



**ACT**® WorkKeys®  
Curriculum

# COURSES



## PROBLEM:

Individuals are entering the workforce without the skills employers need.



## SOLUTION:

**ACT® WorkKeys® Curriculum**, a solid first step toward closing skills gaps and improving workforce quality.

The ACT® WorkKeys® Curriculum is a proven tool for helping individuals acquire skills critical to workplace success—and represents the more than 25 years of hard work we’ve put into understanding and improving career readiness.

### **Benefits for All**

The curriculum is easy to implement and can be accessed from any computer, tablet, or mobile device with a browser that supports HTML5. No apps to install. No plugins necessary. It’s that simple.

Also, an ACT WorkKeys Curriculum site license for your institution provides you with unlimited access to the curriculum. That means that as you serve more learners, your per person cost actually decreases.

### **Gain the ACT WorkKeys Curriculum Advantage**

Boost job skills, enable greater individual success, and deliver a highly productive workforce with ACT career curriculum options. **Learn more at [act.org/workkeys-curriculum](https://act.org/workkeys-curriculum).**

# WorkKeys NCRC Aligned Courses

The **ACT WorkKeys Curriculum** is the only curriculum built from the ground up to align with the ACT® WorkKeys® National Career Readiness Certificate® (NCRC®) Assessments. These courses are convenient, personalized, and help build career-relevant skills. To earn the NCRC, candidates must successfully complete WorkKeys assessments in Applied Math, Graphic Literacy, and Workplace Documents.



## APPLIED MATH

### LEVEL 1

- Introduction
- Counting
- Numbers & Sequences
- Addition
- Subtraction
- Multiplication
- Division

### LEVEL 2

- Introduction
- Word Problems
- Money
- Time
- Measurement
- Fractions, Percentages, & Decimals
- Level 1 & 2 Quiz

### LEVEL 3

- Introduction
- Using Addition in the Workplace
- Using Subtraction in the Workplace
- Adding & Subtracting Negative Numbers in the Workplace
- Multiplying in the Workplace
- Dividing in the Workplace
- Using Fractions in the Workplace
- Converting Units in the Workplace
- Quiz

### LEVEL 4

- Introduction
- Using Fractions & Decimals
- Multiplying Mixed & Whole Numbers
- Using Rates, Ratios, & Proportions
- Calculating Averages in the Workplace
- Quiz

### LEVEL 5

- Introduction
- Fractions with Unlike Denominators
- Calculating Percentages
- Converting Units
- Finding Geometric Measurements
- Quiz

### LEVEL 6

- Introduction
- Calculating Rates
- Calculating Percentage Change
- Converting Units
- Geometric Calculations
- Finding Mistakes & Deals
- Quiz

### LEVEL 7

- Introduction
- Advanced Ratios, Rates, & Proportions
- Complex Geometric Measurements
- Converting Units of Measurement
- Applied Mathematical Reasoning
- Basic Statistical Concepts
- Quiz

# WorkKeys NCRC Aligned Courses (Cont.)



## GRAPHIC LITERACY

### LEVEL 1

- Introduction
- Graph Words
- Graph Symbols
- Putting Things in Order
- Basic Graphs
- Following Directions
- Reading Graphs

### LEVEL 2

- Introduction
- Order of Graphs
- Types of Graphs
- Tools Used in Graphs
- Creating Graphs
- Using Different Graphs
- Purpose of Graphs
- Level 1 & 2 Quiz

### LEVEL 3

- Introduction
- Finding Information in Tables
- Reading Simple Charts & Graphs
- Reading & Using Forms
- Reading Simple Gauges
- Simple Diagrams
- Reading Simple Flowcharts
- Quiz

### LEVEL 4

- Introduction
- Understanding Tables
- Interpreting Charts & Graphs
- Understanding Dashboards
- Identifying Trends
- Quiz

### LEVEL 5

- Introduction
- Scatter Plots
- Combination Charts & Graphs with Secondary Y-Axis
- Complex Diagrams
- Choosing Effective & Accurate Graphics
- Real-World Decisions with Graphics
- Quiz

### LEVEL 6

- Introduction
- Interpreting Graphs with a Secondary Y-Axis
- Uncommon Charts & Graphs
- Real-World Decisions with Graphics
- Interpreting & Comparing Trends
- Quiz

### LEVEL 7

- Introduction
- Making Decisions with Complex Maps & Diagrams
- Analyzing Financial Data in Graphs
- Interpreting Trends & Making Predictions
- Quiz



## WORKPLACE DOCUMENTS

### LEVEL 1

- Introduction
- Visual Comprehension
- Sequencing Skills
- Alphabetical Ordering
- Spelling
- Building Vocabulary

## LEVEL 2

- Introduction
- Identifying Sentence Parts-Nouns
- Identifying Sentence Parts-Verbs
- Word Forms
- Following Directions & Instructions
- Common Abbreviations
- Personal Information
- Text Comprehension
- Level 1 & 2 Quiz

## LEVEL 3

- Introduction
- Reading Emails, Memos, & Policies
- Finding the Main Idea in a Text
- Identifying Key Details
- Following Instructions
- Quiz

## LEVEL 4

- Introduction
- Identifying the Main Idea & Key Details
- Following Instructions
- Learning New Vocabulary from Context
- Quiz

## LEVEL 5

- Introduction
- Using Documents to Make Decisions
- Acronyms, Jargon, & Technical Terms
- Reading Contracts & Legal Documents
- Quiz

## LEVEL 6

- Introduction
- Understanding the Reasoning & Principles Behind a Text
- Inferring Details & Reading Between the Lines
- Unfamiliar Jargon & Technical Terms
- Quiz

## LEVEL 7

- Introduction
- Defining Jargon & Other Difficult Words
- Inferring the Principles Behind a Policy or Regulation
- Drawing Conclusions & Making Decisions from Incomplete Information
- Quiz

# WorkKeys Aligned Courses

Beyond courses that align with the WorkKeys NCRC Assessments, WorkKeys-Aligned Courses prepare individuals to take the other WorkKeys assessments—Applied Technology, Business Writing, and Workplace Observation—and take their professional development even further.



## APPLIED TECHNOLOGY

- What Is Problem Solving?
- Problem-Solving Methods
- Compartmentalizing
- Common Concepts
- Other Problem-Solving Models



## APPLIED TECHNOLOGY ELECTRICITY

### UP TO LEVEL 3

- Introduction
- Voltage & Current
- Resistors
- Circuits & Switches
- Capacitors
- Inductors
- Series & Parallel Circuits
- Circuit Breakers
- Multimeters
- Troubleshooting Exercises
- Quiz

### LEVEL 4

- Introduction
- Magnets & Electricity
- Alternating & Three-Phase Current
- Transformers
- Motors & Generators
- Ohm's Law
- Grounding & GFCIs
- Lighting Types
- Relays & Solenoids
- Troubleshooting Exercises
- Quiz

### LEVEL 5

- Introduction
- Digital Circuits
- Printers
- Photocopying
- Computers
- Information Storage Devices
- Troubleshooting Exercises
- Quiz

### LEVEL 6

- Introduction
- Thermocouples & Thermostats
- Analog/Digital Converters
- Electronic Scales
- Light Sensors & Emitters
- Solar Cells
- Troubleshooting Exercises
- Quiz



## APPLIED TECHNOLOGY FLUID DYNAMICS

### UP TO LEVEL 3

- Introduction
- Pressure & Flow
- Flotation
- Pipes & Valves
- Pumps
- Troubleshooting Exercises
- Quiz

### LEVEL 4

- Introduction
- Gases & Pressure
- Vacuum
- Compression Heating
- Troubleshooting Exercises
- Quiz

### LEVEL 5

- Introduction
- Piping Problems
- Flow Measurement Devices
- Mixing & Turbulence
- Troubleshooting Exercises
- Quiz

### LEVEL 6

- Introduction
- Hydraulic Cylinders
- Piping Systems
- Troubleshooting Exercises
- Quiz



## APPLIED TECHNOLOGY MECHANICS

### UP TO LEVEL 3

- Introduction
- Force & Pressure
- Friction & Inertia
- Planes & Levers
- Torque & Gears
- Wheels & Pulleys
- Springs & Stored Energy
- Troubleshooting Exercises
- Quiz

### LEVEL 4

- Introduction
- Screws
- Acceleration
- Rotation
- Center of Gravity
- Troubleshooting Exercises
- Quiz

### LEVEL 5

- Introduction
- Bearings
- Lubrication
- Conveyors
- Sound & Vibration
- Troubleshooting Exercises
- Quiz

### LEVEL 6

- Introduction
- Gas Engines
- Alternative Power
- Hybrid Engines
- Troubleshooting Exercises
- Quiz

# WorkKeys Aligned Courses (Cont.)



## APPLIED TECHNOLOGY THERMODYNAMICS

### UP TO LEVEL 3

- Introduction
- Temperature & Heat
- Conduction
- Thermal Expansion
- Convection
- Radiation
- Troubleshooting Exercises
- Quiz

### LEVEL 4

- Introduction
- Melting & Freezing
- Evaporation & Condensation
- Boiling
- Refrigeration
- Troubleshooting Exercises
- Quiz

### LEVEL 5

- Introduction
- Heat Exchangers
- Ovens & Furnaces
- Boilers
- Troubleshooting Exercises
- Quiz

### LEVEL 6

- Introduction
- Cooling Towers
- Solar Heating Systems
- Troubleshooting Exercises
- Quiz



## BUSINESS WRITING

### LEVEL 1

- Introduction
- Sentence Structure
- Nouns
- Verbs
- Punctuation
- Spelling
- Developing Ideas
- Organizing Ideas
- Writing Exercises
- Practice Problems
- Quiz

### LEVEL 2

- Introduction
- Sentence Structure
- Describing Words
- Punctuation & Spelling
- Organization
- Proofreading
- Writing Practice
- Developing Ideas
- Writing Strategy & Outlining
- Writing Exercises
- Practice Problems
- Quiz



### LEVEL 3

- Introduction
- Sentence Structure
- Nouns & Verbs
- Punctuation
- Organization
- Developing Ideas
- Organizing Ideas
- Writing Exercises
- Practice Problems
- Quiz

### LEVEL 4

- Introduction
- Grammar & Punctuation
- Vocabulary
- Organization
- Developing Ideas
- Organizing Ideas
- Writing Style
- Writing Exercises
- Practice Problems
- Quiz

### LEVEL 5

- Introduction
- Sentence Structure
- Parts of Speech: Building Blocks
- Parts of Speech: Describing Words
- Punctuation & Capitalization
- Organization
- Proofreading
- Persuasive Writing I
- Persuasive Writing II
- Writing Exercises
- Practice Problems
- Quiz



## WORKPLACE OBSERVATION

### LEVEL 1

- Introduction
- Preparing to Observe
- Recognizing Main Ideas
- Memory & Visualization
- Procedure Steps
- Quiz

### LEVEL 2

- Introduction
- Paying Attention to Details
- Memory Skills
- Sequencing Skills
- Conditions in Procedures
- Workplace Observation Exercises
- Quiz

### LEVEL 3

- Introduction
- Interpreting What You Observe
- Details & Differences
- Multiple Conditions
- Memory Skills
- Workplace Observation Exercises
- Quiz

### LEVEL 4

- Introduction
- Underlying Principles
- Cause-Effect Relationships
- Complex Procedures
- Drawing Conclusions
- Workplace Observation Exercises
- Quiz

# WorkKeys Aligned Courses (Cont.)

## LEVEL 5

- Introduction
- Details, Differences, & Distractions
- Evaluating Processes
- Predicting Outcomes
- Workplace Observation Exercises
- Quiz

# Essential Skills Courses

Developing technical skills is crucial for on-the-job success, but the ACT curriculum goes further by addressing life and employability skills and tools. It's all part of our dedication to help develop a person holistically, not just technically.



## WORKING in TEAMS

### TEAMWORK—Part 1

- Introduction to Teamwork 1
- Team Membership
- Team Mission & Goals
- Building Team Relationships
- Participating in Team Meetings
- Effective Communication 1
- Teamwork Exercises
- Quiz

### TEAMWORK—Part 2

- Introduction to Teamwork 2
- Effective Communication 2
- Team Types
- Problem Solving/Decision Making
- Managing Team Conflict
- Teamwork Exercises
- Quiz



## INTERPERSONAL & BUSINESS COMMUNICATION

### BUSINESS

- Effective Business Communications
- Email & Phone Communications
- Participating in Meetings
- Internet & Social Media
- Problem Solving & Negotiation
- Making Effective Presentations
- Communicating Across Cultures
- Quiz

## INTERPERSONAL

- The Communication Process
- Presenting Yourself to Others
- Active Listening
- Nonverbal Communication
- Communication Barriers
- Handling Conflict
- Quiz



## WORK DISCIPLINE

### TIME MANAGEMENT

- Introduction to Time Management
- Organizing & Planning
- Setting & Managing Priorities
- Overcoming Procrastination
- Managing Tasks & Projects
- Quiz

### SELF-MANAGEMENT

- Introduction to Self-Management
- Setting & Achieving Goals
- Balancing Work & Personal Responsibilities
- Managing Emotions & Behavior
- Coping with Stress & Change
- Quiz

# Essential Skills Courses (Cont.)

## EMPLOYER EXPECTATIONS

- Behavioral Expectations
- Personal Presentation
- Following Rules & Procedures
- Fitting in at Work
- Behaving Ethically
- Counterproductive Work Behaviors
- Quiz

## JOB PERFORMANCE FACTORS

- Introduction
- Attitude & Job Performance
- Being Responsible & Dependable
- Initiative & Perseverance
- Flexibility & Adaptability
- Learning & Skill Development
- Quiz



## CUSTOMER SERVICE

- Customer Service Basics
- Serving Customers in Person
- Serving Customers by Phone
- Serving Customers Online
- Handling & Resolving Complaints
- Dealing with Difficult Customers
- Service Excellence
- Quiz



## PROBLEM SOLVING & CRITICAL THINKING

- What Is Problem Solving?
- Thinking Critically
- Problem-Solving Strategies
- The Problem-Solving Process
- Negotiating to Solve Problems
- Quiz



## FINANCIAL AWARENESS

### CHECKING & SAVINGS ACCOUNTS

- Introduction to Checking & Savings Accounts
- Checking Account Basics
- Managing a Checking Account
- Managing a Savings Account
- Online Banking
- Quiz

### BUDGETING

- Introduction to Budgeting
- Calculating Household Income
- Creating a Budget
- Managing Your Budget
- Spending & Saving
- Quiz

### CREDIT CARDS & LOANS

- Introduction to Credit Cards & Loans
- Credit Basics
- Understanding Credit Cards
- Understanding Loans
- Managing Your Credit
- Repairing Your Credit
- Quiz

## **INSURANCE**

- Introduction to Insurance
- Automobile Insurance
- Homeowner's & Renter's Insurance
- Health Insurance
- Life Insurance
- Quiz

## **FINANCIAL PLANNING & INVESTING**

- Introduction to Financial Planning
- Creating a Financial Plan
- Understanding Savings Accounts
- Investing Basics
- Understanding Investments
- Saving & Investing for Retirement
- Quiz

# ACT WorkKeys Curriculum

## HOLISTIC DEVELOPMENT FOR WHERE THE WORLD IS GOING



**ACT WorkKeys Curriculum** is anchored by research on foundational skills that impact job performance across the United States. Together, the NCRC Aligned Courses, WorkKeys Aligned Courses, and Essential Skills Courses help individuals achieve foundational career readiness, as well as the confidence needed to succeed in today’s workforce.

As workplace demands evolve and employees work harder to separate themselves from the crowd, it’s vital for individuals to have holistic training that focuses on development from all angles—not just some. ACT WorkKeys Curriculum is the only product that does just that.

**“Students have responded very positively to the look of the new ACT WorkKeys Curriculum and its graphics, and our instructors are appreciative of the relationship we have with ACT and their willingness to listen, improve, and ensure supportive classroom implementation of the curriculum.”**

— **Evelyn Sisco**, The Orchard Foundation, Alexandria, LA





[act.org/workforce](https://act.org/workforce)