

What is a Arkansas Career Readiness Certificate (CRC)?

An Arkansas CRC is a portable credential based upon the WorkKeys® assessments that demonstrates to employers that an individual possesses the basic workplace skills required for 21st century jobs.

Getting a CRC will allow an individual to show prospective employers that he or she possesses the basic skills they are looking for.

Even if a job seeker has a GED, high school diploma or post secondary degree, the Arkansas CRC further verifies that he can handle tasks such as finding information, reading instructions and directions, and working with numbers – that are common in today’s workplaces.

What is KeyTrain®?

A product of Thinking Media, KeyTrain® is the first step toward achieving an Arkansas CRC. KeyTrain® is a targeted curriculum written specifically to help people master the applied workplace skills as defined by WorkKeys®. As an ACT Level 1 publisher, KeyTrain® provides curriculum that is based on the WorkKeys® targets for instruction and meets ACT’s quality standards.

KeyTrain® includes instruction for all levels of WorkKeys® and pre-WorkKeys® skills. It is available via the Internet, CD, or print versions. The Internet and CD versions include a powerful management and student tracking system that allows for easy administration and detailed reporting of students’ progress in the program. The KeyTrain® curriculum aligns with all 9 of the ACT WorkKeys® assessments and also has 200 lessons for pre-employment workplace career or soft skills instruction.

KeyTrain® and WorkKeys® are “workforce development tools” to ensure “no worker is left behind.”

What is WorkKeys®?

The WorkKeys® job skills assessment system is a product of ACT, Inc., the developer of the ACT assessment that is commonly used for college entrance testing. The WorkKeys® employment system is a comprehensive procedure for measuring, communicating and improving the common skills required for success in the workplace. WorkKeys® measures foundational skills in the following areas:

- Reading for information
- Applied Mathematics
- Locating Information
- Applied Technology
- Business Writing
- Listening
- Observation
- Teamwork
- Writing

What are the Target Areas and Levels of an Arkansas Career Readiness Certificate?

The Arkansas CRC focuses on three targeted skills:

- Reading for Information
- Applied Mathematics
- Locating Information

Reading for Information—comprehending work-related reading materials, from memos and bulletins to policy manuals and governmental regulations.

Applied Mathematics—applying mathematical reasoning to work-related problems.

Locating Information—using information from such materials as diagrams, floor plans, tables, forms, graphs, and charts.

What is the challenge facing Employers?

Numerous surveys have demonstrated a gap between the current workforce and the job skills required by employers. To reduce the cost of remedial training and lost efficiency, more employers are implementing pre-employment assessments to identify these skills prior to hiring.

What are the requirements for successfully completing the assessments?

You should contact your local ADWS/AWIB office to determine the specific scores required in your area. However, most areas require a score of 4 in Applied Mathematics, 4 in Reading for Information and 4 in Locating Information. WorkKeys® scores are not related to grade-level equivalents or any other scoring system.

How can the AR CRC help meet the needs of employers?

The Arkansas CRC program uses results from the WorkKeys® assessments to award certificates in three categories: **Gold level** signifies an individual has scored at least a level 5 in each of the three core areas (Reading for Information, Applied Mathematics, and Locating Information) and has the necessary skills for **90 percent** of the 14,000 jobs profiled in the WorkKeys® database. **Silver level** signifies an individual has scored at least a level 4 in each of the three core areas and has the necessary skills for **65 percent** of the jobs in the WorkKeys® database. **Bronze level** signifies an individual has scored at least a level 3 in each of the three core areas and has the necessary skills for **35 percent** of the jobs in the WorkKeys® database. The Department of Workforce Services will provide the client with a certificate that includes the Governor's and Director's of ADWS and AWIB signature. Additionally, the client will receive a wallet size certificate. The certificate is a portable credential, allowing employees to use it anywhere in the nation. The certificate can **complement** diplomas, degrees, and resumes, and gives job seekers an advantage in the interview process.

What do we do if students test below the minimum WorkKeys Skill Levels?

For individuals who do not initially achieve the Arkansas CRC, assessment results will indicate the targeted training needed to achieve the skill levels necessary to obtain a certificate. The Department of Workforce Education/Adult Ed will offer developmental courses for the clients who do not successfully reach the required level in KeyTrain® instruction and/or WorkKeys® assessments.

What about technical support and responsiveness?

KeyTrain® answers all calls in 15 minutes or less. 365 days a year, 24/7 call 1-877-842-6205 when you need assistance. For information or assistance regarding KeyTrain®, WorkKeys®, and AR CRC contact Arkansas Department of Workforce Services, phone: 501-683-4708 or 1-866-757-2999, e-mail: crc@arkansas.gov.