materials are not permitted in the test room. You may not have a cell phone, media player, or electronic device of any kind in the test room, and you may not use them during break(s). If we find that you have brought a cell phone, media player, or any other electronic device into the test room or you use one during break(s), you will be dismissed and your answer document will not be scored. Word-to-word foreign language dictionaries are permitted for those whose first language is other than English.

Hand each examinee the Terms and Conditions document received in the material order shipment.

Then say:

Read the Terms and Conditions document just distributed silently. Then, look up at me when finished....

(If the Examinee Agreement on page 2 in block 25 of the answer document has been signed in a previous testing session, skip the verbal instruction block below and begin at the shaded block beginning with “Please listen carefully to the following....”)

Say:

Your answer documents have an Examinee Agreement that requires a signature on page 2 in block 25. Read the Examinee Agreement silently and then sign and date the Examinee Agreement. If you do not sign and date the Examinee Agreement, your answer document may be voided and you may not receive your scores....

Walk around the room to be sure all examinees are signing the Examinee Agreement.

When all examinees have signed their answer documents, say:

Please listen carefully to the following instructions. The use of scratch paper is not permitted.

I will walk around the room during testing. If you have a question or need another pencil, raise your hand. Do not look around.

If you are wearing a watch with an alarm, you must be sure it is turned off now. If your alarm sounds in the test room, you will be dismissed and your answer document will not be scored....

If there are no questions, continue by saying:

The following behaviors are prohibited. You will be dismissed and your answer document will not be scored if you are found:

- in possession of or using any electronic device during testing or during breaks
- looking at another examinee's answer document
- giving or receiving assistance
- using any device to share or exchange information at any time during testing or during breaks
- attempting to remove test materials, including test questions or answers, from the test room by any means
- using highlighters, colored pens or pencils, scratch paper, notes, dictionaries, or other aids
- not following instructions or abiding by the rules of the test site
- exhibiting confrontational, threatening, or unruly behavior
- creating a disturbance
- Filling in ovals on a previous test or during a later test is prohibited. If I notice that a test has not been completed and later notice that it has been, I will dismiss you and your answer document will not be scored.

Remember to keep your answer document flat on your desk and placed so that others cannot see it.

Then say:

We will begin the video at this time. Reminder: the screen will show form code “_ _ _ _”, but you need to grid a letter “_” in the first digit of the form code. There are 18 items in Part 1. Part 1 will be approximately 30 minutes long. There should be no talking.

Turn on the player at this time. Make certain it is working properly and that all examinees can see the monitor and hear the sound clearly.

The first frames contain ACT and WorkKeys logos. The third frame shows the Test Form Number. Make certain it matches the Test Form Number the examinees marked on their answer documents, with the letter “_” in the first digit. There is a pause after the Test Form Number is shown. The video continues with instructions and a practice question. Examinees should mark their answers to the practice questions in Number 45 (the last row in this section of their answer documents). You will have an opportunity to pause the video to answer questions when the instructions are finished. Do **not** discuss the practice question at this time; only answer questions regarding test-taking procedures. Check to make sure all examinees can see the monitor and hear the sound clearly. Do **not** pause more than **five minutes** before resuming the video.

When the frame End of Part 1 appears, pause the player and say:

Stop. Put down your pencils, and look up at me now....

If you are administering *Observation* in one session, allow examinees a five-minute break between Part 1 and Part 2. Say:

We will now take a five-minute break. Turn your answer document over and do not allow anyone to look at it. You may stand, stretch, or stay at your seat. There will be no talking. You may not leave the room.

After the five-minute break, say:

We will now resume testing. Take your seats quietly.

If *Observation*–Part 2 is being administered after *Observation*–Part 1, go to the section titled “**If you are administering *Observation* in a continuous session, begin here**” (page 70).

If you are ending the session after Part 1, continue here:

We will now collect your answer documents. Please remain quietly in your seats.

Collect and count the answer documents **individually** from each examinee. Turn all the answer documents one way and make certain you have a signed answer document for each examinee.

Do not dismiss examinees until you have verified that you collected all the answer documents for each examinee. Make certain that examinees do not have access to the assessment materials as they leave the room. Under no circumstances should anyone be allowed to examine the answer documents after they have been returned to the proctor or supervisor.

After the answer documents have been collected and counted, say:

Thank you for your cooperation. This ends today’s testing.

Do not rewind the video. You will continue with **Part 2** exactly where you left off from the first session. Return the assessment materials to secure storage until they are needed for the next testing session. The assessment materials must remain secure until they are returned to ACT.

Verbal Instructions for Administering *Observation*—Part 2

If a previous *Observation* testing session has taken place and the answer documents were collected, make certain that all examinees are seated in the **same seats to distribute the answer documents**. It is **very important** that each examinee uses the answer document he or she used for the previous *Observation* testing session.

ACT recommends that you begin each test session with the following statement:

If you are feeling ill or have circumstances that may affect your performance on the WorkKeys assessment(s), or if you need a special accommodation that you do not have, raise your hand and please come forward now....

If examinees come forward, it is your responsibility to determine if the examinee should proceed with testing at this time.

Then say:

Please clear your desks of everything except your pencils. The answer documents will now be distributed. Do not mark on them until I give you instructions.

Distribute the answer documents in the same order as they were picked up from the first *Observation* testing session.

After the examinees have received the answer documents, say:

Do you have your own answer document? Look at the name. Make certain it is yours. Raise your hand if you do not have your own answer document.

Make certain all the examinees have their own answer documents.

Then say:

Eating, drinking, and the use of tobacco products or reading materials are not permitted in the test room. You may not have a cell phone, media player, or electronic device of any kind in the test room, and you may not use them during break(s). If we find that you have brought a cell phone, media player, or any other electronic device into the test room or you use one during break(s), you will be dismissed and your answer document will not be scored. Word-to-word foreign language dictionaries are permitted for those whose first language is other than English.

Please listen carefully to the following instructions. The use of scratch paper is not permitted.

I will walk around the room during testing. If you have a question or need another pencil, raise your hand. Do not look around.

If you are wearing a watch with an alarm, you must be sure it is turned off now. If your alarm sounds in the test room, you will be dismissed and your answer document will not be scored....

If there are no questions, continue by saying:

The following behaviors are prohibited. You will be dismissed and your answer document will not be scored if you are found:

- in possession of or using any electronic device during testing or during breaks
- looking at another examinee's answer document
- giving or receiving assistance
- using any device to share or exchange information at any time during testing or during breaks
- attempting to remove test materials, including test questions or answers, from the test room by any means
- using highlighters, colored pens or pencils, scratch paper, notes, dictionaries, or other aids
- not following instructions or abiding by the rules of the test site
- exhibiting confrontational, threatening, or unruly behavior
- creating a disturbance
- Filling in ovals on a previous test or during a later test is prohibited. If I notice that a test has not been completed and later notice that it has been, I will dismiss you and your answer document will not be scored.

Remember to keep your answer document flat on your desk and placed so that others cannot see it.

Continue with verbal instructions below for administering *Observation*–Part 2.

If you are administering *Observation* in a continuous session, begin here.

When you have everyone's attention, say:

Turn your answer document to page 4 to the section you used previously for this test. Part 2 of this test contains 18 questions. You will have approximately 30 minutes for Part 2. The video starts with Situation Number 7. The first question you will answer is Number 19. Does anyone have questions?

Allow time for questions. When you have everyone's attention, say:

We will begin the video at this time.

Turn on the player, and make sure the video is at *Observation*–Part 2 for testing. Make certain it is working properly and that all examinees can see the monitor and hear the sound clearly.

Walk around the room to be sure examinees are marking their answers in the correct section on the answer document. Responses for Part 2 are to be marked in the same section as Part 1 responses, beginning with number 19.

The video continues through the end of the test.

When the last frame shows “End,” say:

Stop. Put down your pencils, and look up at me now....

Turn off the player.

If you are testing in a continuous session, go directly to the verbal instructions for the test you plan to administer next.

If you are ending your testing, continue here:

We will now collect your answer documents. Please remain quietly in your seats.

Collect and count the answer documents **individually** from each examinee. Turn all the answer documents one way and make certain you have a signed answer document for each examinee.

Do not dismiss examinees until you have verified that you collected all the answer documents for each examinee. Make certain that examinees do not have access to the assessment materials as they leave the room. Under no circumstances should anyone be allowed to examine the answer documents after they have been returned to the proctor or supervisor.

After the answer documents have been collected and counted, say:

Thank you for your cooperation. This ends today’s testing.

Return the assessment materials to secure storage until they are needed for the next testing session. The assessment materials must remain secure until they are returned to ACT.

Verbal Instructions for **Audio-Based** Tests

Listening and Writing

While *Listening* and *Writing* are distinct tests, they require only **one administration**. The distinction between the *Listening* and *Writing* tests rests in the scoring criteria for each test: they can be scored on the basis of *Listening* criteria **only**, *Writing* criteria **only**, or **both** *Listening* and *Writing* criteria. However, because *Listening* and *Writing* is a single assessment instrument, most of the administration instructions are identical whether you are administering one or both tests. Therefore, regardless of which test you are administering, you should follow the instructions provided for *Listening* and *Writing* except where explicitly labeled for *Listening only*, for *Writing only*, or for **both** *Listening* and *Writing*.

You must provide a cassette tape or CD player and sound system for each testing room. No more than 25 examinees can test in each testing room. **Every examinee must be able to hear the sound clearly. Each examinee will need a pencil and a pen for these tests.**

Practice these instructions before the test day. Read aloud all instructions in the shaded boxes. **Do not depart from this text.** Where a series of dots appears, pause to let examinees follow instructions. Text in parentheses is intended for the testing staff only and should not be read aloud.

If examinees already have their answer documents, begin with the **Verbal Instructions for Administering *Listening* and *Writing*.**

If a previous testing session has taken place and the answer documents were collected, make certain that all examinees are seated in the **same seats to distribute the answer documents**. It is **very important** that each examinee uses the answer document he or she used for the previous testing session.

ACT recommends that you begin each test session with the following statement:

If you are feeling ill or have circumstances that may affect your performance on the WorkKeys assessment(s), or if you need a special accommodation that you do not have, raise your hand and please come forward now....

If examinees come forward, it is your responsibility to determine if the examinee should proceed with testing at this time.

Then say:

Please clear your desks of everything except your pencils and pens. The answer documents will now be distributed. Do not mark on them until I give you instructions.

Distribute the answer documents in the same order as they were picked up from the previous testing session.

After the examinees have received the answer documents, say:

Do you have your own answer document? Look at the name. Make certain it is yours. Raise your hand if you do not have your own answer document.

Make certain all the examinees have their own answer documents.

Continue with the verbal instructions for administering *Listening* and *Writing*.

Verbal Instructions for Administering *Listening* and *Writing*

Go to the first unused section on page 3 in your answer document. If you have used all the sections on page 3, go to the first unused section on page 4. In that section, use a pencil and write (**ANNOUNCE the correct name: *Listening* and *Writing*, *Listening*, or *Writing***) in the space provided for the Test Name. Then find the five boxes for the Test Form in this section. In the Test Form block, print a letter “_” in the first box. Print the Test Form Code, “_ _ _ _ .” in the remaining four boxes of the Test Form. (**ANNOUNCE** the form code from the front of the audio. **WRITE** the form code on the board.) Using your pencil, fill in the corresponding oval in each column....

DO NOT write in the seven boxes labeled Booklet Number in this section of your answer document.

Walk around the room to be sure examinees are entering the Test Form Number correctly on their answer documents.

Then say:

Eating, drinking, and the use of tobacco products or reading materials are not permitted in the test room. You may not have a cell phone, media player, or electronic device of any kind in the test room, and you may not use them during break(s). If we find that you have brought a cell phone, media player, or any other electronic device into the test room or you use one during break(s), you will be dismissed and your answer document will not be scored. Word-to-word foreign language dictionaries are permitted for those whose first language is other than English.

Hand each examinee the Terms and Conditions document received in the material order shipment.

Then say:

Read the Terms and Conditions document just distributed silently. Then, look up at me when finished....

(If the Examinee Agreement on page 2 in block 25 of the answer document has been signed in a previous testing session, skip the following verbal instruction block and begin at the shaded block beginning with “Please listen carefully to the following....”)

Say:

Your answer documents have an Examinee Agreement that requires a signature on page 2 in block 25. Read the Examinee Agreement silently and then sign and date the Examinee Agreement. If you do not sign and date the Examinee Agreement, your answer document may be voided and you may not receive your scores....

Walk around the room to be sure all examinees are signing the Examinee Agreement.

When all examinees have signed their answer documents, say:

Please listen carefully to the following instructions. The use of scratch paper is not permitted.

I will walk around the room during testing. If you have a question or need another pencil, raise your hand. Do not look around.

If you are wearing a watch with an alarm, you must be sure it is turned off now. If your alarm sounds in the test room, you will be dismissed and your answer document will not be scored....

If there are no questions, continue by saying:

The following behaviors are prohibited. You will be dismissed and your answer document will not be scored if you are found:

- in possession of or using any electronic device during testing or during breaks
- looking at another examinee's answer document
- giving or receiving assistance
- using any device to share or exchange information at any time during testing or during breaks
- attempting to remove test materials, including test questions or answers, from the test room by any means
- using highlighters, colored pens or pencils, scratch paper, notes, dictionaries, or other aids
- not following instructions or abiding by the rules of the test site
- exhibiting confrontational, threatening, or unruly behavior
- creating a disturbance

Remember to keep your answer document flat on your desk and placed so that others cannot see it.

Then say:

Now open your answer document to page 5. In the upper-right corner, write your name and the name of this site (ANNOUNCE the name). In the test form boxes, write the test form " _ _ _ " (ANNOUNCE the test form on the audio).

Walk around the room to be sure examinees are completing the information correctly.

Then say:

You will need to use a pen with blue or black ink for the remainder of this test. You MAY NOT use a pencil. If you need a pen, please raise your hand.

After distributing pens to those who need them, continue:

This is an essay test. All further instructions will be on audio.

Turn on the player at this time. Make certain it is working properly and that all examinees can hear the sound clearly.

Then say:

Turn to page 7 in your answer document. Read the instructions silently as you listen to them on the audio.

The text that follows in the white boxes is what is said on the audio. Do not read this text out loud. Simply follow along as it plays.

(tone)

(Narrator)

Instruction for the WorkKeys *Listening* and *Writing* Assessment

This is Form ****. (pause)

During this test, you will be asked to write messages based on information given in the audio. You must use a pen with blue or black ink to write in the answer booklet.

The audio contains messages spoken by different people. As you listen to the information, you should take notes on the shaded, left-hand pages in your answer booklet. Be sure that your notes are complete and accurate since they will be the basis for writing the message later. *Nothing* on the notes pages will be scored. You may take notes in the language of your choice. Each speaker will repeat the information a second time with a pause between the first and the second readings. You may add to your notes during the pause and second reading.

After the second reading, you will have time to write your message on the right-hand page in your answer booklet. You must write your message on the page in your answer booklet with the number that matches the number of the message. *Everything* on the message page will be scored. Do not use this page to write or draw anything you do not want counted in your score.

If you have extra time during the test, you may go back and work on any of your answers. If you want to change an answer, neatly cross out anything that you wish to delete.

Now turn to the page marked "Example: Notes Only." Listen to the example message and practice taking notes on the "Example: Notes Only" page. After the message is read for a second time, practice writing out the message on the "Example: Written Message" page. Remember to make your notes as complete and accurate as possible.

Pause the player. Ask if all examinees can hear clearly and be certain everyone can hear before continuing. Check to see that everyone is using a pen. Then turn on the player again.

(pause)

(Narrator) You are working for a yard care company and receive this telephone message.

(Female Voice) This is Jan. I'm calling from a pay telephone. Our truck broke down on Highway 1 near Exit 142. We were on our way to mow the lawns at Walnut Heights. I think it might be the fan belt. Would you tell Kris to drive out and get us right away?

(pause)

(Female Voice) This is Jan. I'm calling from a pay telephone. Our truck broke down on Highway 1 near Exit 142. We were on our way to mow the lawns at Walnut Heights. I think it might be the fan belt. Would you tell Kris to drive out and get us right away?

(pause)

(Narrator) You now have three minutes to write the message on the "Example: Written Message" page.

(three minutes pass)

(tone)

(Narrator) Stop working on the example. Test supervisor—Stop the player and review the example with the examinees as printed in your administration manual.

For the example items, distinctly different verbal instructions for *Listening*, *Writing*, and *Listening and Writing* are provided on the following pages. Find the appropriate verbal instructions and continue.

Listening Only Verbal Instructions

If you are administering **Listening only**, read the instructions below.

Turn to page 10 and find the section titled "For Use When Assessing *Listening Only*" located on the top of the page. Read the directions silently, and look up at me when you are finished....

Writing Only Verbal Instructions

If you are administering **Writing only**, read the instructions below.

Turn to page 10 and find the section titled "For Use When Assessing *Writing Only*" located in the middle of the page. Read the directions silently, and look up at me when you are finished....

Listening and Writing Verbal Instructions

If you are administering **Listening and Writing**, read the instructions below.

Turn to page 12 and find the section titled “For Use When Assessing Both *Listening* and *Writing*.” Read the directions silently, and look up at me when you are finished....

After the examinees have read the appropriate verbal instructions, turn on the player.

The speaker continues:

(Narrator) Listen to the following messages and take notes on the “Notes Only” pages. After each message is read for the second time, you will have two minutes to write the message on the page marked “Written Message.” Write at least one complete sentence in Standard English for each message. You may write more than one sentence if you wish.

Open your answer booklet and turn to the page marked “Number 1: Notes Only.” Number 1.

The speaker continues from here. Walk around the room and make sure that examinees are on page 14 of the answer document when the speaker begins. Take no action until after the sixth message. The audio continues until the last instructions are presented.

The speaker tells the examinees when to stop working:

(tone)

(Narrator) Stop working on Number 6. Put your pens down and close your answer booklets.

Turn off the player and continue:

Make certain your name, this site name, and test form are written on page 5 of the answer document....

We will now collect the answer documents. Please remain quietly in your seats.

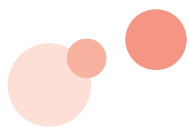
Collect and count the answer documents **individually** from each examinee. Turn all the answer documents one way and make certain you have a signed answer document for each examinee.

Do not dismiss examinees until you have verified that you collected all the answer documents for each examinee. Make certain that examinees do not have access to the assessment materials as they leave the room. Under no circumstances should anyone be allowed to examine the answer documents after they have been returned to the proctor or supervisor.

After the answer documents have been collected and counted, say:

Thank you for your cooperation. This ends today’s testing.

Return the assessment materials to secure storage until they are needed for the next testing session. The assessment materials must remain secure until they are returned to ACT.



After the Tests

All materials, including unused test materials and materials to be scored, must be returned immediately after testing. **Do not keep any testing materials.**

Room Supervisor Responsibilities

To ensure that each examinee's test results are reported as accurately and quickly as possible, each room supervisor must carefully prepare the test materials in that room for the test supervisor.

Take the following steps to prepare the test materials for the test supervisor.

1. Separate test materials into three stacks.
 - Completed answer documents
 - Used test booklets
 - All other used and unused test materials
2. Make sure that there is an answer document for each examinee who took a test.
3. Make sure the number of answer documents matches the number of examinees.
4. Check each examinee's answer document to note the following:
 - Is the name printed and gridded properly?
 - Is all other required information (e.g., ID Number, date of birth, gender) complete and accurate?
 - Has each examinee accurately completed the Test Booklet Number and Test Form Number for each test administered? (There is not a Test Booklet Number for *Listening*, *Writing*, *Teamwork*, and *Observation* tests).
 - Verify that the Test Form is printed and gridded correctly in one of the multiple-choice test answer blocks for the *Listening* and *Writing* or *Business Writing* tests AND recorded on page 5. If your site does not have a *Listening* and *Writing* or *Business Writing* Test Form in your shipment of test materials, grid the default code of B11CC for *Listening* and *Writing* or D20CD for *Business Writing*.
 - Are all multiple-choice responses marked with a soft-lead pencil? If an examinee used a pen or marker, use a soft-lead No. 2 pencil to grid over the ink marks.
 - Have all stray marks or doodles been erased?
 - Are all marks neat, dark, and gridded properly?
 - For accommodated testing, make sure the proper Administration Code is gridded (page 17).
5. Use the Irregularity Report form (page 93) to describe any irregularities that could affect the examinee's scores. Attach the Irregularity Report to the answer documents of the affected examinees.
6. Return all the materials to your test supervisor for return to ACT.

Test Supervisor Responsibilities

At the completion of testing, the test supervisor must prepare all materials for return to ACT.

Header Sheets

WorkKeys headers are used by ACT to organize results much like drawers and folders organize files. Use of headers in preparing your answer documents for scoring will determine how records are combined to produce your summary reports as well as how your individual reports and Rosters are sorted.

If you are returning more than one type of answer document in a shipment, each type of answer document must have its own set of headers. For example, if you are returning answer folders and *Business Writing* answer documents, a Site Supervisor's Header **must** be completed for the stack of answer folders and one must be completed for the stack of *Business Writing* answer documents. If you want the score reports for each set of answer documents sorted by building or group, you must complete those headers for each stack of answer documents, as well.

Reports are sorted and generated according to the headers that are used. Summary reports are produced for each header level used when assembling the answer documents. (The results for examinees with Administration Codes [special accommodations] on their answer documents will not be included in the summary reports.)

Site administrators can create an association between a paper-and-pencil testing session and a Validus™ testing realm. This association allows the system to bring together paper-and-pencil test results and Internet-delivered test results into a common reporting system. The association is created by registering the bar code that is printed on the Site Supervisor's Header with a testing realm in Validus. For more information, call 800/WORKKEY (967-5539).

Level 1: Site Supervisor's Header. Every shipment of scorable answer documents **MUST** include a completed Site Supervisor's Header. For information necessary to complete the header, please refer to the WKEYM Pack/Return Slip that was included in your shipment of test materials. The figure on page 80 highlights where information that must be transferred to this header is located on the WKEYM Pack/Return Slip. If a completed Site Supervisor's Header is not included in your shipment of scorable answer documents, scoring and reporting will be delayed.

- Block A*: Print your name, site name, city, state, ZIP code, and telephone number.
- Block B*: Print your six-digit Institution/Site Code (see page 80) in the boxes. Fill in the corresponding ovals.
- Block C: If you have been assigned a District/Company Number (see page 80), print the number in the boxes. Add leading zeros to right justify the entry. Fill in the corresponding ovals.
- Block D: If you have a School/Division Number, print the number in the boxes. Add leading zeros to right justify the entry. Fill in the corresponding ovals.
- Block E*: Print your Contract/Cycle Code (see page 80) in the boxes. Fill in the corresponding ovals.
- Block F*: Fill in the appropriate oval for the month testing occurred. In the boxes, print the last two digits of the year testing occurred. Fill in the corresponding ovals. **Note: The tests cannot be scored without a test date. If you do not grid a test date, ACT will insert the month and year the answer documents were received for processing as the test date.**
- Block G*: Total the number of answer documents to be scored and enter the number in the boxes. Add leading zeros to right justify the entry, e.g., 00184. Fill in the corresponding ovals.
- Block H**: Fill in the appropriate oval for *Listening* and *Writing*, *Listening* only, *Writing* only, or *Business Writing* only.
- Block I: Leave this block blank.

*Required.

**Required only if scoring *Listening*, *Writing*, and/or *Business Writing* tests.

WorkKeys®

Site Supervisor's Header

A SUPERVISOR'S NAME AND SITE ADDRESS

Site Supervisor's Name _____
 Site Name _____
 City _____ State _____ ZIP Code _____
 Telephone Number _____

ID#: 78zvkrbnh251

B INSTITUTION/SITE CODE
 [Grid of bubbles for 6-digit code]

C DISTRICT/COMPANY NUMBER
 [Grid of bubbles for 6-digit code]

D SCHOOL/DIVISION NUMBER
 [Grid of bubbles for 6-digit code]

E CONTRACT/CYCLE CODE
 [Grid of bubbles for 3-digit code]

F TEST DATE
 Month: Jan. Feb. March April May June July Aug. Sept. Oct. Nov. Dec.
 Year (4-digits): 2 0 0 0

G TOTAL NUMBER OF ANSWER DOCUMENTS TO BE SCORED
 [Grid of bubbles for 5-digit code]

H SPECIAL SCORING INSTRUCTIONS
 Score Listening Writing
 Score Writing Only
 Score Listening Only

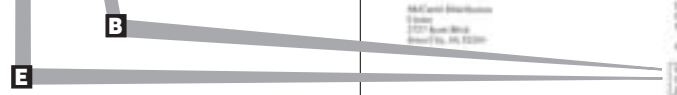
I OFFICE USE ONLY (Do not mark)
 [Grid of bubbles for 5-digit code]

ACT
 P.O. Box 168, Iowa City, IA 52243-0168

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- A** Enter your name and site address information.*
- B** See Packing WKEYM Pack/Return Slip.*
- C** Enter your District/Company Number.
- D** Enter your School/Division Number.
- E** See Packing WKEYM Pack/Return Slip.*
- F** Enter month and year.*
- G** Enter TOTAL NUMBER of answer documents to be scored for your site.*
- H** For *Listening, Writing, and/or Business Writing*.**

*Required
 **Required only if scoring *Listening, Writing, and/or Business Writing* answer documents.



ACT WKEYM Pack/Return Slip

Client Number: [Barcode]

Printed On: [Barcode]

Printed: 10/09/09
 Make Top: WKEYM
 Make Top: 04/07/09

Page 1 of 1

For use on tests that need for external storage use the space provided for you and record location of each unit.

Packing Instructions:

Shipped: [Barcode] Street Description: [Barcode] U.S.A. [Barcode] [Barcode] [Barcode] [Barcode]

From Social: [Barcode] To Social: [Barcode] Quantity Returned: [Barcode] Social Position: [Barcode]

Shipped: [Barcode] Street Description: [Barcode] U.S.A. [Barcode] [Barcode] [Barcode] [Barcode]

From Social: [Barcode] To Social: [Barcode] Quantity Returned: [Barcode] Social Position: [Barcode]

From Social	To Social
112900	112900
112901	112901
112902	112902
112903	112903
112904	112904
112905	112905
112906	112906
112907	112907
112908	112908
112909	112909
112910	112910
112911	112911
112912	112912
112913	112913
112914	112914
112915	112915
112916	112916
112917	112917
112918	112918
112919	112919
112920	112920

Returned from: 112900 04/07/09
 Returned from: 112900 04/07/09

Group Header

Sample Assembly of Documents for Scoring

To further illustrate the assembly of documents returned to ACT for scoring, the following examples are provided for sites.

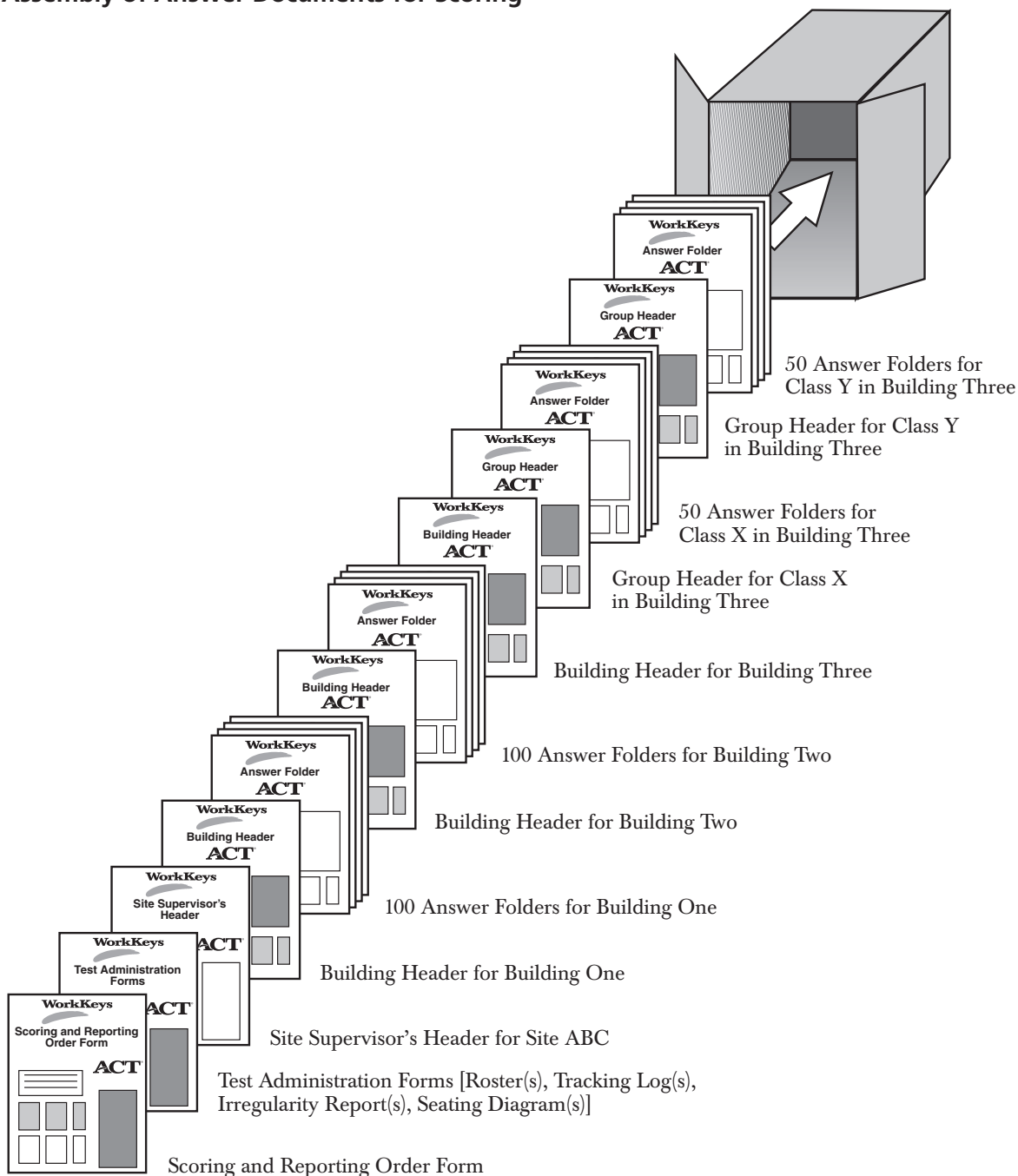
Site ABC (see example on page 83) has administered WorkKeys tests to 300 examinees in three different buildings: Building One, Building Two, and Building Three.

Building Three administered tests to two different classes: Class X and Class Y. There were 50 examinees in each class.

- In order to receive individual reports sorted for Class X and Class Y, complete a Group Header for each class.
- Place the completed Group header for Class X on top of the Class X answer folders.
- Place the completed Group header for Class Y on top of the Class Y answer folders.
- Stack the Group header and answer folders for Class X on top of the Group header and answer folders for Class Y.
- In order to receive reports sorted by building, complete a Building Header for each building.
- Place the Building Header for Building Three on top of the stack of Class X and Class Y Group headers and answer documents.
- Place the Building Header for Building Two on top of the answer folders for Building Two.
- Place the Building Header for Building One on top of the answer folders for Building One.
- Stack the Building Header and answer folders for Building Two on top of the Building Header and answer folders for Building Three.
- Stack the Building Header and answer folders for Building One on top of the Building Headers and answer folders for Buildings Two and Three.
- Complete a Site Supervisor's Header for Site ABC.
- Place the completed Site Supervisor's Header on top of the stack of headers and answer documents for Buildings One, Two, and Three.
- Place all forms completed by the test supervisor during the testing sessions (Irregularity Report, etc.) on top of the Site Supervisor's Header.

- Place the completed order form on top of the Test Administration forms.
- Complete a WorkKeys Scoring and Reporting Order Form.
- If your documents will be shipped to ACT in more than one envelope or box, copy the first page of the WorkKeys Scoring and Reporting Order Form (shows Site Information), and include a copy of this page in each envelope and/or box.
- Place the completed WorkKeys Scoring and Reporting Order Form on top of all documents.

Assembly of Answer Documents for Scoring



Depending on your site configuration, you may not have received all of the above documents in your material shipment.

Ordering Score Reports

Standard score reports are:

- Memo to examinee (one copy)
- Summary
- Examinee Roster Report

Refer to the Scoring and Reporting Order Form included in your shipment of test materials for more information regarding the standard score reports.

Below are the reporting options available. If your site orders more than one reporting option, you will be billed for each.

- Batch Scoring is the standard scoring process. After answer documents are received at ACT, answer documents are scanned and score reports are generated and shipped within 10 working days. Standard scoring fees are billed for this option.
- Next Business Day Scoring is offered for rush orders. Sites **must** fax a completed Next Business Day Scoring Notice to ACT **before** answer documents are shipped so ACT can ensure that the rush order is scheduled and processed promptly when it arrives. A Roster report will be faxed to the site the next day from when ACT received the answer documents. The standard printed reports will be shipped the following day. The processing fees for this scoring option are listed on the Next Business Day Scoring Notice. (See page 97.)
- Electronic Score Reporting is offered in PDF format. ACT will activate your site profile and notify you via e-mail when your site profile has been set up. ACT will then e-mail your site when electronic score reports are available for download from the secure WorkKeys website. Please note that the electronic score reports will be available for 10 days only. This electronic format replaces the standard printed reports. Standard scoring fees are billed for this option. **There will be an additional fee if electronic score reports need to be reposted after 10 days.**

If you would like to order additional copies of the Standard reports or Supplemental reports, call Customer Services at 319/337-1550.

For information about interpreting your score reports, please refer to *Interpreting Your WorkKeys Scores* on our website at www.act.org/workkeys/pdf/forms/interp.pdf.

Packing and Shipping Scorable Answer Documents

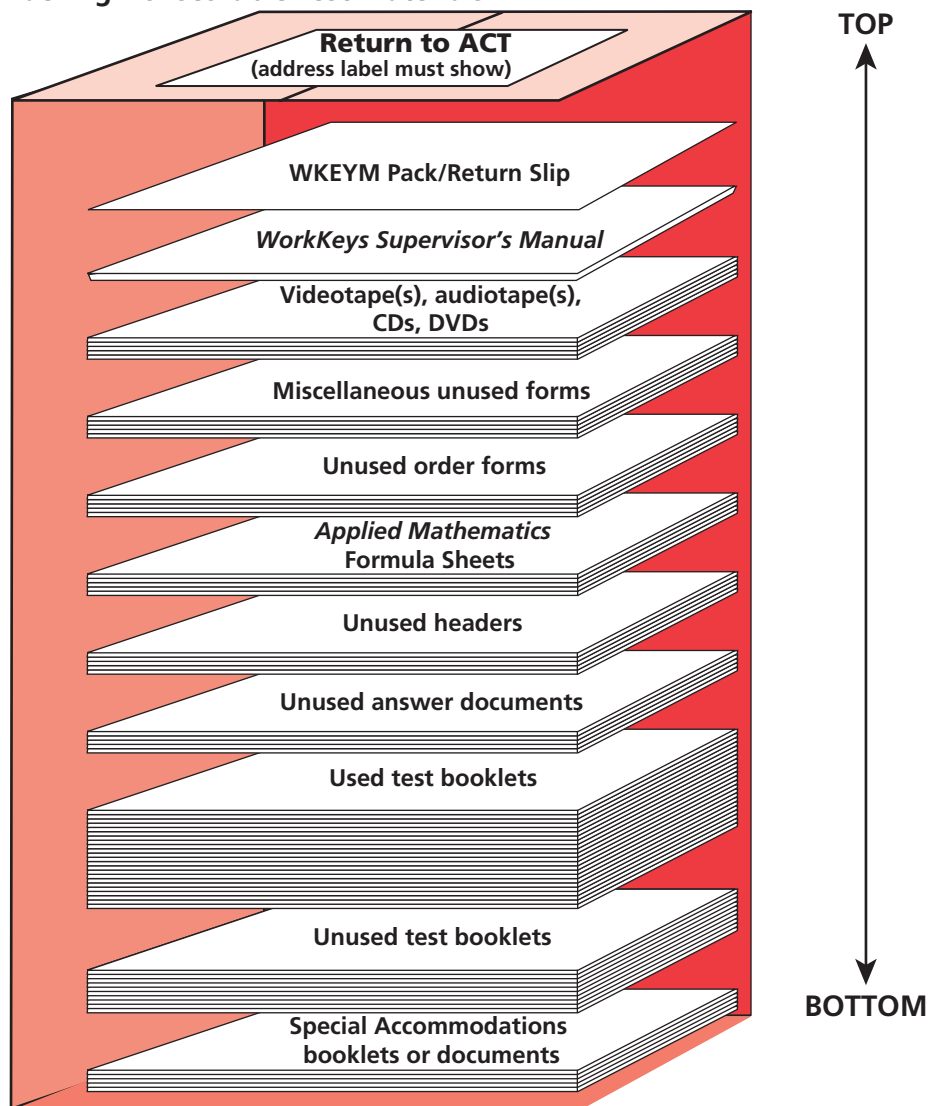
- Collect all assembled answer documents, headers, and completed administration forms (Roster, page 89; Test Tracking Log, page 91; Irregularity Report, page 93; Seating Diagram, page 95).
- Your site identification information on page 1 of the Scoring and Reporting Order Form **must** accompany each envelope or box of answer documents shipped. Make enough copies to insert one on top of the documents placed in each envelope or box.
- Insert the Scoring and Reporting Order Form, Test Administration forms, Site Supervisor's Header and any additional documents in the assembled stack that will fit in the first envelope or box and number it 1 of X, 2 of X, etc.
- Continue inserting assembled documents in envelopes and number the envelopes consecutively.
- On each envelope, write your return address and your six-digit Institution/Site Code, and check the box next to "WorkKeys."
- Seal each envelope.
- If you are returning more than 250 answer folders or more than 50 combined answer documents, please return them in a box.
- Reverse the flaps on the box(es), number each box 1 of X, 2 of X, etc. Write your return address and your six-digit Institution/Site Code on the top of each box.

- Write “ACT WorkKeys Scoring” in the address area of the boxes. To avoid scoring delays, do not ship nonscorable test materials in the same envelope or boxes as the answer documents to be scored.
- Tape each box, making sure the ACT address is visible.
- If answer documents are being returned in envelopes or boxes other than those supplied by ACT, use the following address:
 ACT Scoring Services
 McCarrel Center
 2727 Scott Blvd.
 P.O. Box 4059
 Iowa City, IA 52243-4059
- ACT recommends all envelopes and boxes be sent via UPS or some other traceable method. Affix proper postage and mail all envelopes or boxes at the same time.

Packing and Shipping Nonscorable Test Materials

1. To avoid scoring delays, do not ship nonscorable test materials in the same envelopes or boxes as the answer documents to be scored.
2. Ensure that all nonscorable test materials have been collected from every testing room/site.
3. Pack the test materials in the box in this order, starting with what is placed in the bottom of the box:
 - Special accommodations booklets or documents, e.g., Braille test booklets, large-print test booklets/answer documents
 - Unused test booklets
 - Used test booklets
 - Unused answer documents
 - Unused headers
 - *Applied Mathematics* Formula Sheets (torn out of test booklets)
 - Unused order forms
 - Miscellaneous unused forms
 - Videotape(s), audiotape(s), CD(s), DVD(s)
 - *WorkKeys Supervisor’s Manual*
 - WKEYM Pack/Return Slip
4. Print the site name and Institution/Site Code on the side of each box.
5. Write **your return address** on the top of each box.
6. Number the boxes, e.g., 1 of X, 2 of X, etc. Be sure to number the nonscorable materials separately from the envelopes and/or boxes containing the answer documents to be scored.
7. Tape each box, ensuring that the ACT Distribution address is visible.
8. If nonscorable materials are being returned in boxes other than those supplied by ACT, address each box as follows:
 WorkKeys
 ACT Distribution Center
 2727 Scott Blvd.
 Iowa City, IA 52243
9. All boxes must be sent via UPS or some other traceable method. Affix proper postage and mail all boxes at the same time.

Packing Nonscorable Test Materials



Listening, Writing, Business Writing Scoring Notice

If you ordered *Listening, Writing, and/or Business Writing* tests, your shipment of materials included a “*Listening, Writing, Business Writing Scoring Notice.*” This form must be faxed to ACT at least five working days before the Combined Answer Documents and/or *Business Writing Answer Documents* are expected to arrive at ACT. This will ensure that scoring will not be delayed and that your score reports will be shipped in a timely manner.

Test Site Staff WorkKeys Manual Verification

When you become a WorkKeys test supervisor, back-up test supervisor, room supervisor, or proctor, it is required that you sign this statement and fax it back to ACT (319/341-2630) before any testing occurs.

Institution/Site Code _____ **Test Site Name** _____

I have read and agree to comply with all ACT test administration policies, including those listed in the *Supervisor's Manual*. I also understand and agree that ACT has the right to terminate its relationship with any test site or test site personnel without advance notice if ACT determines, in its sole discretion and for any reason, that such termination is appropriate.

Test Supervisor Name (print) _____

Test Supervisor Signature _____

Date _____ **Phone Number** _____ **E-mail Address** _____

Back-up Test Supervisor Name (print) _____

Back-up Test Supervisor Signature _____

Date _____ **Phone Number** _____ **E-mail Address** _____

Room Supervisor Name (print) _____

Room Supervisor Signature _____

Date _____ **Phone Number** _____ **E-mail Address** _____

Proctor Name (print) _____

Proctor Signature _____

Date _____ **Phone Number** _____ **E-mail Address** _____

It is required that each WorkKeys test supervisor, back-up test supervisor, room supervisor, and proctor sign this statement and fax it back to ACT (319/341-2630) before any testing occurs.

WorkKeys Roster

(This document may be photocopied.)

Page ____ of ____

Note: Your site may create a readable list of examinees, by test room, in lieu of this Roster. Test date, testing staff, and room number/name must appear on the list and the type of ID accepted must be marked on the list on test day.

Name of Site _____
 Where Examinees Tested _____ Test Date _____

City, State _____ Room Name _____

Room Supervisor's Name _____ Room Number _____

Institution/Site Code _____
 (where tests were administered)

Type of ID	
P = Photo ID	R and initials = Recognized
L = ID Letter	- = Absent

Examinee's Name (please print or type)	Type of ID
1.	
2.	
3.	
4.	
5.	
6.	
7.	
8.	
9.	
10.	
11.	
12.	
13.	
14.	
15.	
16.	
17.	
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23.	
24.	
25.	

Test Supervisor: Return one completed form for each test room with your Seating Diagram. Keep a copy for your records.

WorkKeys Test Tracking Log

(Copy this log as needed.)

I. Testing Site Name _____

Institution/Site Code _____ ACT Order # _____

II. All tests received in material shipment

RFI _____ to _____ TW # of tapes or DVDs _____

AM _____ to _____ OB # of tapes or DVDs _____

LI _____ to _____ LW # of tapes or CDs _____

AT _____ to _____

BW _____ to _____

Test Supervisor

Date Materials Delivered

III. Distributed to:

Room Supervisor

Date

RFI _____ to _____ TW # of tapes or DVDs _____

AM _____ to _____ OB # of tapes or DVDs _____

LI _____ to _____ LW # of tapes or CDs _____

AT _____ to _____

BW _____ to _____

Room Supervisor

Date

RFI _____ to _____ TW # of tapes or DVDs _____

AM _____ to _____ OB # of tapes or DVDs _____

LI _____ to _____ LW # of tapes or CDs _____

AT _____ to _____

BW _____ to _____

IV. _____
Date Test Supervisor receives material back from testing room

V. All materials shipped back to ACT

Test Supervisor

Date

Test Supervisor: Return completed form with your Roster. Keep a copy for your records.

Irregularity Report—Individual and Group Irregularities

Irregularity Report—Individual and Group Irregularities

(See *Irregularities* section of administration manual for complete information about irregularities. Copy this form as needed.)

Test Site _____ **Room #/Location** _____ **Institution/Site Code** _____
(as it appears on the WKEYM Pack/Return Slip)

City, State _____ **Test Date** _____

Check box to indicate test delivery method: paper-and-pencil Express Score

For paper-and-pencil, staple any voided answer documents or defective test materials to this form.

Individual Irregularities

Examples of individual irregularities include: • defective materials/equipment • failure to follow directions • illness • prohibited behavior (e.g., giving/receiving assistance; unauthorized calculator use; marking previous/future test sections) • challenged item/time (See complete explanation of irregularities in manual.)

Examinee Name and ID Number	Test Title/ Test Booklet Number	Description of Irregularity <small>(include time the irregularity occurred)</small>	Action Taken by Test Site Personnel <small>(including any notification given to examinees or ticket number if contacted by ACT help desk)</small>	Answer Document Voided? <small>(Y/N)</small>
Name: ID Number:	Test Title: Booklet number:			
Name: ID Number:	Test Title: Booklet number:			
Name: ID Number:	Test Title: Booklet number:			

Group Irregularities (attach names of examinees in room)

Examples of group irregularities include: • mistiming • disturbances/distractions • emergency evacuation • power failure • missing/stolen test materials • inclement weather (See complete explanation of irregularities in manual.) **Call ACT immediately if there has been a mistiming.**

Number of Examinees Affected	Test Title	Time of Irregularity	Description of Irregularity	Action Taken by Test Site Personnel

Room Supervisor's or Proctor's Name (print) _____ **Test Site Supervisor's Name (print)** _____

Room Supervisor's or Proctor's Signature _____ **Test Site Supervisor's Signature** _____

Room Supervisor or Proctor Phone _____ **Test Site Supervisor Phone** _____

Room Supervisor or Proctor E-mail _____ **Test Site Supervisor E-mail** _____

Test Supervisor: Return this form with used answer documents. Keep a copy for your records.

WorkKeys Seating Diagram

Institution/Site Code Site Name

Test Date (mm/dd/yy) Room Supervisor Name

Number of Staff in Room Room Name/Number

Room Supervisors: You **must** direct examinees to assigned seats and examinees **must** face the same direction. Hand your test booklets to examinees in strict serial number order. Do not skip booklets to allow for absent examinees.

During Test 1—Describe the Room

Single-Level or Multiple-Level If tables: Table size ft. by ft.

Desks or Tables Number seated per table

Distance between examinees:

Side-to-side (shoulder-to-shoulder) ft.

Number of Examinees in this room:

Front-to-back (head-to-head) ft.

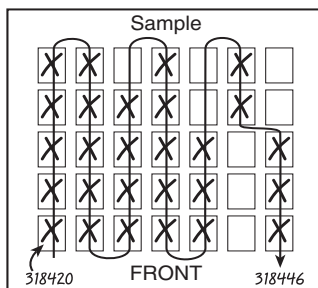
During Test 1—Diagram the Seating and Show Where Test Booklets Were Used

You must complete a Seating Diagram for each room regardless of the number tested in the room.

- Enter Xs in the boxes to represent seats actually occupied on test day. Do not write examinees' names on the diagram.
- Indicate on the diagram where the first and the last booklet in each sequence were used (see sample).
- Draw arrows to show the direction the booklets were handed out.

First Booklet #

Last Booklet #
(Used booklets only)



Complete This Diagram

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Alternative Seating Diagram

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A Seating Diagram must be completed for each test room. If the Seating Diagram on page 95 does not fit your room:

1. Complete the **test site information** on the WorkKeys Seating Diagram.
 2. Draw your own diagram in the space below or on a separate sheet of paper.
 3. Complete your diagram **according to the directions** on the WorkKeys Seating Diagram.
- If you used a separate sheet to complete your alternative Seating Diagram, **staple** it to page 95 before returning it to ACT.

REMEMBER: Complete the test site information on the WorkKeys Seating Diagram.

Next Business Day Scoring Notice

To: ACT WorkKeys Scoring Center (71) Fax: 319/337-1578
From: Institution/Site Code _____ Fax _____
Site Name _____
Contact _____ Phone _____
Address _____
City _____ State _____ ZIP _____

The maximum number of Listening, Writing, and/or Business Writing answer documents to be scored via Next Business Day scoring is 100 per site per day. The cost is per answer document and is in addition to standard scoring fees.

We are sending WorkKeys answer documents for Next Business Day Scoring. They will arrive on _____ Date

Number of multiple-choice only answer documents	_____	@ \$20.00
Number of multiple-choice plus <i>Listening</i>	_____	@ \$30.00
Number of multiple-choice plus <i>Writing</i> or <i>Business Writing</i>	_____	@ \$30.00
Number of multiple-choice plus <i>Listening AND Writing</i>	_____	@ \$40.00
Number of <i>Business Writing</i> ONLY	_____	@ \$10.00
Number of <i>Listening</i> ONLY	_____	@ \$10.00
Number of <i>Writing</i> ONLY	_____	@ \$10.00
Number of <i>Listening AND Writing</i>	_____	@ \$20.00

Ship to (address for score report):

Site Name _____
Contact Name _____
Address _____
City _____ State _____ ZIP _____
Phone _____ Fax _____

Fax this completed form to ACT **before** shipping the WorkKeys answer documents for scoring. Then, include a copy of this form with the answer documents. **If this form is not faxed prior to shipping, answer documents will be processed using standard 10-day turnaround.**

Report of Accommodated WorkKeys Tests

(Copy as needed.)

For each accommodated assessment, the test supervisor should complete and submit one of these reports with the examinee's answer document. Both the examinee and the test supervisor should sign to indicate that (1) the examinee has the specified disability, (2) the accommodation specified has been provided.

Examinee's Name (printed)	ID Number
Test Site Name	Institution/Site Code
Test Supervisor's Name (printed)	Date

On the examinee's answer folder, indicate the examinee's accommodation by marking the box labeled Admin. Code with the appropriate Accommodation Code (as described on pages 15–17) for each assessment for which accommodation was provided.

In the space below or on an attached page, describe the examinee's disability as it relates to the WorkKeys assessment(s).

For each WorkKeys assessment administered, give the test date and the code describing the accommodation provided **exactly as it was marked on the examinee's answer folder**. A code list is provided on page 17. Also note any accommodations provided not directly related to the test.

Name of Assessment	Date Administered	Admin. Code	Accommodations (describe)	Comments
<i>Applied Mathematics</i>	/ /			
<i>Applied Technology</i>	/ /			
<i>Business Writing</i>	/ /			
<i>Listening and Writing</i>	/ /			
<i>Locating Information</i>	/ /			
<i>Observation</i>	/ /			
<i>Reading for Information</i>	/ /			
<i>Teamwork</i>	/ /			

The signatures below signify that:

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

Examinee Signature	Date
Test Supervisor Signature	Date

Test Supervisor: Return this form with used answer documents. Keep a copy for your records.

WorkKeys Special Testing Reader's Agreement

(This document may be photocopied as needed if different readers are used for different tests.)

Note: Examinees using this accommodation must test individually.

Test Date(s) _____

Test Site Name _____

Test Supervisor's Name (printed) _____

Reader's Name (printed) _____
Last Name First Name MI

Examinee's Name (printed) _____
Last Name First Name MI

ACT has prepared a script for readers to use in administering WorkKeys to examinees who need to have the test questions read to them. The tests must be read **verbatim** by a reader who meets the qualifications specified by ACT (see page 102).

As the reader, you are required to review and comply with the "Instructions to the Reader" printed in the reader's script and the procedures documented in this manual.

The examinee may ask you to read any portion of a test as often as necessary within the time allowed for that test. Each time you read them, you must read the test directions, test passages, and test questions **exactly** as

they are presented, with no explanation and no additional information provided to the examinee through the reading.

All test questions rely on the examinee being able to comprehend and respond to the test materials exactly as written. Any additional information, explanation, or translation would affect that which the tests are designed to measure.

If ACT determines that any explanation or additional information has been provided to an examinee, that any test materials were not read verbatim, or that the reader did not meet ACT's qualifications for testing personnel, the examinee's scores will be cancelled.

"I certify that I have read, understand, and agree to administer the test in compliance with this manual and assure ACT that the test items will be read verbatim with no explanation and no additional information provided to the examinee through the reading."

Reader's Signature _____ Date _____

Indicate the tests read by this reader:

Reading for Information Applied Mathematics Locating Information

Test Supervisor: Return this form with used answer documents. Keep a copy for your records.

Reader Qualifications

The reader must meet all of the following criteria:

1. Be proficient in English.
2. Be experienced in testing.
3. Be employed by the agency administering the test (examinee may NOT supply reader).
4. Agree to administer the tests in compliance with the policies and procedures in this manual.
5. Read and sign the agreement on page 101.

To protect both the examinee and the reader from questions of possible conflict of interest, the following conditions must also be met. The reader 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 WorkKeys during the preceding 12 months.

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

WorkKeys Special Testing Interpreter's Agreement

(This document may be photocopied if different interpreters are used for different tests.)

Note: Examinees using this accommodation must test individually if the interpreter uses Exact English Signing for the test items and directions. If the interpreter interprets directions and supervisor announcements only, he or she may use either American Sign Language (ASL) or Exact English Signing, and the examinee may test with other examinees.

Test Site Name _____

Test Date(s) _____ Test Supervisor's Name (printed) _____

Interpreter's Name (printed) _____
Last Name First Name MI

Examinee's Name (printed) _____
Last Name First Name MI

The interpreter must meet the qualifications specified by ACT (see page 104).

The Exact English Signing of the test must be a direct transcription of the passages and items with no explanation and no additional information provided to the examinee through the signing. All test questions rely on the examinee being able to comprehend and respond to the materials as written. Any explanation or translation of the questions or passages would affect that which the tests are designed to measure.

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

"I certify that I have read, understand, and agree to administer the test in compliance with this manual and I further assure ACT that the Exact English Signing of the tests is a direct transcription of the passages and items from the reader's script with no explanation and no additional information provided to the examinee through the signing."

Test Supervisor's Signature Date

Interpreter's Signature Date

Indicate the tests read by this interpreter:

Reading for Information Applied Mathematics Locating Information

Test Supervisor: Return this form with used answer documents. Keep a copy for your records.

Interpreter Qualifications

The interpreter must meet all of the following criteria:

1. Be proficient in English and Exact English Signing.
2. Be experienced in testing.
3. Be employed by the agency administering the test (examinee may NOT supply interpreter).
4. Agree to administer the tests in compliance with the policies and procedures in this manual.
5. Read and sign the agreement on page 103.

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 WorkKeys during the preceding 12 months.

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

Training Session **Outline** and Topics for Discussion

Test supervisors are expected to discuss the following topics with their staff during their training sessions:

I. Security of Test Materials

- A. Security is of utmost concern. Test materials must NEVER be left unattended. Tests must be kept away from doors and away from examinees in the test room before and after testing.
- B. Describe how the test supervisor will distribute materials to the test rooms, and how room supervisors are to distribute materials inside the test rooms.
- C. Room supervisors are to count tests when they receive them from the test supervisor and again before examinees are dismissed. Review the use of the Test Tracking Log on page 91.
- D. No unauthorized persons are allowed in the test rooms. This includes friends, relatives, and members of the media. ACT-authorized observers must be asked for a letter of introduction from ACT (page 1).
- E. Staff members must NEVER leave a test room unattended.

II. Preparation

- A. Demonstrate proper seating arrangements and test room preparation. Discuss arrangements for potential multiple-level seating, fixed seating, left-handed examinees, and ease of staff movement (pages 3–5).
- B. Describe any items that will be supplied by the site (e.g., pencils) and how they will be distributed and returned.
- C. Information concerning potential examinee dress and behavior issues should be discussed. These might include site rules regarding the wearing of hats, the location of restrooms, and smoking restrictions.
- D. 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.
- E. Discuss when and where staff members are to report on test day.
- F. Staff members must not read (other than this manual), correct papers, use a computer, talk casually with other staff, or do anything not related to administering the tests. They must not eat, drink, use tobacco products, or use a cell phone, unless calling ACT.

III. Test Activities

- A. Review a Roster of examinees (page 89) and explain the information it contains and how it is to be used on test day (page 13).
- B. Review acceptable and unacceptable forms of examinee identification (pages 22–23). If an examinee is personally recognized by a member of the testing staff, enter “R” and the staff member’s initials on the Roster. If an examinee cannot be recognized by any of the testing or site staff who are present, a government or school-issued photo ID is required.
- C. Discuss procedures for prohibiting cell phones and other electronic devices in the test rooms and during breaks.
- D. Room supervisors are not to wait for examinees who arrive late or delay testing for those attempting to produce an acceptable form of identification.
- E. Examinees must not be allowed to select their own seats. **Instead, direct them to specific, assigned seats** and pay particular attention to separating known friends.

- F. No one may be admitted to the test room after tests have been distributed.
- G. Testing begins when the room supervisor starts reading the Verbal Instructions on each test date.
- H. Verbal Instructions must be read verbatim to examinees.
- I. To protect the security of the tests, test booklets and answer documents may not be distributed prior to admitting examinees and only as directed in the Verbal Instructions.
- J. Stress the importance of ensuring that all examinees fill in the ovals for name, mailing address, city, state, and ZIP code in order for them to receive their score reports.
- K. Stress the importance of ensuring that the correct test form is entered AND the oval filled in by every examinee.
- L. Only examinees may break the test booklet seals. Testing staff are not authorized to open any test booklets.
- M. Accurate timing of each test is critical. Room supervisors must record the actual Start, five-minutes-remaining, and Stop times in their manuals.
- N. The room supervisor must complete a Seating Diagram (page 95) showing where examinees were seated and how tests were distributed. Stress the importance of providing complete and accurate information, which assists in keeping tests secure. The number of tests handed out (used) and number of examinees in the room (serial numbers on Seating Diagram) must be the same.
- O. Conversations must be quiet and kept to a minimum. Even whispered conversations can be distracting to examinees.
- P. Calculators must be checked during the *Applied Mathematics* test to ensure they do not violate ACT standards. Review permitted and prohibited calculators on pages 24–25 and sites' ability to provide an acceptable calculator. Stress that examinees using a prohibited calculator must be dismissed.
- Q. During testing, staff members are to walk quietly around the room, be available to respond to questions, assist in the case of illness, replace defective test booklets or answer documents, and check that examinees are working on the correct test. Advise staff not to pause near an examinee long enough to be a distraction.
- R. Discuss what actions to take if staff members observe prohibited behavior (page 30). Review plans for dismissing examinees (e.g., where they are to be sent, how to maintain vigilance in the test room, documenting actions taken).
- S. Discuss what actions to take in the case of a group irregularity (e.g., a power outage) or in the case of an emergency (page 27).
- T. Discuss potential individual irregularities and actions to take (page 28).
- U. Review the Irregularity Report on page 93.

IV. After the Test

- A. Room supervisors must verify the count of used and unused tests, then return test materials, completed Roster(s), Test Tracking Log(s), Irregularity Report(s) (as required), and Seating Diagram(s) to the test supervisor immediately after testing.

