

WorkKeys Use Models

WorkKeys Solution Center

The WorkKeys Solution Center provides job profiling, applicant assessment and related services to business, education, workforce and economic development organizations using the WorkKeys system. Specifically the Center provides:



- On-site web-based and paper and pencil assessments of potential applicants for employment or training;
- Job profiles of key positions conducted by ACT authorized profilers;
- Curriculum profiles benchmarked to WorkKeys levels;
- General college w/why we do - to what end;
- Technical assistance in the use of occupational profiles;
- Issuance of the National Career Readiness Certificate (NCRC) and NCRC + credentials;
- Consultation in other appropriate uses of the WorkKeys system.

Since 2011, the Center has conducted over 10,000 assessments. The Center has worked with many large, medium and small companies in industries such as: health, aerospace, biotechnology, manufacturing, automotive, pharmaceutical and service. For educational institutions curriculum profiles assist in identifying students with a higher potential for success or with a need for remediation prior to starting a class. Additionally, the Center provides WorkKeys advocacy support and occupational result consultancy.



Pre-employment Training



Work Keys has become a foundational piece in the development and delivery of cohort based pre-employment training for major regional employers such as Boeing, SSM Healthcare and BJC HealthCare. These programs are customized to the entry-level requirements for employment in positions such as Assembly Mechanics, Patient Care Technicians and Medical Assistants. They are typically between eight and eighteen weeks in duration and are scheduled according to the hiring needs of the particular employer sponsor. All phases of the programs including curriculum development, candidate recruitment and screening, instruction, placement and evaluation are done in collaboration with the employer. Completion and placement rates exceed 80% and in many cases approach 90%. WorkKeys is used as the key assessment tool to determine whether candidates will be successful in the program and ultimately on the job. It also serves to identify skill gaps which can be remediated through Key Train or other intervention strategies. Job Profiles are used to aid in curriculum development and to set the appropriate WorkKeys entry requirement. Employer partners credit WorkKeys as an important contributor to the high success rates of this program strategy.



Innovation Grants

WorkKeys has become a key strategy tool in efforts to accelerate time to program completion particularly for low skilled populations. When coupled with cohort-based enrollment and scheduling, contextualized curriculum, technology enabled learning and academic progress through competency mastery, WorkKeys has demonstrated the promise of success for many. WorkKeys, along with other acceleration strategies has become an integral part of several innovation grants that are occurring in our region and around the nation. These have been funded in large part by the Trade Adjustment Act Community College Career Training (TAACCCT) grants. In our region these grants have addressed health care (MoHealthWINS), manufacturing (MoManufacturingWINS), and transportation (Mississippi River Transportation, Distribution and Logistics). WorkKeys is used to determine appropriate placement in the various programs funded under these grants and to identify skill gaps that need remediation. Pre-Post assessments are used to measure academic gains and Targets for Instruction are used in part to assist with remediation. The National Career Readiness Certificate is also issued as a credential to increase employability. Industry association grant partners such as the National Association of Manufacturers and the Center for Energy Workforce Development have adopted the WorkKeys based National Career Readiness Certificate as the foundational piece in their competency models.

Skills Gap

WorkKeys is used as an important tool in identifying and addressing

foundational and “soft skills” gaps. Foundational skills such as Applied Mathematics and Reading for Information are identified in the assessment process and addressed through a variety of interventions based on individual student needs including the ACT KeyTrain system or our mastery based Adult Learning Academy. Soft skill deficiencies such as Teamwork, Work Discipline, Managerial Potential, and Customer Service Orientation are assessed using ACT’s Talent WorkKeys assessment. Soft skills gaps are in part addressed through work-based learning opportunities where individuals practice and demonstrate the appropriate soft skills to retain employment.

General College Uses

Beyond workforce training, WorkKeys has been utilized in the academic setting to achieve some key objectives, including:

- Accelerating time to completion by awarding credit for attainment of the National Career Readiness Certificate as recommended by ACE. (Credit for Prior Learning)
- Measuring the exiting competencies of program graduates to validate educational performance of the institution; and
- Use as an alternative college placement tool for students entering the college through non-credit to credit career pathways.

Profile college curriculums to benchmark WorkKeys levels in anticipation for college placement or credit for prior learning.



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