



# Work Readiness CREDENTIAL

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*The first national, portable  
certification of work readiness*

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**HOUGHTON MIFFLIN HARCOURT**

STECK-VAUGHN® ADULT EDUCATION



**Work  
Readiness**  
CREDENTIAL

**Attract Investment Capital**

**Spur Local Business Growth**

**New Opportunities for Workforce**

**Improve Community Life Quality**

**Improve Academic Outcomes**



Home

Our Culture

Event Calendar

Find Your Fit

LOGIN

NEWS

CAREERDEPOT



Developing Potential

FAQs



RETAIL DISTRIBUTIONCENTERS CALLCENTER CORP

You wake up at 7:45 and realize you are not going to make it to work by 8:00. What would you be MOST likely to do?

Call your supervisor as soon as you wake up to give an early warning.

Don't call; it will only slow you down.

Call at 8:15, when you're on your way, to let them know you are running late.

Go back to sleep so you can rest and get refreshed for the next day.

Call in sick to avoid getting in trouble for being late.





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RETAIL DISTRIBUTIONCENTERS CALLCENTER CORP

➤ A customer needs 88, 2-inch pipe connectors, each package has 25. How many packages does the client need?

➤ I tend to stay with my original opinion even after discussion with others.

➤ A customer uses a \$20 bill at a self check-out register to pay for products totaling \$14.50. How much change should be given?





Coffee  
Beans Blends Brewing

Menu  
Drinks Food Nutrition

Coffeehouse  
Music Wi-Fi Community

Responsibility  
Values Goals Progress

Card  
Register Reload Rewards

Shop  
Search Compare Buy

[Sign In](#)

[Customer Service](#)

[Find a Store](#)

## Retail Careers

[Tweet](#)

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➤ *“It bothers you a long time when someone treats you unfairly.”*

➤ *“You do not like to take orders.”*

➤ *“Your stuff is often kind of messy.”*



## Pilot Job Application

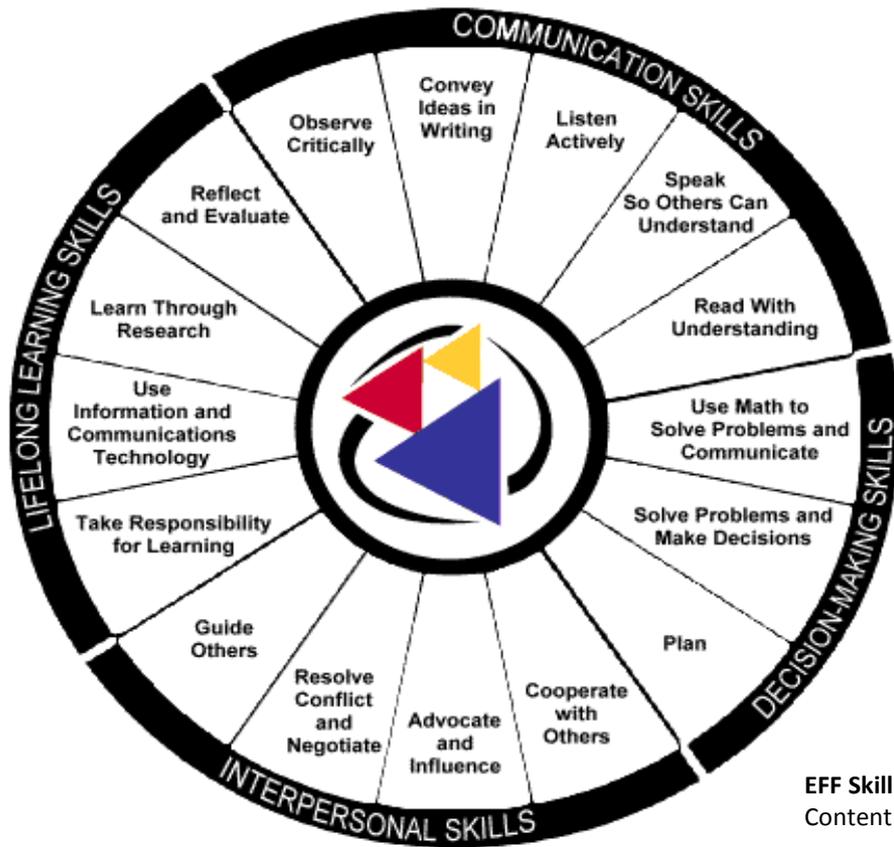
*“My supervisor can always count on me to do what they ask on the job.”*

*“ I generally don’t worry what I look like.”*

*“When I talk with customers, I try and give them my undivided attention.”*

*“I often feel tense or stressed out.”*

# What is EXPECTED from entry-level hires? .....



EFF Skill Wheel: 16  
Content Standards

## Most Important Skills Communication Skills

- Observe
- Listen
- Read

## Interpersonal Skills

- Cooperate
- Resolve conflict

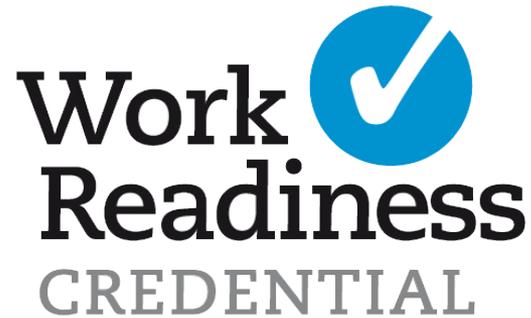
## Decision Making Skills

- Math
- Problem Solving

## Lifelong Learning Skills

- Responsibility for learning

[EFF Content Standards](#) | [EFF Standards en Español](#)



# National Consensus-Building Process

- ✓ **Businesses**
- ✓ **Workforce Investment Boards**
- ✓ **Unions**
- ✓ **Chambers**

ig Board

➤ **Washington DC** - Agency for Adult Education



## Business-Driven

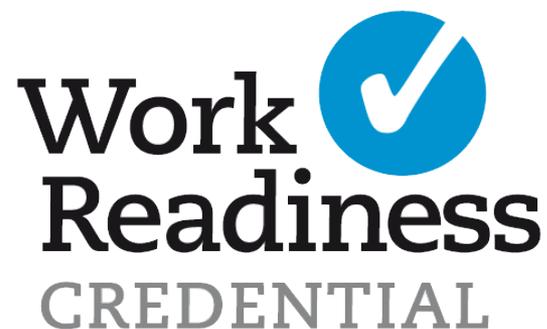
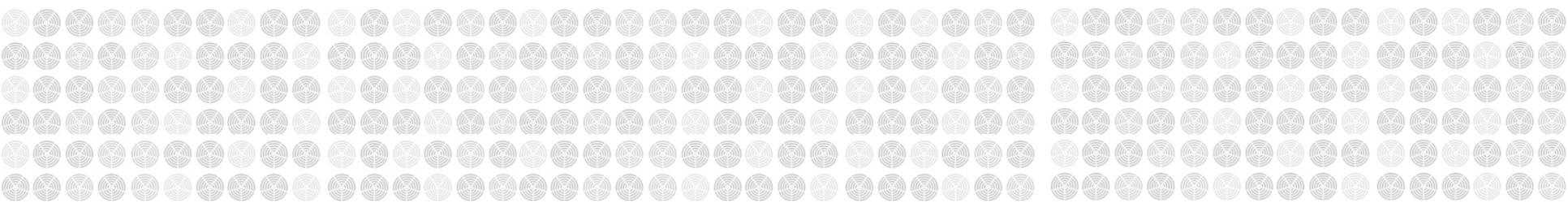
Seven Industries Contributed  
to the Skill Alignment

- ✓ Construction
- ✓ Manufacturing
- ✓ Retail Trade
- ✓ Temporary Help
- ✓ Health
- ✓ Hospitality & Food Services
- ✓ Transportation

*Maximize SOFT-SKILLS*

## EIGHT Essential SKILLS for ENTRY-LEVEL Work Readiness

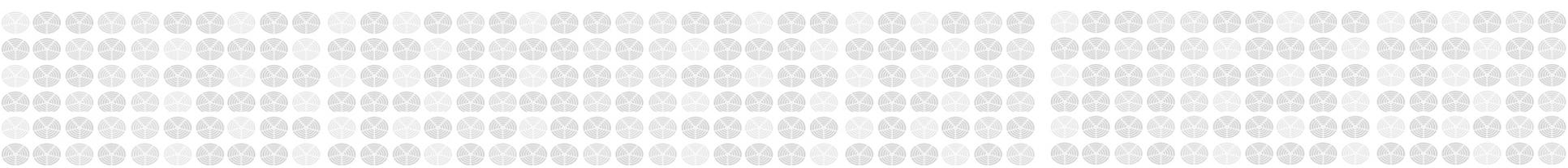
- Listen**
- Cooperate**
- Resolve conflict**
- Take responsibility for learning**
- Read
- Math
- Solve problems**
- Observe**



**“The Work Readiness Credential provides a common language for understanding entry-level work readiness...”**

*-Karen A. Coleman, Director*

*Division of Employment and Workforce Solutions, New York State*



## Personality vs. Cognitive

### Personality Traits

- Difficult (or impossible) to teach
- Potential to help match individual with career choice
  - Extraversion                      Openness
  - Agreeableness                      Emotional Stability
  - Conscientiousness

### WRC assesses Cognitive Abilities

- TEACHABLE SKILLS
  - Conflict resolution skills
  - Responsibility/Time management skills
  - Cooperation skills

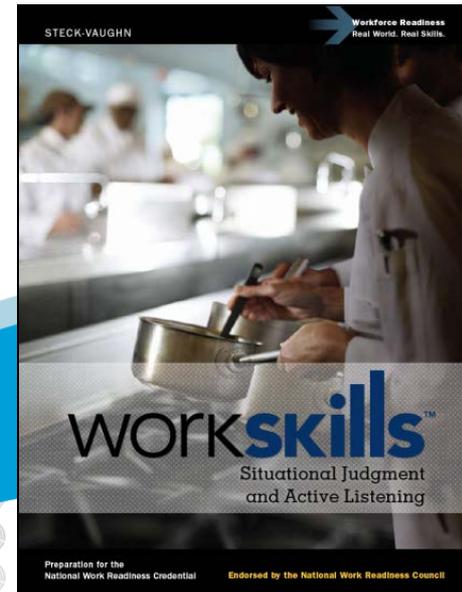
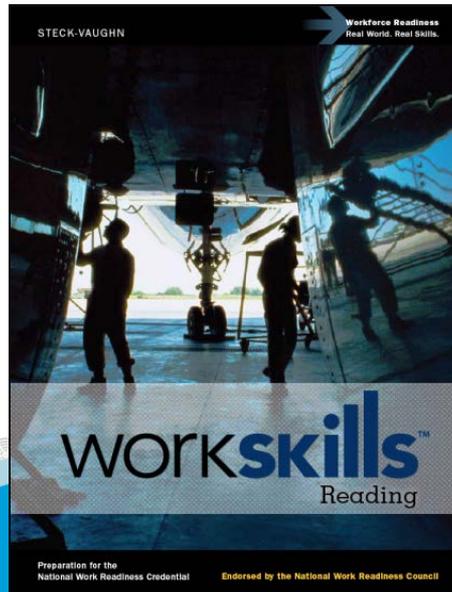
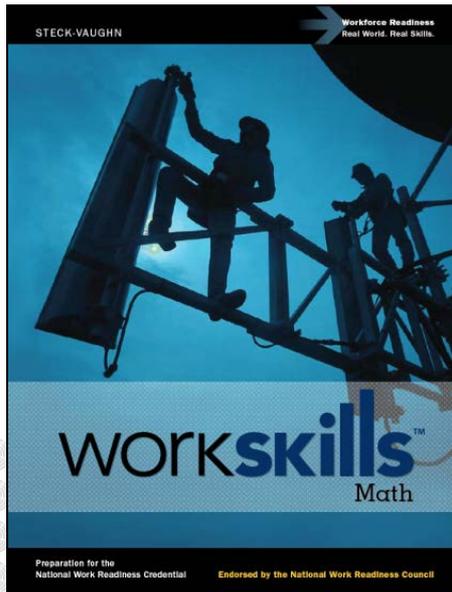


Note: Cultural knowledge plays a part in how certain aspects are transferred



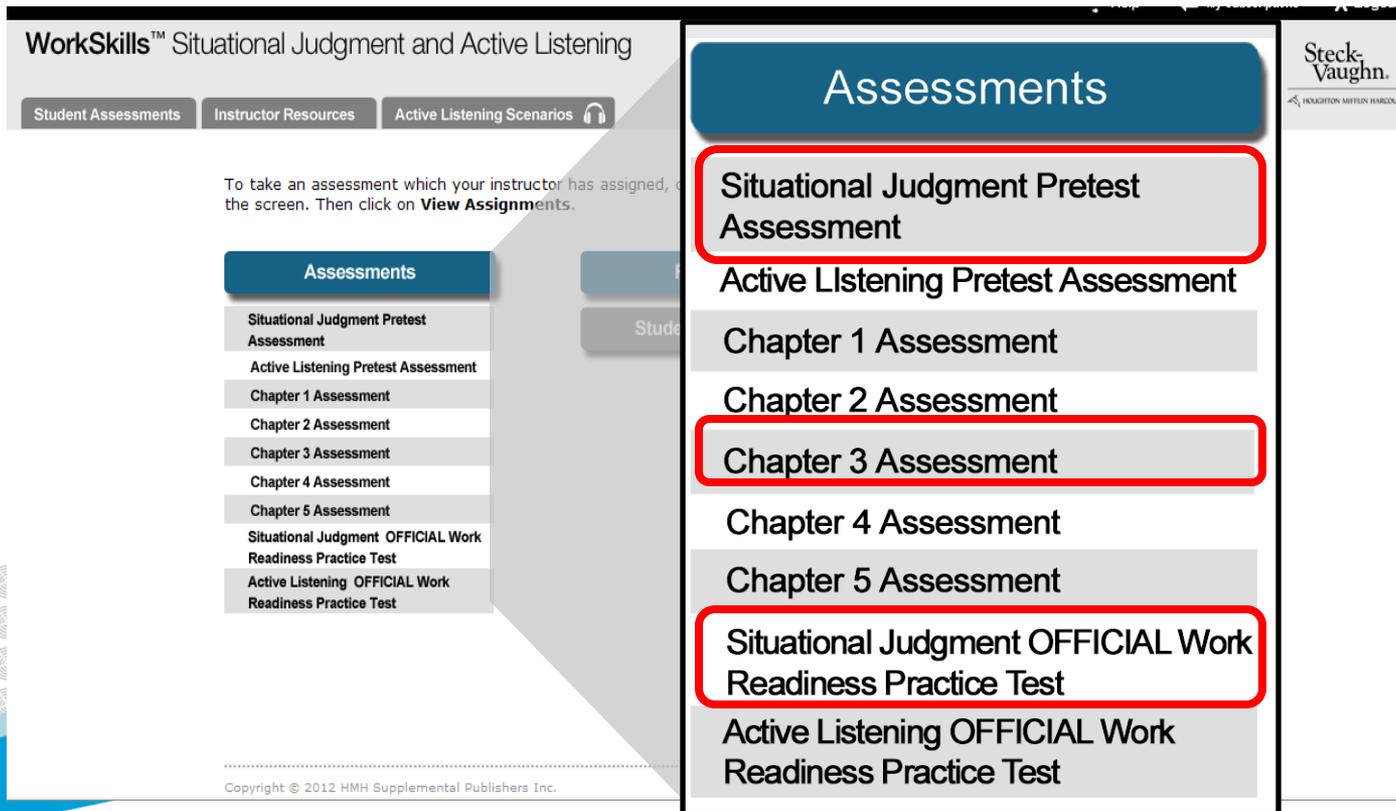
# Work Readiness CREDENTIAL

## PREPARATION PROCESS



# Work Readiness CREDENTIAL

## PREPARATION PROCESS



The screenshot displays the 'WorkSkills™ Situational Judgment and Active Listening' interface. At the top, there are navigation tabs for 'Student Assessments', 'Instructor Resources', and 'Active Listening Scenarios'. Below the tabs, a blue button labeled 'Assessments' is highlighted. To the right of the 'Assessments' button, a list of assessment options is shown, with several items highlighted by red boxes: 'Situational Judgment Pretest Assessment', 'Chapter 3 Assessment', and 'Situational Judgment OFFICIAL Work Readiness Practice Test'. The interface also includes a 'Steck-Vaughn' logo and a copyright notice at the bottom.

WorkSkills™ Situational Judgment and Active Listening

Student Assessments | Instructor Resources | Active Listening Scenarios

To take an assessment which your instructor has assigned, click on the assessment icon on the screen. Then click on **View Assignments**.

**Assessments**

- Situational Judgment Pretest Assessment
- Active Listening Pretest Assessment
- Chapter 1 Assessment
- Chapter 2 Assessment
- Chapter 3 Assessment**
- Chapter 4 Assessment
- Chapter 5 Assessment
- Situational Judgment OFFICIAL Work Readiness Practice Test
- Active Listening OFFICIAL Work Readiness Practice Test

Steck-Vaughn.  
LEARNING MATERIALS

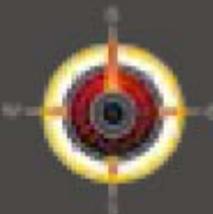
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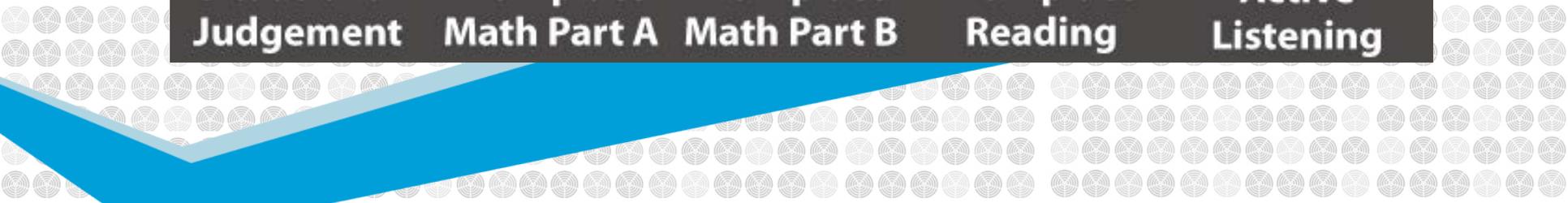


# Work Readiness CREDENTIAL

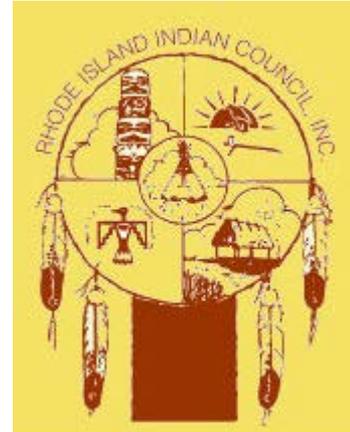
## PREPARATION PROCESS

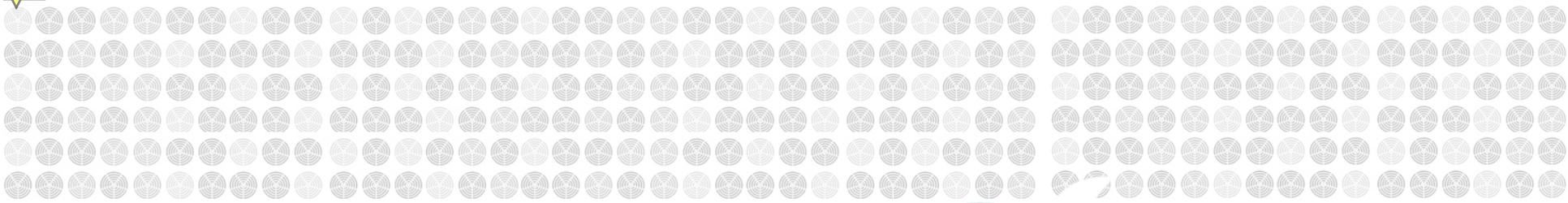
**WIN Work Skills** Online Courseware

				
<b>Situational Judgement</b>	<b>Workplace Math Part A</b>	<b>Workplace Math Part B</b>	<b>Workplace Reading</b>	<b>Active Listening</b>



# Programs Implementing the WRC





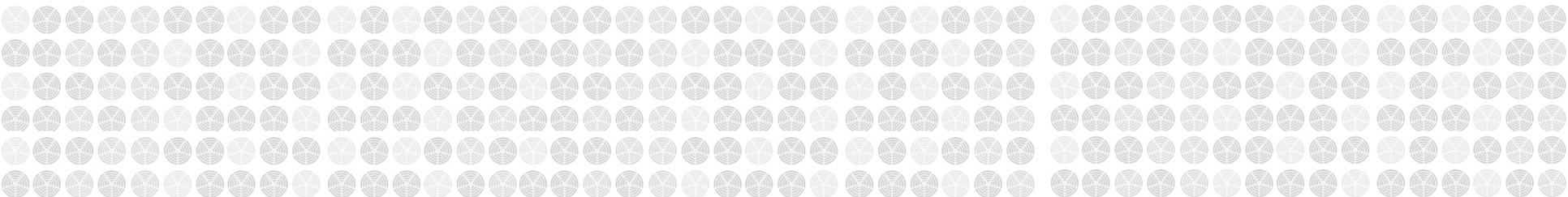
# Work Readiness CREDENTIAL

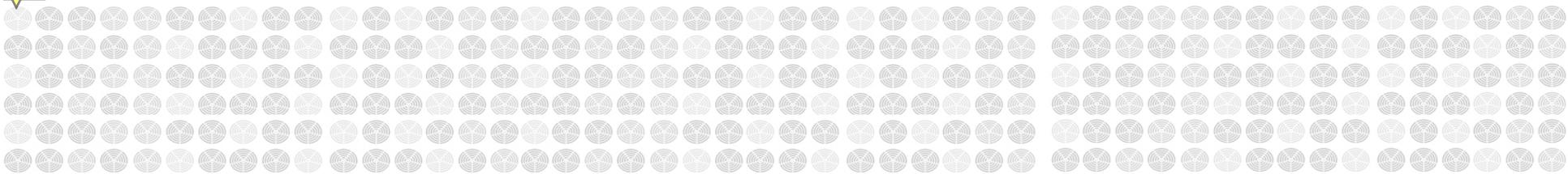


**HOUGHTON MIFFLIN HARCOURT**  

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**STECK-VAUGHN® ADULT EDUCATION**



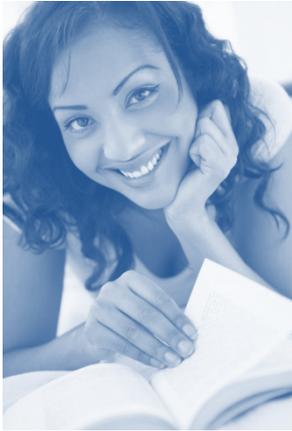


# GAIN: General Assessment of Instructional Needs

- GAIN identifies skills according to 6 Educational Functioning Levels (EFLs)
- GAIN provides feedback to help place learners in appropriate instructional courses
- Assesses skill levels ranging from basic to more advanced literacy and numeracy
- Provides individual feedback in specific areas
- Helps gauge learner progress



# GAIN Overview - English



English Basic Skills test has 80 questions which begin at a beginner level and proceed to more difficult questions.

- Grammar, Usage & Style (36 questions)
  - Parts of Speech
  - Proofreading
  - Punctuation & Capitalization
  - Sentence Structure
- Reading (44 questions)
  - Information Retrieval
  - Letter & Word Recognition
  - Comprehension
  - Words in Context

# English Sample Questions

Choose the best answer.

1.



- A. glove
- B. heart
- C. plant
- D. shirt

Choose the answer that is a complete sentence.

- 5.
- A. Taking the train to the city.
  - B. The secretary who eats lunch in the park.
  - C. Ignoring the stop sign is dangerous.
  - D. Anyone who has a monthly pass.

Choose the answer that is closest in meaning to the sentence in brackets.

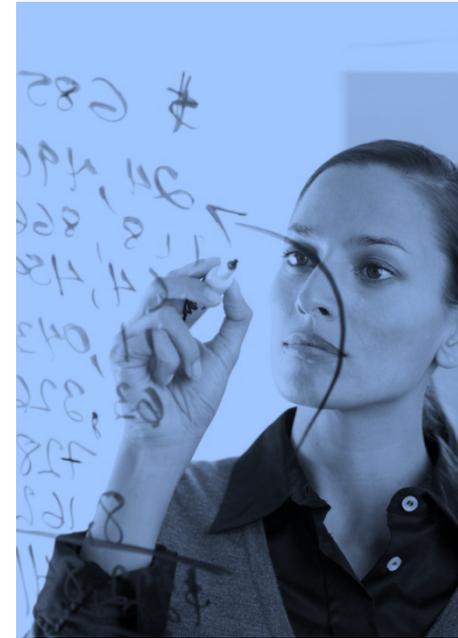
12. [ The glancing blow from the keen blade was terminal. ]

- A. In the end, the smart youth looked as if he was about to strike.
- B. The near miss with the sharp knife happened at the airport.
- C. An indirect cut from the sharp knife was enough to kill.
- D. The deep stab from the sword's edge left a visible mark.

# GAIN Overview - Math

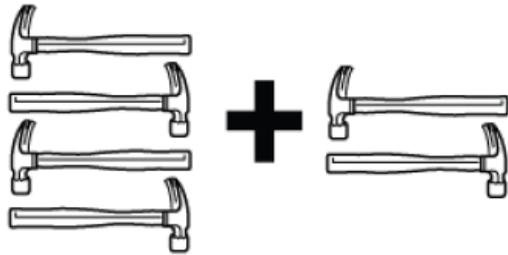
The Math test is 75 questions.

- Arithmetic (25 questions)
  - Basic Numeracy
  - Addition, Subtraction, Multiplication, Division
- Rational Numbers, Operations & Charts (24 questions)
  - Operations
  - Charts & Graphs
  - Fractions & Decimals
- Algebra, Geometry & Trigonometry (26 questions)
  - Pre-algebra
  - Algebra
  - Geometry
  - Trigonometry



# Math Sample Questions

1. How many are there?

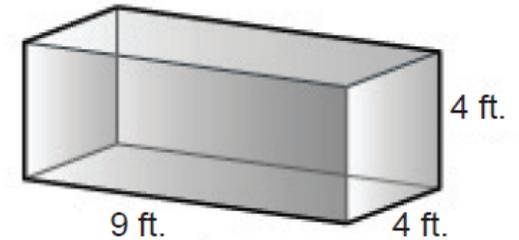


- A. 4
- B. 6
- C. 8
- D. 9

9. Adele needs to purchase 2,400 badges for a convention. A total of 50 badges fit in a box. How many boxes will she need to buy?

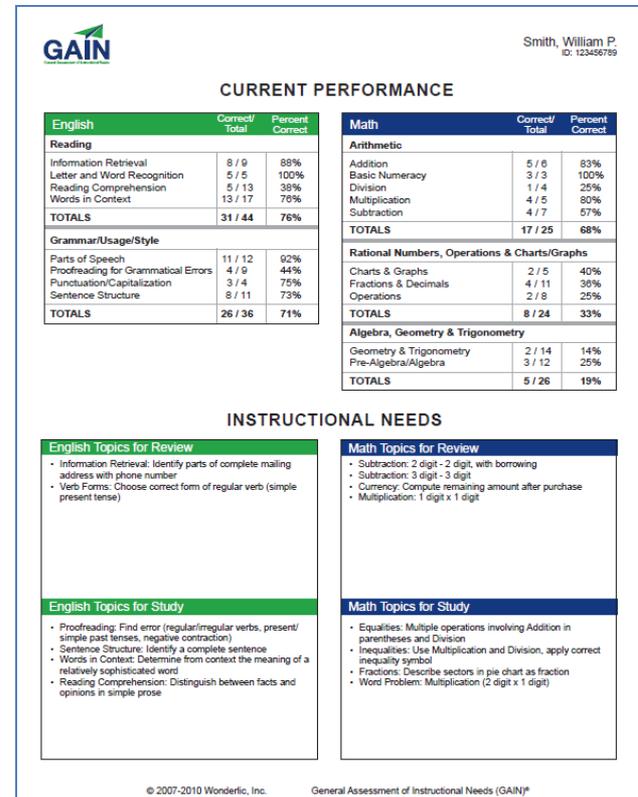
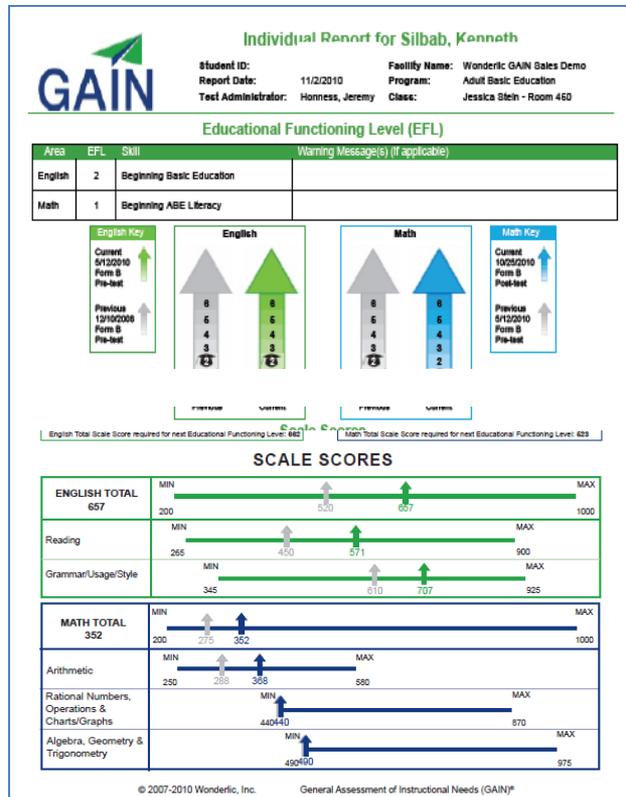
- A. 44
- B. 48
- C. 480
- D. 485

15. What is the surface area of this container, in square feet?



- A. 144 square feet
- B. 160 square feet
- C. 176 square feet
- D. 576 square feet

# Sample Individual Report



Reports can be printed, saved to a hard drive or network, and/or emailed since it's formatted as a PDF file.



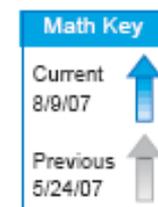
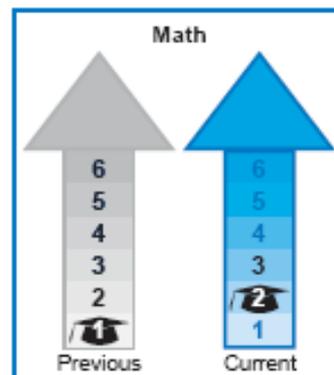
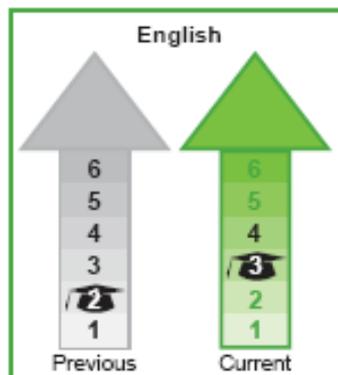
## Individual Report for Smith, William P.

**ID:** 123456      **Facility Name:** Lakes Community College  
**Date:** 8/9/2007      **Program:** Adult Services  
**Forms:** English A, Math A      **Test Administrator:** Dee Williams

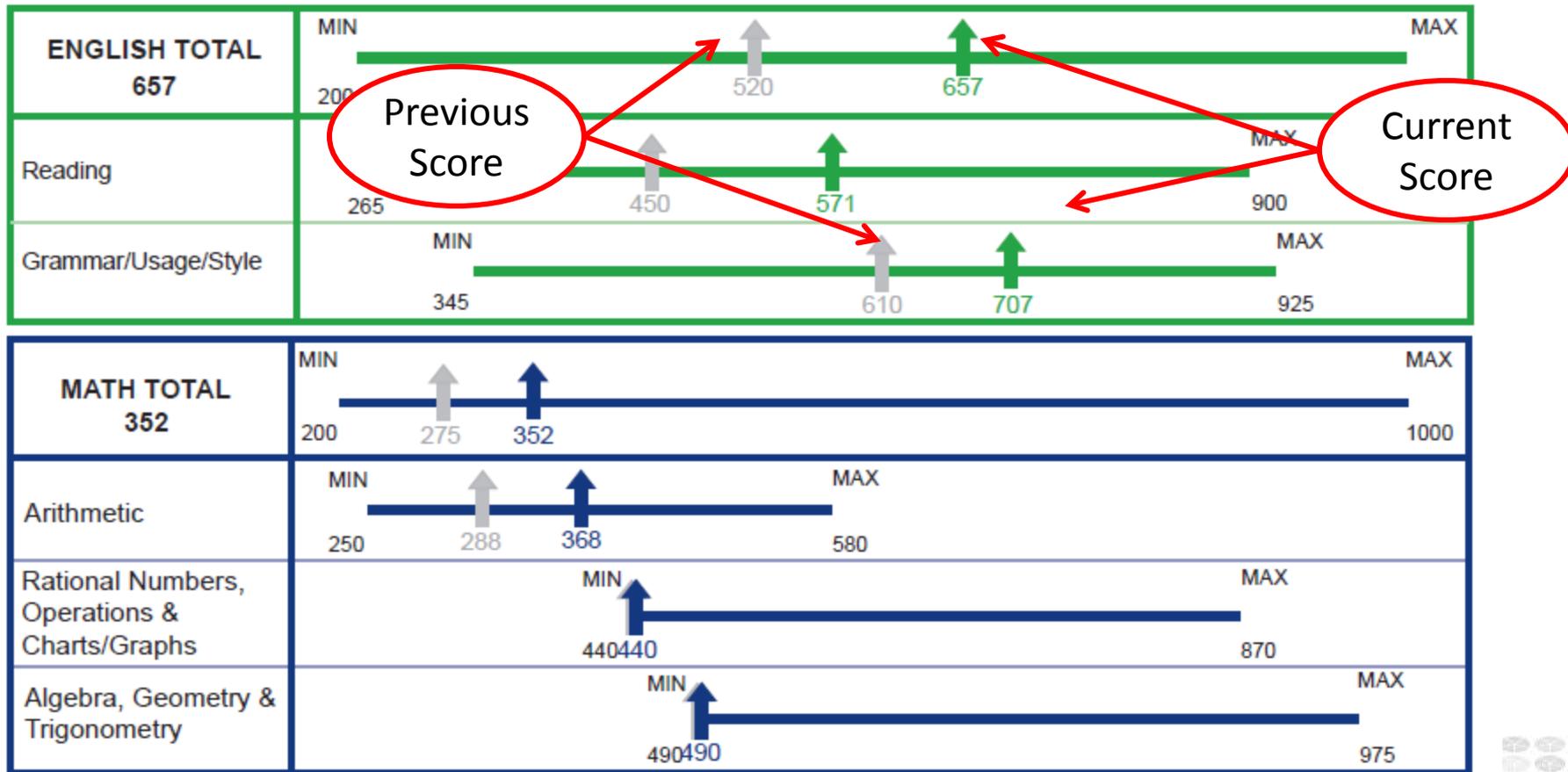
### NRS Educational Functioning Level

Area	NRS Level	Skill	Comments
English	3	Low Intermediate Basic Education	No issues were detected. Test results can be interpreted with confidence.
Math	2	Beginning Basic Education	

NRS - National Reporting System



### SCALE SCORES



## CURRENT PERFORMANCE

English	Correct/ Total	Percent Correct
<b>Reading</b>		
Information Retrieval	8 / 9	88%
Letter and Word Recognition	5 / 5	100%
Reading Comprehension	5 / 13	38%
Words in Context	13 / 17	76%
<b>TOTALS</b>	<b>31 / 44</b>	<b>76%</b>
<b>Grammar/Usage/Style</b>		
Parts of Speech	11 / 12	92%
Proofreading for Grammatical Errors	4 / 9	44%
Punctuation/Capitalization	3 / 4	75%
Sentence Structure	8 / 11	73%
<b>TOTALS</b>	<b>26 / 36</b>	<b>71%</b>

Math	Correct/ Total	Percent Correct
<b>Arithmetic</b>		
Addition	5 / 6	83%
Basic Numeracy	3 / 3	100%
Division	1 / 4	25%
Multiplication	4 / 5	80%
Subtraction	4 / 7	57%
<b>TOTALS</b>	<b>17 / 25</b>	<b>68%</b>
<b>Rational Numbers, Operations &amp; Charts/Graphs</b>		
Charts & Graphs	2 / 5	40%
Fractions & Decimals	4 / 11	36%
Operations	2 / 8	25%
<b>TOTALS</b>	<b>8 / 24</b>	<b>33%</b>
<b>Algebra, Geometry &amp; Trigonometry</b>		
Geometry & Trigonometry	2 / 14	14%
Pre-Algebra/Algebra	3 / 12	25%
<b>TOTALS</b>	<b>5 / 26</b>	<b>19%</b>

## INSTRUCTIONAL NEEDS

### English Topics for Review

- Information Retrieval: Identify parts of complete mailing address with phone number
- Verb Forms: Choose correct form of regular verb (simple present tense)

### English Topics for Study

- Proofreading: Find error (regular/irregular verbs, present/ simple past tenses, negative contraction)
- Sentence Structure: Identify a complete sentence
- Words in Context: Determine from context the meaning of a relatively sophisticated word
- Reading Comprehension: Distinguish between facts and opinions in simple prose

### Math Topics for Review

- Subtraction: 2 digit - 2 digit, with borrowing
- Subtraction: 3 digit - 3 digit
- Currency: Compute remaining amount after purchase
- Multiplication: 1 digit x 1 digit

### Math Topics for Study

- Equalities: Multiple operations involving Addition in parentheses and Division
- Inequalities: Use Multiplication and Division, apply correct inequality symbol
- Fractions: Describe sectors in pie chart as fraction
- Word Problem: Multiplication (2 digit x 1 digit)