

Work Readiness CREDENTIAL

Work Readiness Credential

Candidate Handbook

**Please read this handbook before taking the tests for the Work Readiness Credential.
This handbook contains information you will need to take the tests. Additional copies are
available online at www.castleworldwide.com/nwrc/**

**National Work Readiness Council
916 Shadowlawn Drive, Tallahassee, FL 32312
E-mail: joe@nwrc.org
www.workreadiness.com**

Dear Credential Candidate,

On behalf of the National Work Readiness Council (NWRC), I congratulate you for taking this step to work toward the Work Readiness Credential. This is an important step in demonstrating that you have the knowledge and skills shown to be important to enter and advance in the workforce.

We wish you much success throughout your career.

Sincerely,

**Darrell Luzzo
Chair, NWRC Board of Directors**

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Work Readiness Credential (WRC) Assessment Quick Guide

1.

Decide you are ready to take the test.

2.

Find a test site.

*For a list of places where you can take the test
Visit www.castleworldwide.com/nwrc
Click on New Candidate and select from the dropdown menu
under Testing Location to view the list of test sites*

3.

Choose a test site from the list.

4.

Call the test site to find out when they are open for testing.

5.

Go to the test site.

You must bring an ID that has your name, signature, and photo on it.

6.

Pay for the test.

*Some job training programs, adult education centers, and employment centers
will pay the test fee for people in their programs.*

7.

Take the test(s).

***You don't have to take all 4 tests at the same time. You have
30 days from when you take the first test to take all four tests.***

8.

Wait for the test results.

You will get your test results immediately on the screen after you complete the 4th and final test.

If you passed...Congratulations!

You will receive your certificate within 3 weeks of passing the exam.

*If you didn't pass this time, you can retake the test(s) that
you didn't pass after a 25-day waiting period.*

What Is the Work Readiness Credential?

The Work Readiness Credential (WRC) is a group of tests designed to determine if candidates have the skills they need to enter the workforce. A wide variety of workers, supervisors, managers, businesses, and government agencies have worked together to determine what a person needs to know to be a successful employee. The WRC shows that the person who earns it by passing all four tests has demonstrated knowledge and skills important to successful employment in entry-level positions. A student, job seeker, or worker who earns the WRC will have a national, transferable certification of skills and knowledge in entry-level employment.

Which Skills Are Tested?

The WRC is based on the national Equipped for the Future (EFF) applied learning standards and the U.S. Department of Labor's work on SCANS and O*NET. Managers, workers, and supervisors from across industries chose the skills listed below from the EFF Standards as critical for entry-level workers to succeed in today's workplace and global economy:

- Listen actively
- Read with understanding
- Use math to solve problems
- Solve problems and make decisions
- Cooperate with others
- Resolve conflict and negotiate
- Observe critically
- Take responsibility for learning

Why Should I Take the WRC Tests?

The WRC helps you show prospective employers that you have the knowledge and skills needed to be a successful entry-level worker. Earning a Credential is a first step on a career path. The Credential is not meant to replace high school, a GED, or post-secondary education.

The WRC Tests

The Work Readiness Credential (WRC) includes four tests – the WRC Online Active Listening Test (listening), the WRC Online Situational Judgment Test (cooperate with others, resolve conflict and negotiate, solve problems and make decisions, observe critically, take responsibility for learning), the WRC Online Reading Test, and the WRC Online Math Test. Each test question is related to entry-level work tasks and behaviors identified in the Work Readiness Profile, the standard measured by the tests.

Test Section	Skills Assessed	Type of Test	Time Allotted
WRC Online Active Listening Test	<ul style="list-style-type: none"> Listen Actively 	35 multiple-choice items	45 minutes
WRC Online Situational Judgment Test	<ul style="list-style-type: none"> Cooperate with Others Resolve Conflict and Negotiate Solve Problems and Make Decisions Observe Critically Take Responsibility for Learning 	45 multiple-choice items	60 minutes
WRC Online Reading Test	<ul style="list-style-type: none"> Read with Understanding 	35 multiple-choice items	45 minutes
WRC Online Math Test	<ul style="list-style-type: none"> Use Math to Solve Problems 	35 multiple-choice items	45 minutes
All Four Modules			3 hours, 15 minutes

The tests are given on the computer. You do not need computer experience to take these tests. The computer presents each of the questions one at a time and you will mark your answers on the computer. If you wish to practice before arriving at the test site, there are several sample tests located at <http://www.castleworldwide.com/nwrc>. You will also be encouraged to view the help demos before beginning your test(s). Staff at the test site will be able to answer questions about the computer throughout your test session. Staff will NOT answer questions about the test items.

You may take the four test sections in any order. The WRC Online Reading Test and the WRC Online Math Test are multiple-choice. Four answers will be given after each question and you will choose the best answer. The WRC Online Situational Judgment Test is different. It is also multiple-choice but you must pick two answers: the "best" and the "worst." In the WRC Online Active Listening Test, you will listen to a question through your headphones and then answer a multiple choice question. Four answers will be given after each question and you will choose the best answer.

Eligibility Requirements

There are no eligibility requirements to be able to take the tests.

To receive the Credential, you must pass all four of the WRC tests within one year of taking your first test.

Diversity and Inclusion

The National Work Readiness Council (NWRC) supports and values the creation of opportunities for everyone. NWRC does not discriminate among applicants on the basis of age, gender, race, ethnicity, religion, national origin, disability, sexual orientation, or marital status.

Testing Locations

Test sites include special testing centers, one-stop career centers, community colleges, high schools, adult education centers, training centers, and industry settings. A number of employers provide the test on-site. If your company or organization is not sponsoring an onsite test, go to www.castleworldwide.com/nwrc to see a list of the available NWRC-sponsored test sites. If there is not an NWRC-sponsored site near you, you may schedule to take the test at a Castle-sponsored site for an additional cost.

Scheduling a Test

For NWRC-sponsored test sites, contact the site to find out the best time for you to come take the tests. You can complete an application at the test center before taking the tests.

To take the tests at Castle-sponsored test sites you MUST register online, pay for the tests, and schedule a testing session before arriving at the test site.

- You must register for all four tests when you register for the first time.
- You do not have to take all four tests at once. You may take one, two, three, or all four tests at the same time.
- All tests must be taken within one year of purchase. However, once you take the first test, you will have only 30 days from that time to take all four tests.

Sample Tests

Castle offers free sample tests so that you can become familiar with how the test looks and works. The online sample tests are available at any time, anywhere, through any computer with Internet access. You will find them at www.castleworldwide.com/nwrc/.

Fees

NWRC-Sponsored Test Sites

The cost for the WRC Online Battery Test (all four tests) is \$74.95.

If you retake any of the four test sections the cost is:

- WRC Online Active Listening Test - Retake (for each retake)\$18
- WRC Online Reading Test - Retake (for each retake)\$18
- WRC Online Math Test - Retake (for each retake)\$18
- WRC Online Situational Judgment Test - Retake (for each retake)...\$18

Castle-Sponsored Test Sites

The cost for the WRC Online Battery Test (all four tests) is \$145.95

If you retake any of the four test sections the cost is:

- WRC Online Active Listening Test - Retake (for each retake)\$60
- WRC Online Reading Test - Retake (for each retake)\$60
- WRC Online Math Test - Retake (for each retake)\$60
- WRC Online Situational Judgment Test - Retake (for each retake)...\$60

Vouchers are needed as payment for the tests. Steck Vaughn is the sole source for voucher purchases. To purchase the vouchers please contact Kelly Hoce at 704-831-5302 or Kelly.hoce@hmhpub.com or Mary McDowell at 781-534-8537 or mary.mcdowell@hmhpub.com.

What You Need to Bring to the Test

You must bring identification that includes your picture, full legal name, and signature to the testing center.

Examples of **acceptable** identification are:

- Driver's license
- Passport from any country
- Government issued identification (federal, local, or state)
- Official school identification

Examples of **non-acceptable** identification are:

- Gym membership
- Identification with signature only

If you cannot produce an acceptable photo ID with signature, you **WILL NOT** be admitted for testing.

Proper identification is required for admission to the test.

You will also need to bring:

If you are employed – The name, phone number, and e-mail address of your supervisor AND the name and address of the company you work for.

If you are unemployed – The name, phone number, e-mail address, and business address of a professional reference. A professional reference is someone who knows you as a student or worker but is NOT a family member or close friend. A professional reference may be a teacher, training instructor, counselor, or employment center staff.

You may also wish to bring:

Layered clothing. Be sure to bring an indoor sweater or jacket to use in case it is too cool for you in the center.

A watch. Although the computer test includes a clock, you may want to bring your own watch to keep track of the time.

Earplugs. You may wish to bring earplugs if you are sensitive to noise distractions.

You will receive:

Scratch paper (for all tests except for the WRC Online Active Listening Test), a pencil, and audio headphones to use while you are taking the test. Staff will collect the scratch paper, pencil, and headphones when you finish your test. No test materials may be taken from the test center.

Do NOT bring to the test:

- Books or dictionaries
- Language dictionaries
- Pencils or pens
- Calculators (The math test has a built-in calculator for you to use.)
- Food or drink
- Telephones or pagers or cameras
- iPods or other electronic devices
- Weapons/personal defense items

No guests, pets, or children are allowed at the test site.

No smoking or smokeless tobacco is permitted in the testing room.

Candidate Agreement

When you register to take the WRC Tests, you will be asked to confirm that you have read and understand the candidate agreement statement below.

I verify that the information contained on this form is accurate.

The National Work Readiness Council may use the information collected on this form for research purposes as long as my identity is not revealed.

The National Work Readiness Council may contact me for follow-up research on the work readiness assessment.

I release all test results to NWRC.

This assessment belongs to NWRC and is protected by copyright law. No part of this assessment may be copied or memorized. I understand that I may not discuss or disclose the contents of the assessment orally, in writing, or by any other means.

By selecting "Yes, I agree with the Candidate Verification and Confidentiality Agreement." below, I accept that I have read and understand this agreement. I understand if I do not comply with the terms of this agreement, then my assessment results may be cancelled and legal action may be taken.

Test Site Conduct

If you must leave the room during the test, you must check out with the test site staff. You will not be allowed extra time to make up for any time that you spend away from the test.

Your test may be stopped and you may be removed from the test site if you behave in a way that could compromise the integrity of test content or threatens the safety of others.

This includes, but is not limited to:

- Offering or accepting help of any kind or viewing another person's computer screen or test materials;
- Providing false identification or posing as another test taker;
- Bringing or trying to bring to the test center or using any study materials (such as textbooks, notebooks, notes, calculators, dictionaries);
- Not following test guidelines or instructions from test site staff;
- Disturbing other candidates (for example, by talking or making noise);
- Copying or trying to copy test questions or trying to remove information about test questions from the test room; or
- Altering a test site computer or attempting to use it for any purpose other than taking the test.

Retaking the Tests

If you do not pass all of the tests, you may retake any or all of the four tests. You must wait 25 days or longer between retakes of the same test section. You may retake any of the four tests as many times as you wish, but you must wait at least 25 days between sittings. You will be able to better prepare for the test during the 25 day wait time. Each time you retake a test, you must pay a retake fee.

You must pass all four tests within one year of taking the first test to receive the Work Readiness Credential.

Commitment to Accommodations

NWRC is committed to ensuring that individuals with disabilities are not deprived of the opportunity to participate in the test solely because of a disability. NWRC complies with the recognized rights in the Americans with Disabilities Act of 1990 (ADA) and title VII of the Civil Rights Act, as amended, in accommodating candidates with documented disabilities who need special arrangements to take a test.

Reasonable accommodations depend on the nature and severity of the documented disability. NWRC will provide reasonable accommodations, auxiliary aids, and services, except where such may fundamentally alter the test or results, or result in an undue burden. Test accommodations typically include, but are not limited to:

- Extended time to complete a test (time and a half to double time);
- A reduced-distraction environment separate from other test candidates;
- Permission to use the candidate's adapting equipment, such as a magnifier;
- Untimed breaks
- Screen magnifier

Requesting Accommodations

Due to the unique nature of each accommodation request, NWRC recommends that candidates request accommodations as early as possible. The test will be scheduled after NWRC has received, reviewed, and approved the request. Candidates must also pre-register at least 2 weeks prior the test date they want.

To arrange for a test accommodation, you must submit an acceptable request to NWRC within thirty (30) days before the test appointment. The request must include your name and address; the name of the test, the approximate date on which you wish to take the test, the location at which you wish to take the test; and a description of accommodations you request. The request also must include supporting documentation from a physician or other qualified professional reflecting a diagnosis of your disability and an explanation of the accommodation(s). The supporting documentation must be on the physician or other professional's letterhead, specifying the professional's credentials, and be signed by the professional. Please see the form on page 14 of this handbook for more information.

Rescheduling a Test

If you have a medical or personal emergency that prevents you from keeping a test appointment at a Castle testing site, you may ask to reschedule your testing session. To reschedule, you must send a written request to Castle. Your request must include:

- The date, time, and location of your scheduled appointment;
- The reason you were unable to keep the appointment;
- Documentation of the reason (letter from a physician or licensed mental health care professional or clergy member).

If bad weather or a test site emergency causes a site or Castle to cancel your appointment, you will be notified by telephone and/or e-mail. The site will reschedule your appointment at no charge or penalty to you.

If you will be unable to keep your testing appointment at an NWRC-sponsored test site, please notify the test site and make arrangements to take your test(s) at another time.

Tips for Success

Follow all instructions exactly. Listen carefully to the test center staff, and carefully read all written directions you receive. Ask the test center staff questions if you do not understand any direction.

Read each question carefully. Review all of the possible answer choices. Picture what would be true or the right thing to do *in a real-life setting*. Then make your answer choice.

Don't try to second-guess what the question writers want by thinking, "What do they want me to do?" You will have more success if you think, "What is the best approach for this situation?"

Pace yourself by checking the time and your progress often. The time allotted for the test is meant to allow everyone more than enough time to finish. You still need to be sure that you are spending a reasonable amount of time on each question, to avoid wasting the time that is set aside for your test.

Take a sample test. There are free sample tests available at www.castleworldwide.com/nwrc/. These sample tests will help you know what to expect when you take the actual tests. Tests Results are not given after these sample tests as they are there to help you become familiarized with how the system works.

Test Results

You will receive your results immediately on the screen after taking the fourth test. You must score at least 70 points on EACH exam to earn your Work Readiness Credential. When you pass all four tests, your Credential will be mailed to you.

If you do not pass one or more of the tests, you will receive a score report that will identify which tests you still need to successfully complete in order to meet the work readiness standard and earn the Credential.

Credential Denials and Appeals

The National Work Readiness Council may deny or cancel your Credential if the Assessment and Credential Committee determines that you:

- Gave false identification or posed as another test taker
- Gave false information on the test application
- Gave anyone information about the test questions
- Gave or received help with the test while taking the test
- Were in any way dishonest when taking or preparing others to take the test

You may appeal decisions to deny or cancel your Credential within 30 days from when you receive the notice of certification cancellation or denial. You must appeal in writing to: NWRC, 916 Shadowlawn Drive, Tallahassee, FL 32312

About The National Work Readiness Council

The National Work Readiness Council (NWRC) is a non-profit organization set up by the state and national partners that developed the Work Readiness Credential (WRC). The NWRC's goals are to improve the skills of entry-level job seekers and to Work Readiness Credential program, which is based at the U.S. Chamber of Commerce Institute for a Competitive Workforce in Washington, DC.

The Work Readiness Credential (WRC) was developed by a partnership of 5 states (Florida, New Jersey, New York, Rhode Island, and Washington), the District of Columbia and JA Worldwide to provide a national certification of knowledge and skills needed by successful entry-level workers. A wide variety of national business organizations, local businesses, and federal and state government agencies have guided the design of the Work Readiness Credential. Front line workers, supervisors, managers, and other workforce experts were brought together to determine the most important skills needed by entry-level workers in the 21st century. The WRC tests are based on these important skills.

NWRC Founding Partners

District of Columbia

DC State Agency for Adult Education

Florida

Workforce Florida, Inc

JA Worldwide

New Jersey

New Jersey State Employment and Training Commission

New York

New York Department of Labor
New York State Workforce Board

Rhode Island

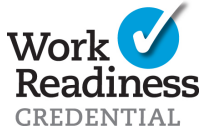
Rhode Island Economic Policy Council

Washington

Washington Training and Education Coordinating Board

National Advisors

Institute for Educational Leadership Center for Workforce Development
National Association of Manufacturers Center for Workforce Success
National Association of Workforce Boards
National Governors Association
National Retail Federation Foundation
U.S. Chamber of Commerce Institute for a Competitive Workforce



Request for Accommodation Form for the National Work Readiness Credential

This request must be received by the NWRC thirty (30) days before the requested assessment date.

Name	
Street Address	
City, State Zip Code	
E-mail Address	
Telephone (with area code)	
Fax (with area code)	

Requested Test Date and Time: _____

Requested Test Site: _____

Please select the requested accommodation from the list below. Use additional paper to describe your requested accommodation if necessary.

- | | | |
|--|--|--------------------------------------|
| <input type="checkbox"/> Separate Room | <input type="checkbox"/> Sign Language Interpreter | <input type="checkbox"/> Other _____ |
| <input type="checkbox"/> Un-timed Breaks | <input type="checkbox"/> Logistical Provisions | _____ |
| <input type="checkbox"/> Double Time | <input type="checkbox"/> Reader Required | |
| <input type="checkbox"/> 50% Additional Time | <input type="checkbox"/> Screen Magnifier | |

Please list the supporting documentation that is attached. This documentation must be from a physician or other qualified professional reflecting a diagnosis of the candidate's disability and an explanation of the accommodation(s). The supporting documentation must be on the physician's or other professional's letterhead, specify the professional's credentials and be signed by the professional.

Please return completed forms to: Attn: Joe Mizereck
 National Work Readiness Council
 916 Shadowlawn Drive
 Tallahassee, FL 32312
 Email: joe.mizereck@nwrc.org

For office use only

Date Received	Date Reviewed	Date Responded

We appreciate the initiative you are taking and wish you much success!

NWRC welcomes your interest and participation.
Be sure to visit the website at www.workreadiness.com