

WorkKeys® Frequently Asked Questions

What is WorkKeys®?

ACT, the developers of the college entrance exam, designed WorkKeys® to assess real-world, workplace skills needed across most jobs.

WorkKeys® is unlike the tests commonly taken in schools focusing on content like history, algebra and science. WorkKeys® measures common workplace skills like Reading for Information, Locating Information, and Applied Mathematics.

The questions are based on situations in the everyday work world.

Can I get hired just from my WorkKeys skill scores?

It depends on each individual employer, but like most jobs, there will be other requirements that the employer is looking for. Skill scores can help you demonstrate your ability to do the job if you lack experience, don't have a degree, are currently in school or are transitioning to a new career.

I've taken WorkKeys® and received my skill scores, but I'm not really sure what they mean.

There is a brief explanation on the bottom of each of your skill score reports. The [WorkKeys® website](#) breaks down each assessment by skill score and gives a description of both what the assessment is measuring and what skills you have based on your score. You can use this information when communicating with potential employers to show them you have the skills to do the job.

What is a National Career Readiness Certificate?

The National Career Readiness Certificate or NCRC was also created by ACT and is issued to individuals who take the following WorkKeys® assessments: **Applied Math, Graphic Literacy, and Workplace Documents**. The NCRC is nationally recognized across more than 40 states.

You can learn more about the NCRC at:

<https://www.act.org/certificate/>

I've lost my scores, how can I get new copies of my skill score report?

You can retrieve your lost scores by calling: 1-800-967-5539. You can also create an account at:

www.myWorkKeys.com. You will need your

“Examinee ID” that was given to you when you took your assessments. If you do not have this information, you can call the above phone number.

Once you have completed this step, you will be able to view your scores online and print off copies in the “Test Management” section of the website.

There is NO CHARGE to print off copies from this website. If you order “official transcripts” they charge \$5.50 per transcript. If you have any problems, contact ACT directly, at the number above.