

**23-74923 WorkKeys Job Profiling Service
TECHNICAL PROPOSAL
ATTACHMENT F**

Instructions: Please supply all requested information in the areas shaded yellow and indicate any attachments that have been included to support your responses.

2.4.1 General Requirements and Definitions

1. Describe your existing knowledge of the WorkKeys job profiling process and include the number of job profiles performed. Indicate the number of authorized WorkKeys job profilers to which you have access.

Tecumseh Area Partnership has over 23 years of experience providing WorkKeys to Indiana manufacturers and businesses. The company has employed multiple ACT certified job profilers who have completed more than 400 Job Profiles. TAPS lead profiler has supervised the writing of over 300 additional profiles by contract job profilers who have worked for Tecumseh Area Partnership, Inc.

TAP currently employes 3 ACT certified job profilers.

2. Explain your understanding of the importance of adequate representation in a subject matter expert group.

There is a direct correlation between the number of SMEs and the incumbent workforce. Having an inadequate number of SMEs can affect the reliability and validity of the Profile being written. Having too few SMEs can have a negative effect on the statistical reliability of the job profile.

3. Compare the appropriate use of a WorkKeys National Career Readiness Certificate and WorkKeys job profile results in the job referral process.

Job Profiles are typically used by larger employers with many employees, multiple departments, and shifts.

Job Profiles are statistically valid and reliable, the Job Profilers conducting the job profiles have been trained and certified by ACT Industrial Psychologist to do so. The profilers must participate in professional development as a requirement for maintaining their job profiler status and licenses that includes writing at a minimum of 4 Job Profiles per calendar year. ACT Job Profiles utilize a content validity strategy that ensures that everything being tested for can be directly related to an aspect of the job. They are also very defensible as they are developed for a specific employer for a specific job within their organizations and have used incumbent workers as subject matter experts (SME) who have analyzed the skills necessary for success in their jobs and have set specific foundational skill levels as entry level requirements for the jobs as well as skill levels at performance. The NCRC is a great tool better utilized by smaller employers with one shift where employees perform duties as assigned or wherever the need is greatest. The positions they fill are typically general and

non-specific.

The National Career Readiness Certificate™ (NCRC®) is based on an individual's performance on three WorkKeys® skills assessments: Applied Mathematics, Locating Information, and Reading for Information. Scores on these assessments determine the certificate level—bronze, silver, gold, or platinum—an individual can earn. These certificates are not valid and reliable however, as they do not pertain to a specific company, job, or job profile.

These assessments measure a range of essential work skills, including the ability to:

- Perform basic mathematic operations relevant to the workplace
- Read and understand documents commonly found in the workplace
- Find information presented in common workplace graphics
- Set up and solve work-related math problems
- Determine the relevance of written information to work-related tasks
- Apply information derived from graphics to work-related problems

4. Provide an example of a task statement crafted for a WorkKeys job profile.

Firefighters provide for the safety of others by securing the areas around the emergency scenes and managing those individuals coming into and out of the area.

5. Describe how you would handle an increased need for ACT authorized WorkKeys job profilers.

- Tecumseh Area Partnership maintains a list of past job profilers who have worked in Indiana. We created the Indiana Job Profiler Network in 2007 with 29 individual job profilers joining. To date 17 remain in the network
- Utilize social media such as LinkedIn to identify Indiana job profilers. Facebook, and Career Builder can also be utilized.
- Tecumseh Area Partnership employed 9 job profilers and most of these individuals have maintained contact with us and have indicated a willingness to reinstate their profiler license if the opportunity presented itself.
- ACT can also be utilized as a resource and has located job profilers who are willing to travel as needed.
- Recruitment efforts can also be initiated by placing a specific job order with the local the Department of Workforce Developments Indiana Career Connect job matching system.
- I have become acquainted with many out of state job profilers at ACT National WorkKeys Conferences who have indicated a willingness to participate if the opportunity presents itself.

6. An employer is providing 1 subject matter expert for a job profiling session. As a job profiler, how would you advise this employer?

I would advise the employer that having only 1 SME would affect the reliability and validity of the profile and would advise against moving forward with. One SME provides little opportunity for consensus as is required for most profile situation.

7. Describe the difference between a skill analysis and a task analysis.

Task analysis is used to select the tasks most important to a job. A skill analysis is used to identify the on-the-job behaviors associated with the WorkKeys skills (and corresponding assessments) under consideration and to identify the skill levels necessary for entry and effective performance on the job (i.e., cut or passing scores).

8. Detail your organizations experience in sales and in providing services to employers.

In partnership with Indiana DWD and Federal DOL TAP has and will continue to utilize state and federal grant funding to promote and develop skills development and lifelong learning as a means of achieving economic success and improving the quality of life of our citizenry. Partnerships with employers are centered in the achievement of this.

9. How can WorkKeys job profile results be used in educational environments?

Educational organizations can use WorkKeys scores for a variety of purposes. For example, potential educational uses of WorkKeys scores include identification of proficiency status, identification of educational needs, program evaluation, certification, and guidance and vocational counseling. High Schools in our region have used WorkKeys as a career exploration tool. As students identify career goals, the guidance counselors use the ACT's Occupational Profiles list to identify skill levels necessary for entry into a particular field and can then steer students toward courses that relate to the skills necessary in the students chosen career field. The examinees in this setting include learners of all kinds in settings such as general education, vocational education, college preparation, and special certification programs. Apprenticeship programs have their curricula profiled and then tests potential candidates to determine if the applicant meets the entry level requirements of the Apprenticeship program.

10. In reference to job profiling what does entry and effective performance levels refer to?

Entry level is defined as an employee's first day on the job. Employees should be expected to come into the job with the skills identified as entry level; they are not expected to learn these skill levels while in the job. The entry-level skill requirements are recommended as cutoff (or passing) scores on the WorkKeys

assessments for entry into the job. Effective performance is the point at which an employee performs competently without continuous supervision.

11. How would you advise an employer who has indicated that they want to lower the skill level required for the most used skill on a job?

Advise the employer that lowering the most used skill on a job may impact the quality of the new hires. If the request to lower the skill level is due to a low number of applicants passing the assessment and therefore not achieving the numbers necessary to maintain production then the skill level can be dropped one level until enough candidates has been hired. The company should be notified that all the candidates who have previously taken the assessments and did not pass at the skill levels set by the SMEs but did score only one level lower could be interviewed. Recalculating the skill level should then be examined.

12. How would you advise an employer on where to place WorkKeys testing in the applicant referral process?

For the assessments to be as useful as possible their placement within the selection process should be considered carefully. In general, selection tools should be in an order that allows the most economical and efficient measures to be placed at the beginning of the process. For example, if an employer's selection battery consists of (a) one on one interviews and (b) WorkKeys assessments, the employer may wish to administer the assessments prior to conducting interviews. One on one interviews of candidates may take significantly more staff time, so administering assessments to groups of candidates first may be more efficient because it can reduce the number of interviews.

13. You are asking an employer to provide a group of subject matter experts for your job profiling session. What guidelines would you give for selecting these subject matter experts?

SMEs should all be knowledgeable about their jobs and be able to describe what it takes to succeed on the job. They should be able to provide information on the processes involved in the job, safety rules and regulations and how to determine if they are meeting the requirements and the specifications set forth by the customer. Diversity of the SME pool should also be considered, race, ethnicity, and sex should also be considered to offset the potential for discrimination and adverse impact.