

2024 | 2025

ACT[®] WorkKeys[®]

Administration Manual

- Standard Time
- Accommodations and English Learner Supports
- Online Testing
 - Workplace Documents
 - Applied Math
 - Graphic Literacy

ACT[®] WorkKeys[®]

www.act.org/workkeys

HOW TO CONTACT ACT

Hours of Operation

If you are calling on...	Then the hours are...
Monday-Friday	7:00 a.m.-7:00 p.m.

Note: All hours of operation are central time and subject to change.

Phone

If you are in...	Then call...
United States or Canada	800.967.5539
Outside the US or Canada	319.337.1380

Email

For questions: workkeys@act.org

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POLICIES

General Testing

Standardized Procedures

Uniformly administering tests ensures examinees' academic skills are accurately measured. Testing staff assume a vital role in carrying out standardized testing procedures.

As with all standardized testing, it is critical that the procedures you employ are identical to those at other test locations. ACT provides policies, requirements, and administration instructions to help create a fair testing environment for all examinees. All testing staff are required to read the digital and paper materials provided by ACT. Adherence to the standardized policies and procedures outlined in the materials is mandatory.

Relationship with ACT

Test coordinators, substitute test coordinators, room supervisors, and proctors are required to complete online training as recommended by ACT.

Fair Testing Practices

ACT endorses the *Code of Fair Testing Practices in Education* and the *Code of Professional Responsibilities in Educational Measurement*, which guide the conduct of those involved in educational testing. ACT is committed to ensuring that each of its testing programs upholds the guidelines in each Code. You may locate copies of these codes through the following organizations:

- *Code of Fair Testing Practices in Education*: American Psychological Association (<https://www.apa.org/science/programs/testing/fair-testing.pdf>)
- *Code of Professional Responsibilities in Educational Measurement*: National Council on Measurement in Education (<https://www.ncme.org/resources-publications/professional-learning/library>)

Test Dates and Times

You may administer all of the tests in one session with breaks between tests, administer each test separately on different days, or administer the tests in a combination of these two options. Be sure to allow examinees the appropriate amount of time to complete each test.

Testing More than One Examinee at a Time

ACT requires all examinees in the room to have the same authorized timing and work on the same test at the same time (e.g., when administering Applied Math, all examinees must be working on Applied Math). This policy applies to examinees testing under standard and accommodated time. If examinees in the same testing room complete different tests or have different testing times, scores will be canceled.

Equal Treatment

All staff are required to administer and supervise the test in a nondiscriminatory manner and in accordance with all applicable laws, including the Americans with Disabilities Act (ADA), Individuals with Disabilities Education Act (IDEA), and Section 504 of the Rehabilitation Act.

Confidentiality

Information about examinees, including their names, is confidential. To ensure confidentiality, you and your testing staff may not copy documents containing individually identifiable information or use such information for any purpose other than administering the tests.

All forms and information contained in administration manuals and other ACT-provided documentation are the property of ACT and must not be shared with any person who is not part of the testing staff.

Safety

The safety of staff and examinees at the test site is of utmost importance. If an examinee or other person becomes confrontational or disruptive, take reasonable steps to defuse the situation. Contact security personnel at your institution or local law enforcement if you need assistance. Do not put yourself or others at risk. Report the incident to ACT immediately. Document the details as an irregularity.

Investigations

In cases of suspected or documented irregularities, all testing staff are obligated to cooperate fully with ACT (and the designated state education agency or district assessment office—if a state testing program) in subsequent investigations and respond to requests for information in a timely manner.

In cases where examinees dispute an ACT decision or communication regarding the administration, the examinees and/or their representatives may contact you directly and request information. In such cases, you should not become involved in the situation. Staff cannot provide test administration information to anyone, including (but not limited to) the examinee, legal representation, and law enforcement. Such requests must be directed to ACT.

Right to Terminate

ACT reserves the right to terminate its relationship with any test site or testing personnel without advance notice if ACT determines, in its sole discretion and for any reason, that termination is appropriate.

Authorized Observers

An observer authorized by ACT (or, if a state testing program, from your state education agency or district assessment office) may visit your test site. Such a visit is normally not announced in advance.

If an observer arrives, take the following steps before allowing access to the testing area or test materials.

1. Check credentials.

Observers must have the following:

- Photo ID (driver's license, employee ID, etc.)
- Employee ID, business card, etc. showing company/agency affiliation
- Written authorization from ACT (or, for a state testing program, if observer is not from a state education agency or district assessment office)

Note: If an observer has an employee ID with a photo, a separate photo ID is not needed.

2. If the observer provides the necessary credentials, give the observer your full cooperation. If not, deny access to the testing area and test materials.
3. Include the observer's name and company/agency, and whether or not the observer was admitted, in an Irregularity Report.
4. Call ACT if you have concerns about an observer.

Note: The visit may include conducting enhanced test security procedures on test day.

Unauthorized Observers and Media

To protect examinees from anxiety and distractions, unauthorized persons—including parents, guardians, children, school board members, recruiters, employers, and members of the media—must not be allowed to enter, observe, or photograph testing documents, test rooms, or preliminary activities. They must stay away from the test location until after the administration. Under no circumstances are cameras of any type allowed in the test rooms. Media coverage must be limited to meeting with examinees, with their consent, after the test administration and away from the test rooms. Please inform ACT Media Relations (publicrelations@act.org) of any media requests to report on a test administration. ACT will contact members of the media to explain its policies. This will help to ensure each request or question is uniformly answered.

Test/Retest Policy

For a subsequent administration of a test in the same skill area:

- It is strongly recommended that an examinee receive intervention/training before retesting.
- When the examinee attempts to retest, the test delivery platform will automatically assign the examinee to an alternate test form. The examinee may take all available forms without a waiting period.
- After the examinee has taken all available forms, the examinee **MUST** wait 30 days before testing again. After the 30-day waiting period, the examinee may register and retest.

Score Reports

An Instant Score Report is available through the administration realm shortly after an examinee has completed testing. Additional reports are available via the Validus VTC Reports Portal 24 hours after testing. Pop-up blockers must be disabled to access an Instant Score Report.

Online Testing

Testing with the Online Format

The online format is available to examinees testing with standard time or with eligible accommodations.

Technical Requirements

All requirements for an online administration are addressed on the ACT-hosted webpage at <https://www.act.org/content/act/en/products-and-services/workkeys-for-educators/assessments/administration/technical.html>.

If your administration is in a school or district office, only school/district owned (managed) devices may be used for testing. The school/district must own (have) the administrative rights to the device.

Systems for Online Testing

The **Validus Virtual Test Center (VTC)** is a web-based user interface used by testing staff to manage and access users and assessments. Test coordinators use VTC to:

- Create accounts for additional testing staff.
- Create accounts for examinees.
- Access score reports for completed assessments.
- Access test data reports.

ACT has established a specific site, called a **realm**, for your organization.

The **Register, Schedule, Pay (RSP)** url is the examinee interface for Validus. This url, which ends in a number, is unique to your organization. Examinees use the RSP url to:

- Create an account.
- Register for assessments (if applicable to your program).
- Complete registration of a pre-created account within VTC.
- Launch a test.

TAO (sounds like "how") is the test delivery platform that interfaces with VTC. TAO and VTC are both used for proctoring activities. You use the "Connect to TAO" menu within VTC to monitor testing.

Login Security

The VTC url must only be shared with testing staff within your organization. Do not share this url with examinees. No matter how examinees are registered for assessments, all assessments must be authorized by testing staff before an examinee can begin testing. The examinee launches the test, then the room supervisor authorizes the test.

Validus Session Expiration

For security reasons, a Validus session will expire after 60 minutes of inactivity. A message box containing a warning will appear on your screen prior to the expiration. If time has expired, a message box indicating "access denied...caused by an extended period of inactivity" will appear. Close the window and log back in to Validus.

Overview of the Online Testing Process

Before Test Day

Before test day the test coordinator completes the following activities:

- Review the **Validus User Guide**
- Create user accounts in Validus VTC for room supervisors
- Engage with a technical coordinator at your site to ensure devices meet technical requirements
- Create examinee accounts in Validus VTC, either individually or by batch load
- Assign extended time or a text-to-speech assessment for examinees, if applicable
- Generate file of examinee User IDs and Passwords; keep the file secure until test day

On Test Day

On test day, for the duration of the testing process, the test coordinator assists staff with any questions and issues.

Before Testing

On test day, before testing, the test coordinator/room supervisor completes the following activities:

- Perform TAO System Check from **Validus VTC > Connect to TAO** menu
- Perform Validation Test from **Validus VTC > Connect to TAO** menu
- Ensure all examinee computers are open to RSP url
- Provide examinees with User IDs and Passwords

During Testing

On test day, during testing, the test coordinator/room supervisor completes the following activities:

- Authorize examinee test(s) from **Validus VTC > Connect to TAO > Proctor** menu
- Monitor examinee progress in TAO from **Validus VTC > Connect to TAO > Proctor** menu
- Document irregularities, either in TAO or on the Irregularity Report
- Ensure all examinees have submitted their tests

After Testing

On test day, after testing, the test coordinator/room supervisor completes the following activities:

- Generate Instant Score Report and provide to examinee
- Run additional score reports from Reports Portal (24 hours post test)

Online Testing for Non-NCRC Tests (if applicable to your contract)

This administration manual also supplements test administration activities of online testing for the non-NCRC tests. For details to Administer a Non-NCRC Test for a Single Examinee see **Administering a Test for Single Examinee**.

Testing with Accessibility Supports

Accessibility Supports Overview

Accessibility supports apply to all examinees. Although we design the standardized testing experience to be the same for all examinees, ACT does provide accommodations for examinees with diagnosed, documented disabilities and English learner (EL) supports for examinees not proficient in English, to provide equitable access during the test without compromising the validity of test results. Accessibility supports emphasize an individualized approach to implementing assessment practices for examinees with diverse needs who participate in large-scale standardized testing. ACT provides a list of allowable accessibility supports and accommodations.

Use of any accessibility support that is not properly administered and/or not specified by ACT violates what the test is designed to measure and results in a score that is invalid and non-comparable for the stated purposes of the assessment. Resulting scores are not ACT WorkKeys NCRC eligible.

Determinations related to who may test with available accessibility supports on WorkKeys are made by the local educational agency. Authorization for use of accommodations and EL supports should be based on the examinee's formal education plan (e.g., IEP, 504 plan, etc.) or documented need.

Information related to available accessibility supports and testing examinees with allowable supports is found in the *ACT WorkKeys Accessibility Supports Guide (ASG)* (<https://www.act.org/content/dam/act/unsecured/documents/WorkKeysAccessibilitySupportsGuide.pdf>).

Examinee Affidavit and Accommodations Log (for adult learners only)

For all examinees requiring accommodations or supports, you should complete the Examinee Affidavit and Accommodations Log found on the ACT-hosted webpage, prior to the administration.

The affidavit is used when examinees don't have a formal educational plan. It indicates the need for accommodations and includes when they have used them previously.

For each assessment administered with accommodations, complete the log providing the type of accommodations supports administered. Both the site administrator and examinee complete the form. This form doesn't need to be returned to ACT, but keep a copy for your records for one year then securely destroy.

Administration Details

Timing Guidelines

All examinees in the room must have the same authorized timing. Examinees testing with accommodations may not test in a standard time room. If they do, tests from that room will not be scored or scores will be canceled.

IMPORTANT: When testing with accessibility supports, examinees may use less time than allowed with their authorized timing. Do not move to the next test until the standard time has expired and all examinees in the room have completed that test section, or the allotted time has expired.

Timing Chart

ACT WorkKeys Timing for Tests in English

Timing (English)	Time Allowed —Workplace Documents	Time Allowed— Applied Math	Time Allowed —Graphic Literacy
Standard time, multiple days; or standard time, breaks as needed, single day	55 minutes	55 minutes	55 minutes
One and one-half time, single day or multiple days	83 minutes	83 minutes	83 minutes
Double time, single day or multiple days	110 minutes	110 minutes	110 minutes
Triple time, single day or multiple days	165 minutes	165 minutes	165 minutes

Note: There is a 90-minute time limit inclusive of all breaks (including as-needed breaks and scheduled breaks between sections for all examinees). No single break can exceed 59 minutes and cumulative breaks during a single test section cannot exceed 59 minutes. A test session that is inactive for 60 minutes will expire, per the TAO test security policy.

ACT WorkKeys Timing for Tests in Spanish

Timing (Spanish)	Time Allowed —Workplace Documents	Time Allowed— Applied Math	Time Allowed —Graphic Literacy
Standard time, multiple days; or standard time, breaks as needed, single day	70 minutes	70 minutes	70 minutes
One and one-half time, single day or multiple days	105 minutes	105 minutes	105 minutes
Double time, single day or multiple days	140 minutes	140 minutes	140 minutes
Triple time, single day or multiple days	210 minutes	210 minutes	210 minutes

Note: There is a 90-minute time limit inclusive of all breaks (including as-needed breaks and scheduled breaks between sections for all examinees). No single break can exceed 59 minutes and cumulative breaks during a single test section cannot exceed 59 minutes. A test session that is inactive for 60 minutes will expire, per the TAO test security policy.

Testing with Sign Language Interpreters, Readers, or Scribes

Examinees may be authorized to test with a sign language interpreter, reader, or scribe. These roles play an important part in an examinee's access to the test. Specific information on administering WorkKeys with one of these roles can be found in the *ACT WorkKeys*

Accessibility Supports Guide. (<https://www.act.org/content/dam/act/unsecured/documents/WorkKeysAccessibilitySupportsGuide.pdf>). The agreements can be found on your ACT-hosted webpage.

Testing with Text-to-Speech

Examinees may be authorized for an auditory presentation of the tests in the form of Text-to-Speech. Specific information on administering WorkKeys with this format can be found in the **ACT WorkKeys Accessibility Supports Guide**.

Examinee Affidavit of Qualification for Requested Allowable Accommodations

For examinees requiring accommodations and/or supports, the ACT WorkKeys NCRC Assessment Examinee Affidavit of Qualification for Requestable Allowable Accommodations (found in the back of this manual) should be completed by the test coordinator and examinee. This form should be kept as part of your records for one year and then should be securely destroyed.

Note: If your program is part of ACT State testing for grades 9-12, this form does not need to be completed.

TEST FACILITIES

Facility Requirements

Introduction

The test coordinator must select the test site and reserve rooms for the test administration. Test sites and rooms must meet several requirements that help ensure a fair and secure test environment.

Principles of Accessibility

Under the Americans with Disabilities Act (ADA), tests must be offered in locations accessible to individuals with disabilities, or in rare cases, in accessible alternative locations.

Video Monitoring Systems

ACT does not allow closed-circuit television (CCTV) in the test site. Please disable or cover CCTV cameras in the testing room. If your test site must use CCTV cameras in the testing room, and they cannot be removed, you must take steps to ensure the cameras are not positioned to capture test content during testing. The test site's use of video monitoring and storage of recordings must fully comply with the laws of your jurisdiction, and you agree that the recording is not done at ACT's request. As a reminder, no other cameras—for example, from the school or external media—are ever to be allowed in the testing room.

Selecting Facilities

Select facilities that:

- Allow testing staff to control access to the testing areas
- Have a phone that staff can use on test day

You may also want to have:

- A room to use as test day headquarters for staff and materials
- Security personnel

Selecting Test Rooms for Accessibility Supports

- Examinees with different timing must test in separate rooms.
- Examinees with authorized accommodations and/or English learner supports must not test in a general standard time room.
- Examinees with authorized designated supports and no accommodations may test in a general standard time room, only if it does not disrupt testing for other examinees.
- Examinees authorized to test with a human reader or breaks as needed must test one-to-one.
- Examinees using pre-recorded audio or text-to-speech may test as a group if they use headphones, can control the progress of their own devices, and begin each test at the same time.

- ACT encourages group administrations for examinees authorized for the same accommodations and/or supports.
- ACT prefers classrooms and recommends no more than 20 examinees in one room.
- ACT recommends reserving the same room for each day you will be testing and scheduling consecutive days for examinees authorized to test over multiple days (although you may skip days as necessary).

Selecting Test Rooms

Select test rooms that:

- Can be reserved to allow time for the entire test session, plus any potential delays
- Can be rearranged, if needed, to meet seating requirements
- Are quiet and free from potential distractions
- Have good lighting, temperature, and ventilation
- Have an accurate wall clock or other timepiece (cell phones may not be used as a timepiece)
- Provide convenient and adequate access to restrooms
- Have access to a printer
- Have their own supervisor computer for administrative monitoring

Note: Observing examinees testing in multiple rooms from a central location (such as a hallway, through glass walls, or security cameras) is prohibited. Avoid rooms with multiple levels or graduated seating unless you have no alternative. Such rooms make test security more difficult.

Room Type, Size, and Setup

Select rooms that are not so small as to be crowded or so large that test security will be difficult to maintain. The maximum testing capacity of a room is determined by the number of properly spaced seats it can accommodate.

ACT recommends:

- Using single-level classrooms
- Avoiding multiple-level seating (it makes it easier to see another examinee's test)
- Seating 15 to 30 examinees in a room for standard time administrations
- Seating no more than 100 examinees in one room

To ensure a fair and secure testing environment:

- Cover or remove material that may give examinees an unfair advantage, such as charts, strategy maps, or other aids relevant to test taking, problem solving, or test topics. (Geographic maps and the periodic table do not need to be covered.)
- Ensure that examinees will be able to hear the room supervisor without difficulty; if necessary, arrange for a microphone.
- Arrange the room so that:
 - ~ The room supervisor will be facing the examinees during testing.
 - ~ Testing staff can freely circulate the room and have a clear view of all examinees and materials.
 - ~ Seating minimizes the possibility of prohibited behavior.

Ensuring Quiet Test Sessions

Take the following actions to help ensure quiet test sessions.

- Ask the building's administration to turn off audible signals that normally sound at the beginning and end of classes or shifts.

- Ensure that announcements are not made on the public address system during test sessions.
- Post signs outside the test rooms to warn others that testing is in progress and that quiet is required.

Seating Arrangements—Online Testing

Seating arrangements must minimize any possibility of prohibited behavior. For online testing, it is critical that examinees cannot see each other's screens. The following table contains additional requirements.

If the room has...	Then workstations...
No carrels, dividers, or partitions between workstations	<ul style="list-style-type: none"> • Must face the same direction (except when using a U-shaped configuration) • Must be spaced so examinees are at least three feet apart (side-to-side measured shoulder-to-shoulder) and at least five feet apart (front-to-back measured head-to-head) • Must be set up so that examinees in one row cannot see the screens of other examinees' computers in front of or to the side of them
Carrels, dividers, or partitions between workstations	<ul style="list-style-type: none"> • Do not need to face the same direction • May face the wall or each other if there is adequate privacy between examinees
U-shaped seating configuration	<ul style="list-style-type: none"> • Must face outward from the center of the U-shaped configuration • Must be spaced at least three feet apart

Work Surfaces

Work surfaces must be smooth, hard surfaces large enough for examinees to work comfortably with the items needed for testing. Temporary surfaces that rest on the chair arms or the back of the row in front must be approved in advance by ACT. Lapboards are not allowed.

Note: For left-handed examinees, use standard left-handed desks or work surfaces that are large enough for these examinees to work comfortably. If you have only right-handed desks available, place two desks together at the far end of a row so left-handed examinees can use both surfaces.

Off-Site Testing

If you cannot meet the facility requirements at your site, you must find an alternative location (community college, church, banquet hall, etc.).

Consider off-site testing if:

- Audible signals and announcements cannot be turned off during test sessions
- You do not have a quiet area to test away from other activities
- You have an examinee who cannot test at the site

You do not need to be approved to test at an off-site location.

Note:

- If you will not be the test coordinator at the off-site location, assign a substitute test coordinator from your site to the off-site location. You are responsible for training the designated substitute test coordinator. The substitute test coordinator will not receive communications from ACT, but is expected to be responsible for the tasks outlined in this manual.
- Even if a proctor is not required for the number of examinees testing, ensure at least two staff members from your site are assigned to the off-site location to allow the room supervisor the ability to take a break if needed.

Seating Arrangement Examples—Online Testing

Online Testing Seating Arrangement Examples

Acceptable

Without Dividers, Carrels, or Partitions

With Dividers, Carrels, or Partitions

U-Shaped Seating

Table Spacing

6-Foot Tables

8-Foot Tables

Tables more than 9 feet

Tables under 6 feet

Round tables any size

Unacceptable

Examinees Facing Each Other Without Dividers, Carrels, or Partitions

Examinees Too Close Together/Inadequate Aisle Space

Desk Surface Too Small

TEST STAFF

Staff Requirements

Selecting Testing Staff

The test coordinator is responsible for selecting testing staff.

Who May Act as Testing Staff

The test coordinator is responsible for identifying people of integrity when selecting their testing staff. Room supervisors, the technical coordinator, and proctors may be current or retired faculty members, human resources staff, trainers, school administrative or clerical employees, substitute teachers, student teachers, or paraprofessionals.

All testing staff are required to administer and supervise the test in a nondiscriminatory manner and in accordance with all applicable laws.

Who May Not Act as Testing Staff

- High school students and lower-division undergraduates
- Anyone who intends to take the same tests within the next 12 months
- Anyone involved in test preparation activities for the same tests at any time during the previous 90 days, due to potential conflict of interest.

*Note: ACT recognizes that the normal duties of a counselor or teacher may involve some responsibilities for test preparation. These activities are **not a conflict of interest**, provided they are part of job responsibilities specifically defined by one's employer and the employer is not a third-party enterprise. If test prep is the primary function for any individual, then someone else must deliver the test.*

Relatives

To protect you and your relatives or wards from allegations of impropriety, if you have any relative or ward who will be testing at your test site:

Note: For state testing contracts, this applies to anywhere in the United States during the same testing window for which you are a test coordinator.

- You must not serve as test coordinator or substitute test coordinator. You must delegate all supervisory responsibilities—including the receipt and return of test materials—to a qualified colleague.
- You may serve as a room supervisor or proctor for a test administration, but you must not have access to the secure test materials before or after these testing sessions, and any relative or ward must not be testing in a room in which you are working. If you do serve as a room supervisor, you must not have access to any of the relative or ward's test materials at any time.

Relatives and wards include children, stepchildren, siblings, spouses, parents, and persons under your guardianship or anyone who resides in your household. Scores for an examinee will be canceled if any of these policies are violated.

Note: If your state testing program ships materials to the district office, the district test coordinator must comply with the Relatives policy. If your state has a stricter Relatives policy, you should abide by that policy.

Attentiveness

Staff must remain attentive to their testing responsibilities throughout the administration. Reading (except the manuals or supplements), grading papers, using a computer, cell phone, recording or media device, talking casually with other staff, or engaging in any activity in the test room not directly related to the administration is not allowed.

User Accounts

The test coordinator must create user accounts for test staff (excluding proctors not serving as room supervisors) in Validus VTC before test day. Staff must not share user accounts.

Staff Roles and Responsibilities

Test Coordinator Role

The test coordinator may serve at only one location and must be on file at ACT. The test coordinator has overall responsibility for coordinating test operations, including setting up test rooms. The test coordinator provides the continuity and administrative uniformity necessary to ensure that examinees are tested under standardized and secure conditions.

Number required: One per test site

Test Coordinator Responsibilities

Prepare facilities:

- Select and reserve test rooms
- Prepare test rooms for test day according to ACT guidelines

Assign and train staff:

- Complete all training
- Identify a sufficient number of qualified personnel to serve as room supervisors and proctors
- Conduct a local training session for all testing staff before the test dates, including review of the administration materials
- Create user accounts, as needed, in Validus VTC

Coordinate testing activities:

- Arrange for examinees to complete non-test information
- Plan seating arrangements for each room
- Create a roster of examinees scheduled to test in each room before test day
- Organize test materials for room supervisors
- Notify examinees of the test date(s), location, and materials needed
- Verify all technical requirements
- Complete the workstation validation test
- Complete a demo test session in the practice realm (information in the training realm is different than the site realm and will not transfer over)
- Prepare computers for test day
- Monitor test sessions
- Ensure all examinees submit their tests
- Print a score report after examinees finish tests (optional)
- Authorize and arrange for any needed accessibility supports

Maintain security:

- Read and comply with all policies and procedures in the materials provided by ACT
- Ensure tests are administered in strict compliance with all policies and procedures documented in these materials
- Ensure all testing staff remain attentive to testing responsibilities throughout the entire administration
- Provide a timely response to requests from ACT when additional information is needed

Ensure complete documentation:

- Ensure room supervisors complete all required documentation during the administration
- Oversee the documentation of all irregularities and consult directly with ACT regarding actions to be taken

Substitute Test Coordinator Role

If the test coordinator becomes ill or is otherwise unable to be present on test day, the substitute serves as the test coordinator.

Number required: One per test site

Substitute Test Coordinator Responsibilities

The substitute test coordinator is responsible for all of the same activities as the test coordinator. If the test coordinator is not present, the substitute carries out all needed activities. If the test coordinator is present, the substitute may assist the test coordinator, as needed.

Room Supervisor Role

Each room must have a room supervisor responsible for all testing activities in that room. Each room supervisor must be present for the entire test session. The test coordinator may assume the role of room supervisor if only one room is used.

Number required: One per test room

Room Supervisor Responsibilities

Before test day:

- Assist the test coordinator, as needed
- Attend the training and briefing sessions conducted by the test coordinator

Check-in activities on test day:

- Individually identify and admit examinees to rooms; verify ID and mark the roster
- Direct examinees to seats once admitted

Administer the test:

- Prepare the room for testing (includes testing computers)
- Take responsibility for a test room and provide an environment conducive to testing

Maintain security:

- Monitor for prohibited behavior during testing and breaks

Ensure complete documentation:

- Complete all information on the appropriate administration forms

Proctor Role

As test rooms increase in size, proctors are required to assist the room supervisors.

Note: The proctor role, regarding the specific responsibility of providing assistance to room supervisors, differs from the proctor role assigned within the Validus VTC.

Number required: The following table describes the minimum number of required proctors. If your state has a stricter proctor policy, you should abide by that policy.

Number of Proctors Needed for Standard Time Online Administrations

Number of Standard Time Examinees	Proctors Needed
1–30	0
31–60	1
61–100	2
101–150	3
151–200	4

Number of Proctors Needed for Extended Time Online Administrations

Number of Accommodations/ Supports Examinees	Proctors Needed
1–20	0
21–40	1
41–60	2
61 or more	1 additional proctor for every additional 20 examinees

Proctor Responsibilities

Before test day:

- Assist the test coordinator as needed
- Attend the training and briefing sessions conducted by the test coordinator

Check-in activities on test day:

- Help room supervisors individually identify and admit examinees
- Direct examinees to their seats

Administer the test:

- Prepare the room for testing
- Monitor testing progress

Maintain security:

- Monitor for prohibited behavior during testing and breaks
- Report any irregularities to the room supervisor immediately
- Accompany examinees to the restroom if more than one leaves during the timed portion of the test

Technical Coordinator Role

There is no official technical coordinator role to be assigned in Validus VTC. However, test coordinators should engage with the site technical coordinator to ensure that test devices meet technical requirements and technical issues that may arise can be resolved.

Staff Training

Purpose of Training Staff

All testing staff must understand all ACT policies and procedures and their responsibility for implementing them. It is critical that all test sites follow the same procedures for a fair and standardized testing experience. Properly training staff also helps reduce the risk of a misadministration.

Staff Training Requirements

The test coordinator is responsible for providing manuals, supplements, and training to all test site staff before test day.

Manuals

ACT provides manuals to communicate its policies, procedures, and expectations. They are proprietary information and copyrighted by ACT. Manuals should be used by staff to prepare for and administer the tests and must not be copied or shared for any other purposes. Test coordinators should provide each testing staff member a complete administration manual before the training session. It is especially important for room supervisors to read and understand the policies, procedures, and directions.

Supplements

Supplements or notices may be sent to test coordinators before the test day via email. These supplements contain the most up-to-date information on policies and procedures. They should be distributed to all staff and are intended to augment the policies and procedures contained in the administration manuals.

Training Session

Test coordinators hold a training session before test day to prepare staff (both new and experienced) for test day activities. The session should be used to discuss policy, address procedural and logistical issues, and ensure everyone has a common understanding of what is to take place on test day. An outline of topics is provided to guide the discussion. An additional training session should be held with staff serving in the role of a sign language interpreter, reader, or scribe to cover administrative procedures for these roles.

Note: This training session is separate from the briefing session conducted on test day.

Training Session Outline

The test coordinator is expected to discuss the following topics with staff during the training session. All training sessions must occur before test day.

Testing Systems

- Explain how to navigate and perform the tasks that staff must complete in TAO
- Provide an overview of TAO and ensure staff are comfortable assisting examinees on test day as needed

Facilities Requirements and Setup:

- Demonstrate proper seating arrangements and test room preparation, including:
 - ~ Ease of staff observation and movement
 - ~ Seating left-handed examinees
 - ~ Any items in the room that need to be covered/removed for testing

Non-Test Activities:

- Discuss the sections that must be completed and the importance these sections play in score reporting

Test Administration:

- Discuss when and where staff members are to report on test day
- Explain how to use the Roster
- Review acceptable forms of identification
- Explain the process for seating examinees and the rules to follow when choosing where to seat an examinee
- Discuss start times and when to stop admitting examinees to the test room
- Discuss the policy for watches, cell phones and other electronic devices for both examinees and staff
- Explain how to use the manual on test day, stressing the importance of following instructions exactly and reading verbal instructions verbatim
- Discuss timing procedures and administering breaks for all types of administrations
- Discuss monitoring the test room and expected staff behavior, including:
 - ~ Handling prohibited behavior
 - ~ Handling testing irregularities
 - ~ Checking calculators
 - ~ Checking authorized bilingual dictionaries
- Review how to fill out the Test Administration Forms (found in the back of this manual) and submit Irregularity Reports
- Explain procedures for administering with accessibility supports (e.g. scribe, food/drink/ medication, breaks as needed, etc.), if relevant.

Training Resources

Training resources are available on the ACT-hosted webpage and via email communications from ACT.

Validus User Guide

The **Validus User Guide** is located on your ACT-hosted webpage and contains instructions to:

- Manage accounts.
- Look up a password.
- Add examinees.
- Administer the test to a single examinee, including generating an instant score report and adding extended time to a registration.
- Launch an interrupted test.

Test Day Briefing Session

A staff briefing session is required each test day morning, even with experienced staff. During this session, ensure all staff are present and make necessary adjustments to staff assignments. Ensure all staff understand their responsibilities and answer questions with the group so everyone has the same information.

In particular, discuss the following:

- Information in any ACT notice
- Cell phone and prohibited devices policy and procedures
- Calculator policy and procedures
- Test site specific information
- How staff are to communicate with the test coordinator during testing
- Arrangements for left-handed examinees
- Arrangements for examinees authorized to test with accommodations and supports
- Monitoring test session using the TAO platform
- How to handle breaks
- What to do with examinees dismissed for prohibited behavior

TEST MATERIALS

Materials Overview

Materials Provided by Your Site

Your site is responsible for providing the following in each test room:

- Reliable timepieces: watch, stopwatch, interval timer, or accurate wall clock
- Signs, cards, or other materials used in admissions procedures
- Permitted calculators (if your site chooses to provide them to examinees)
- Computers with high-speed internet access
- **Translated Test Directions** Print out the language(s) you need for test day.
- TAO has a scratch pad feature built into the testing platform. However, if your site wishes to distribute scratch paper, you may do so. It will need to be securely destroyed immediately after testing.

Note: No physical materials are provided by ACT.

Materials Provided by Examinees

Examinees are asked to bring No. 2 pencils with good erasers and a permitted calculator (if desired). For online testing, examinees can use the available system calculator (if preferred). Students should check the current calculator policy at act.org/calculator-policy.html.

If any of the following are authorized for accommodations, examinees are expected to supply their own:

- Abacus
- Screen reader
- Augmentative or alternative communication device (AAC)
- Headphones (if site cannot provide)
- **ACT-authorized word-to-word bilingual dictionary**
- Snacks, drinks, and medication

Security of Materials

Login Security

Access to test information must be limited to only those activities necessary to prepare for test day or the test administration itself. Access prior to test day is restricted to the test coordinator and substitute test coordinator for the following items:

- Test administration URLs
- User IDs
- Passwords

IMPORTANT: Do not share login credentials or testing URLs.

Note: Staff login credentials are unique. If a new set of credentials is needed, contact ACT. Change your passwords monthly.

TAO Security

The TAO test delivery secure browser solution sets the following limits and restrictions on testing computers:

- Requires the test to be taken in full screen mode, resulting in the following limitations:
 - ~ Taskbar and desktop are not visible
 - ~ Browser control buttons are not visible (e.g., Back, Next)
 - ~ Menu and program icons are not visible
 - ~ Windows can not be resized
- Disables the right-click menu
- Disables the Copy and Paste functions
- Pauses the test session when an examinee "loses focus" (e.g., tries to open another tab, window, application, or return to the desktop), requiring the examinee to relaunch their test title and the proctor to reauthorize the test
- Records prohibited keystrokes in a detailed session history, which assists with reporting irregularities
- Limits test administration to a single instance at a time
- Restricts examinee computers to TAO-supported internet browsers (i.e., Chrome, Firefox)

Copyrighted Test Materials

Tests are copyrighted and cannot be reproduced nor used for any purpose other than testing. They may not be opened or accessed by any person other than the examinee on test day. Testing staff and examinees are prohibited from disclosing test content to anyone.

Scores earned by examinees who may have had advance access to test content will be canceled, and scores will not be reported.

Security Breach

A security breach constitutes any of the following:

- The materials appear to have been tampered with in any way.
- You have reason to believe someone had unauthorized access to the materials.

Report a security breach to ACT immediately. If it occurs during testing, do not allow examinees to leave the building before calling ACT for instructions.

Handling Materials on Test Day

Security during the Administration

Guarantee the security of test materials throughout the administration.

- Never leave a test room unattended, even momentarily, if examinees or materials are present.
- Ensure that each test room has sufficient staff for the number of examinees present.
- Actively monitor examinees throughout the administration.
- Pay close attention for cell phone and electronic device use.

TEST ADMINISTRATION

Assigning Examinees to a Test Session

Determine Test Session Assignments

All examinees in the same test room must test as a group, under the same test conditions. Examinees must receive the same verbal instructions, work on the same tests, and take breaks at the same time. Assign examinees to groups accordingly. Tests will not be scored, or scores will be canceled, if this policy is violated.

For example, the following groups of examinees may not test together in the same room:

- Examinees testing under standard time and examinees testing with any accommodations and/or supports
- Examinees testing with different accommodations
- Examinees who must test individually (including breaks as needed) and examinees who are not required to test individually
- Examinees using the online testing format and examinees using the paper testing format

Export Examinee Account Information

Take the following steps to create and save a report of examinee account information. The report will include a list of User IDs and passwords, and may be helpful if you have a large volume of examinees testing and you are responsible for providing their account information. The Export Examinees Report contains all examinee information except for scores. Alternatively, if you are testing a single examinee, you may look up their User ID and password.

Validus role required: Report Manager

Tools required: A program or tool that can unzip .zip archive files (if not included in your computer's operating system)

1. Log into Validus VTC.
2. Select **Reports** from the left-side navigation menu.
3. On the right side of the screen, select the **New Report** button.
A list of previously generated reports may be displayed on this screen.
4. Select the **Export Examinees** text link.
5. In the **Export Type** field, select the report you wish to create:
 - **All:** Returns information about all user accounts in the system
 - **All Registered:** Returns information about user accounts that have registered for tests
 - **By Administration and Assessment:** Returns information about user accounts that have registrations for particular assessments.
6. Select **Submit**.

7. Complete the three blank fields:

- a. **Report Name**
- b. **From Date**
- c. **To Date**

*Note: The **Report Name** is a name you create. It cannot include spaces or special characters.*

8. Select **Submit**.

You are redirected back to the Reports screen. Your selected report is now part of the list and shows a status of "In Process."

9. Refresh your browser until the status reads "Processed."

10. Select the radio button next to your report name, then select the **Download File** button from the gray taskbar.

11. Save the file to your computer when prompted, then open the file from its saved location.

12. Unzip the file.

You are prompted for a password.

13. Enter your password for Validus VTC.

14. Copy the "Current Key" that appears.

Note: The Current Key changes monthly.

15. Paste the Current Key into the **Enter Password** field of the pop-up box and select **Ok**.

16. Continue to unzip and open the Examinee Export Report spreadsheet.

17. Save the file as a Microsoft Excel file.

The resulting file, which could be used in a mail merge, contains students' names, their dates of birth (for identification purposes, if needed), User IDs, and passwords.

Setting up for Test Day

Connect to TAO

Follow these steps to use your proctor credentials to log in to the Validus Virtual Test Center (VTC) system and use the Connect to TAO interface for proctoring activities.

Connecting to TAO serves two primary functions:

- On examinee computers, prior to test sessions, to validate that the computer meets minimum technical requirements and that it can properly access and deliver an ACT WorkKeys online test
- On the proctor computer for authorizing examinee tests and for monitoring and managing test sessions in real time with the TAO Proctor dashboard page

IMPORTANT: The examinee's computer must use Chrome or Firefox. Internet Explorer (IE) cannot be used to deliver an ACT WorkKeys online test using the TAO test delivery system.

1. Enter the url for your testing realm.
The url is included in the "realm" email you received from ACT and will resemble the following example: <https://vtc.act.org/123456789>.
You are prompted to log in using your **User ID** and **Password**.
If your log in window includes a **Realm** field with a drop-down menu, you have used an incorrect testing realm url. Check your url and try again.
2. Enter your proctor **User ID** and **Password** and select **Login**.
Your realm home page will load.
3. Select **Connect to TAO** from the left-side navigation menu.
The following Connect to TAO options will appear: **TAO System Check**, **Validation Test**, and **Proctor**.

Perform TAO System Check

Use TAO System Check prior to the start of testing to verify that an examinee's computer meets the minimum system requirements.

1. Select the **TAO System Check** button.
2. Select the **Launch readiness** check button.
The Diagnostic Tool page appears.
3. Select the **Begin diagnostics** button.
A set of diagnostics will run, in sequence, to check the computer's operating system, web browser, and network/internet performance. Diagnostic results are reported. Select the **Show Details** button to see specific results.
Refer to **Technical Requirements and Troubleshooting - ACT WorkKeys Online Technical Specifications** for more information and to remedy any reported issues.
4. Select the **List of readiness checks** button to return to the prior screen.
The system check for the computer appears in a list of all checks for the site.
5. Select the **Exit** button to return to the Connect to TAO home page.

Perform Validation Test

Use Validation Test prior to the start of testing to verify that an examinee's computer can properly access and deliver an ACT WorkKeys online test.

1. Select the **Validation Test** button.
The ACT WorkKeys Validation Test screen appears.
If a screen appears indicating that the assessment could not launch due to a technical problem, select the **Return** button and run the **TAO System Check**.
2. Select the **Logout** button, then close (select **X**) the TAO browser tab to end the validation test and return to the Connect to TAO home page.

Launch Validus RSP on Examinees' Computers

1. Open an approved browser.
2. Enter the Validus RSP url assigned to your organization.
User ID and Password fields are displayed on screen for the examinee.

Admitting Examinees

Check-In Location

Examinees must be identified and checked in to the test room, individually, even if they previously were admitted at a central checkpoint. The marked roster must reflect the examinees present in the test room, not simply those who were assigned to the room.

Make the Electronic Devices Announcement

If possible, make the following announcement to examinees before admitting them to the test room:

Attention. Please listen carefully.

You may have a watch, timer, or stopwatch to pace yourself, however:

Cell phones, smart watches, fitness bands, and any other devices with recording, Wi-Fi, internet, or communication capabilities are prohibited.

All such devices must be powered off and placed out of sight. You may not handle or access your devices until you leave the test site.

If you have a cell phone or other prohibited electronic device, power it off now and store it away in a backpack, purse, pocket, or other area where it will remain out of sight.

Acceptable Identification

An examinee must have an acceptable form of identification to be admitted for testing.

Keep in mind:

- Identification issued or verified by a relative is not allowed.
- All identification must be original; photocopies or reproductions are not allowed.
- Stamped, computer generated, or reproduced signatures are not allowed.

IMPORTANT: School ID must be in hard plastic card format only. Paper or electronic formats are not acceptable.

Acceptable Forms of Identification and Identification Criteria by Roster

Roster Notation	Type of ID	Criteria for Acceptance
P	Current Official Photo ID or Recent Published Individual Photo	<p>Current Official Photo ID</p> <p>Must include all of the following:</p> <ul style="list-style-type: none"> • Current (valid) • Issued by a city/state/federal government agency, employer, or school • Examinee’s first and last names • Photo is clearly recognizable as the examinee <p>Signature not required.</p> <p>Examples: driver’s license, passport, school ID, state ID.</p>
		<p>Recent Published Individual Photos</p> <p>Must include all of the following:</p> <ul style="list-style-type: none"> • Original, not a photocopy or reproduction • Published within the last two years • An individual (not a group) photo, clearly recognizable as the examinee • The examinee’s first and last names in the caption. <p>Signature not required.</p> <p>Examples: newspaper, school yearbook</p>
F	Notarized Statement with Photo	<p>Must include all of the following:</p> <ul style="list-style-type: none"> • Sworn statement by a notary public, who must not be a relative, identifying the examinee by name • Recent, recognizable, individual (not group), photo of the examinee attached to the statement • Signed by the examinee, in ink, in the presence of the notary. It is to be collected and return to ACT with the roster.
R Plus Staff Initials	Staff Recognition	<ul style="list-style-type: none"> • Examinees without acceptable ID may be admitted only if they are personally recognized, face-to-face, by a staff member (staff member cannot be a relative) • That staff member’s initials must be printed legibly beside the examinee’s name on the roster (without staff initials, personal recognition is invalid) • If all examinees in a room were recognized by the same staff member, state that on the roster, indicating the name of the staff member along with his or her initials (e.g., “all examinees in this room were recognized by _____”)

Unacceptable Identification

- Birth certificate
- ChildFind ID card
- Credit, charge, bank, or check cashing cards, even with a photo
- Diploma
- Family portrait or graduation picture, even if the name is imprinted on the photo
- Fishing or hunting license
- Nonphoto ID issued by an employer
- Any electronic ID (e.g., LA Wallet)
- Learner’s driving permit, temporary or replacement driver’s license, if it does not include a photograph

- Organization membership card
- Passport or other photo so old that the person presenting it cannot be identified
- Personal recognition by anyone not employed by your school or test site, or not a member of testing staff
- Photo ID of parents
- Photo with examinee’s name embossed or printed on it by a photographer
- Photocopies or reproductions
- Photos issued by a business for promotional purposes (e.g., amusement parks)
- Police report of a stolen wallet or purse
- Printed, stamped, or photocopied signatures
- Report card
- Social Security card
- Telephone calls to identify the examinee
- Traffic ticket, even with a physical description and signature
- Transcript, even with photo
- Web page with photo

Roster

It is required that an “ACT WorkKeys Roster” be created for each test room prior to the test day. The roster can be found in the *Forms* section of this manual. Write the name of each examinee scheduled to test on the roster.

If your site provides a readable list of all examinees scheduled to test, by test room, you may use it in lieu of the roster as long as attendance and the type of ID accepted are marked on that list on test day.

Admit Examinees to the Test Room

Control who enters and leaves the test room at all times. Do not allow examinees to enter the test room until the room is properly prepared and the room supervisor is ready to admit examinees.

1. Admit examinees by checking them in, one-by-one, at the door of the test room.
2. Verify that the identification is acceptable per ACT requirements.

If the ID is ...	Then ...
<p>Not presented, not acceptable, and/or examinee cannot be recognized by staff</p>	<ol style="list-style-type: none"> Do not admit the examinee. Write “denied” on the roster beside the examinee’s name, using the following notation: D = Denied Complete an Irregularity Report. Determine if the examinee is eligible to retest.
<p>Acceptable or examinee can be recognized by staff</p>	<ol style="list-style-type: none"> Compare the photo on the ID to the examinee. Mark on the roster the type of ID accepted using the following notations as a guide: P = Photo ID F = ID Form (notarized) R plus staff initials = Personal Recognition by Staff — = Absent Direct the examinee to a seat in the test room and instruct the examinee to wait patiently until testing begins.

Denying Admission

If an examinee arrived too late to be admitted, deny admission, and write “denied” beside the examinee’s name on the roster.

Late Arrivals and Examinees without Identification

If an examinee can present acceptable ID or be personally recognized before the test is authorized, admit the examinee and submit an Irregularity Report.

IMPORTANT: Absolutely no one may be admitted to the test room after the test is authorized. If this policy is violated, scores for the examinees admitted late will be canceled.

Direct Examinees to Their Seats

After an examinee has been identified and the roster marked, direct the examinee to a specific, assigned seat using the following guidelines. **Never allow examinees to choose their own seats.**

- Examinees can be seated alphabetically.
- Separate friends and relatives or examinees that arrive together.
- You can direct the first examinee to the left side of the room, the second examinee to the middle, the third examinee to the right side, and so on.
- If you are using tables large enough for more than one examinee, direct the first examinee to the first table, the second to the second table, and so on. After one examinee has been seated at each table, seat a second examinee at each table.

Seat Left-Handed Examinees

Determine who will need a left-handed work surface if you are not using tables.

- a. Ask examinees as they are admitted to the test room if they require left-handed desks, or
- b. Write a statement on the board telling left-handed examinees to report to testing staff for their seating assignments.

Sequence and Timing of the Tests

Sequence of the Tests

The tests may be administered in any order. Note that the verbal instructions are presented in order of Workplace Documents, Applied Math, and Graphic Literacy. All examinees in the room must have the same authorized timing and must work on the same test at the same time. This policy applies to examinees testing under standard and accommodated time. If examinees in the same testing room complete different tests, scores will be canceled.

Start Time

Test room starting times are left to the discretion of the testing staff. In some situations, the site may want all examinees to begin testing at the same time. However, it is permissible for examinees to begin testing as soon as they are seated at the computer workstation, regardless if other examinees have been seated.

Time Allowed for Each Test

Each test has a set time allowance based on the timing authorized by the test coordinator. The times specified in the verbal instructions for each test must be followed exactly as stated.

The standard time for the Workplace Documents, Applied Math, Graphic Literacy, and Applied Technology assessments given in English is 55 minutes. Each standard time WorkKeys assessment given in Spanish is 70 minutes.

Timing the Tests

Timing or reading the verbal instructions is not to be controlled from a central location for multiple rooms (for example, using bells, a PA system, or loudspeaker). Each room supervisor must be able to react to any problems or questions that occur in a particular room.

For standard time administrations, the full time for each test must be given, regardless of the number of examinees in the room.

An additional 20-30 minutes is required for:

- Registering examinees
- Assigning an examinee to a group (optional)
- Providing access for the examinee to log into the test system
- Allowing the examinee to become familiar with the testing process via the tutorial
- Printing a score report after the examinee has completed testing (optional)

The timer for each test will begin after the tutorial and practice test are completed and the directions have been read.

Breaks

If you are administering several sessions, back-to-back, in a continuous schedule, you should provide breaks between sessions. Allow for a 15-minute break after every two sessions or tests. If you are only administering two tests, you can allow for a break between the two.

The time used to authorize the next test can be used as a break if examinees simply stand and stretch in place. However, if examinees are moving around the room or going outside of the room for a break, they must log out before leaving their seats for security reasons.

Administering the Tests

Allowed and Prohibited Items in the Test Room

Cell Phones and Electronic Devices

Examinees may not use cell phones, smart watches, fitness bands, media players, or any other electronic devices at any time (including during the break). All devices must be powered off and stored out of sight.

If an examinee accesses a device at any time, or if a device activates after being stored away, the examinee must be dismissed. Staff should:

- Be vigilant in monitoring for prohibited behavior during testing and during the break.
- Strongly enforce the dismissal of any examinee who engages in prohibited behavior.
- Prominently display the prohibited device posters at central locations.

Note: Do not collect cell phones or other electronic devices from examinees; examinees should retain responsibility for them. Exception: Cell phones or other smart devices used to monitor medical conditions must be authorized in advance. Such use requires an individual administration in which the test proctor supervises use of the otherwise prohibited device to ensure it is only used for its medical purpose.

Staff should not use cell phones or electronic devices, outside of the device used to manage TAO, while in the test room. If staff members have cell phones in the room, they should be turned off or silent.

Calculators

The ACT calculator policy is designed to ensure fairness for all examinees, avoid disturbances in the test room, and protect the security of the test materials.

- A permitted calculator may be used only on Applied Math.
 - ~ The TAO system has a built-in calculator for the Applied Math section.
- All problems on this test can be solved without a calculator.
- The calculator must be turned off and put away during all other tests.
- Hand-held calculators may not be connected in any way to a computer or device being used for testing.
- A current *Calculator Policy* is available online at act.org/calculator-policy.html.
 - ~ Each room supervisor must have access to this policy.
 - ~ It may be read to examinees as a general announcement before testing begins.

Examinee responsibilities:

- Bring—and use—a permitted calculator.
- Check act.org/calculator-policy.html or call 800.498.6481 for a recorded message about the current ACT calculator policy.

Staff responsibilities:

- Check for prohibited calculators during the test.
- Check periodically to make sure examinees did not switch calculators after the first check.
- If an examinee uses a prohibited calculator, dismiss the examinee for prohibited behavior.
- If a calculator has characters one inch high or larger, or a raised display, seat the examinee where no others can see the display.

Applied Math Formula Sheet

A formula sheet that includes all formulas required for the *Applied Math* test is provided within the test. Examinees can show or hide their formula sheet at their discretion.

Other Items

Examinees may not bring any of the following into the test room:

- Textbooks, foreign language or other dictionaries (unless approved in advance by the test coordinator as an EL support), scratch paper, notes, or other aids
- Highlighter pens, colored pens or pencils, correction fluid/tape
- Reading material
- Tobacco of any kind

Examinees and staff may bring snacks and beverages into the test room but may only consume them outside of the room during break.

Note: Staff must flip through authorized dictionaries/glossaries to ensure there is no handwritten notes or extra papers. Dictionaries/glossaries with notes or other modifications may not be used.

Examinee Timing Devices

Examinees may use a personal timing device—such as a watch, timer, or stopwatch—to pace themselves during the test provided the timing device is:

- On the desk (to allow testing staff to monitor for prohibited behavior)
- Not a distraction to others
- Not a prohibited device (e.g., smart watches, fitness bands)

If a timekeeping device cannot lay flat on the desk, it may be placed so that it lays on its side. Examinees are allowed to handle their watch or other timing device to check the time elapsed or remaining.

Note: Cell phones and other electronic devices are NOT acceptable.

General Announcements to Examinees

Before testing begins, you may make announcements regarding:

- **Cell phones and electronic devices:** All devices must be powered off and stored away at all times. If an examinee handles or accesses a device, or if a device activates, the examinee must be dismissed and will not receive score results.
- **Calculators:** Read to the examinees the current list of prohibited calculators (and calculators permitted with modification) from the **Calculator Policy**.
- **Hats:** Some hats may obstruct your view of examinees' eyes and may allow examinees to conceal prohibited behavior, such as using a cell phone, earpiece, or other electronic device. Not all hats may hinder your ability to monitor examinees and some examinees may wear hats or other head coverings due to religious convictions or medical reasons. The announcement to remove hats is left to your discretion.
- **Institutional requirements:** You may dismiss an examinee who purposefully disregards a posted regulation of your site or school policy. Some schools or sites, for example, do not allow wearing hats. Explain to the examinee the reason for the dismissal and document in full on the Irregularity Report.
- **Nervous noise:** Some examinees relieve tension through talk and movement before and after tests. Because they must maintain complete silence during testing, allow this normal behavior, but remind them to be considerate of other rooms that may still be testing while your room is taking a break.
- **Restrooms:** Describe the location of restrooms and drinking fountains available during the break.

Monitoring the Test Room

Follow these policies for monitoring a test room:

- A member of the testing staff must be always physically present in the room to monitor the examinee(s). Monitoring through glass partitions or via security cameras is not allowed.
- The examinee(s) cannot be left unattended, even briefly.
- The room supervisor must remain in the room for the entire session, except when relieved by a proctor for a short break.
- One room supervisor cannot supervise multiple rooms at the same time.

Note: A room supervisor is the person responsible for administering the test in one test room. A test coordinator who supervises a test room is the room supervisor for that room.

Checking for Prohibited Behavior

Follow these guidelines to check for prohibited behavior:

- Throughout testing, move quietly around the room to discourage and detect prohibited behavior. Staff attentiveness is a very effective deterrent.
- Document all prohibited behavior and any actions taken on the Irregularity Report.
- If you suspect an examinee is engaging in a prohibited behavior, warn the examinee of the behavior and ask ACT for a decision before the examinee is dismissed. If the behavior continues after one warning, promptly dismiss the examinee.
- If you dismiss an examinee for prohibited behavior, follow the instructions exactly. (See **Dismiss for Prohibited Behavior**.)

Allowing Examinees to Leave the Test Room

Examinees may go to the restroom during testing, but it is best not to announce it. Secure examinees' test materials any time they leave. Always be sure the same examinee returns after leaving. If you have doubts, recheck identification. Examinees cannot make up missed time.

Only one examinee may leave the test room at a time. If two or more examinees need to leave at the same time, or if other rooms have been dismissed, the examinees must be accompanied by a proctor. Do not leave a test room unsupervised at any time.

Answering Questions

You may answer examinees' questions about the mechanics of the test but must not answer questions about guessing or content. Always refer examinees to the test directions. **Do not comment on or add in any way to the test directions.**

If an examinee has a concern about an individual test item, then after the test, complete an Irregularity Report, following the instructions for Test Item Challenges.

Log In to the TAO Proctor Dashboard

1. On the proctor computer, log in to the Validus VTC.
2. Select **Connect to TAO** from the left-side navigation menu.
3. Select the **Proctor** button.
The TAO Proctor Dashboard appears.

TAO Proctor Dashboard Overview

The TAO Proctor Dashboard is used to authorize ACT WorkKeys online tests for an individual examinee or for several examinees that just launched a test title. The dashboard is also used to monitor test sessions in real time.

Note: For authorization and monitoring activities, the examinee(s) should already be seated at the examinee computer(s).

The TAO Proctor Dashboard is comprised of the following information and functional areas:

- **Session:** Testing session title (e.g., WorkKeys Applied Math)
- **First name:** Examinee's first name
- **Last name:** Examinee's last name
- **Username:** Examinee's username
- **Started at:** Date range of a testing session - start and end dates of a testing session are selectable via a pop-up calendar
- **Status:** Status of a testing session (e.g., In Progress) - status filtering is available by using the drop-down Filter menu
- **Authorize:** Enables testing authorization - the authorization button, a play button icon, is activated (available to use) after an examinee launches their test and the Status changes to "Awaiting"
- **Pause:** Pauses testing - the pause button is activated (available to use) after a test session status has changed to "In Progress"
 - ~ Pause initiated by examinee: If an examinee attempts to navigate away from the test session, the session will automatically be paused. The Detailed Session History will indicate the reason for the pause. If an examinee causes a session to pause, the following message will appear on the examinee's screen: "The assessment has been paused due to an attempt to navigate to another window or tab. Please contact your proctor or administrator to resume your assessment."
 - ~ Pause initiated by proctor: In emergency situations (e.g., fire drill), the proctor may initiate a test session pause. If a proctor initiates a pause, the Report Irregularity screen appears. All information regarding the irregularity must be provided in the report fields. The following message will appear on the examinee's screen: "The assessment has been suspended. To resume your assessment, please relaunch it."

Note: To relaunch a paused test session, an examinee must select OK on their message, then select Relaunch next to the test title on their Validus RSP Home screen. The proctor must then Authorize the test from the dashboard.

IMPORTANT: If not reauthorized, a paused test session will remain paused for 60 minutes, after which time the test session will be terminated. A terminated test session cannot be reauthorized.

- **Remaining:** Indicates the time remaining on an examinee's test session.
- **Connectivity:** Indicates "online" when an examinee's test session is authorized and active.
- **Progress:** Displays an examinee's current progress (test and item number) on an authorized assessment (e.g., WD Test - item 26/35)
- **Administration:** Includes functions to: 1) terminate a test session and report an irregularity; and 2) Show a detailed test session history

Use TAO Proctor Dashboard to Terminate a Test Session and Report an Irregularity

A test session should only be terminated in emergency situations (e.g., natural disaster), if an examinee exhibits prohibited behavior, or if technical problems prevent the completion of an assessment.

1. Log in to the TAO Proctor Dashboard.

2. Select the first (left side) icon in the Administration column.
A pop-up window presents two options: TERMINATE SESSION and REPORT IRREGULARITY
3. Select Terminate Session.
A pop-up window presents the form to report an irregularity.
4. Complete all fields on the Irregularity Report (see "Use TAO Proctor Dashboard to Report an Irregularity").
5. Select OK.
The test session status on the dashboard changes to Terminated. The following message will appear on the examinee's screen: "The assessment has been terminated. You cannot interact with it anymore."

Use TAO Proctor Dashboard to View a Detailed Test Session History

The Detailed Test Session History is useful for identifying the cause of paused test sessions when the examinee initiates the pause.

1. Log in to the TAO Proctor Dashboard.
2. Select the second (right side) icon in the **Administration** column.
The Available History screen appears, showing all events from an examinee's test session in reverse chronological order.

Test session history categories (columns) include:

- **Date** (and Time)
 - **Role**: "Test-Taker" or "Proctor"
 - **Actor**: First and last name of individual taking the action, either the examinee or the proctor
 - **Event**: Technical exit program codes (for troubleshooting by ACT)
 - **Details**: Technical program codes (for troubleshooting by ACT)
 - **Context**: Examinee's status or location in the assessment when the event occurred (for troubleshooting by ACT)
3. Select the **Previous** and **Next** buttons to navigate, if there are multiple session history pages to view.
 4. Select the **Show detailed report** button to view additional information, which is useful for troubleshooting.
 5. Select the **Back to sessions** button to leave the Detailed Session History and return to the TAO Proctor dashboard.

Using TAO Proctor Dashboard to Take Actions on Multiple Test Sessions

Using the TAO Proctor Dashboard, a proctor may take a series of actions on multiple test sessions, including:

- Authorize testing
- Report an irregularity
- Pause testing
- Terminate testing

Authorize Multiple Test Sessions

1. Log in to the TAO Proctor Dashboard.
2. In the Status column, use the Filter to select **Awaiting**.
All test sessions with the status of Awaiting are listed.

3. Take one of the following sets of actions to select multiple test sessions for authorization:
 - To authorize a select group of test sessions in Awaiting status: Select the check boxes in the first column, next to each examinee's test session, then select the **Authorize** button from the menu bar.
 - To authorize all test sessions in Awaiting status: Select the check box next to the Session column heading, which selects all sessions, then select the **Authorize** button from the menu bar.
4. Select the **OK** button from the Action: Authorize Session pop-up window.
5. Instruct examinees to select the **Proceed** button on their computers to begin testing.

Report an Irregularity for Multiple Test Sessions

1. Log in to the TAO Proctor Dashboard.
2. Select the check boxes in the first column, next to each examinee's test session for which you need to report an irregularity.
3. Select the **Report** button from the menu bar.
4. Select the appropriate **Issue Category** and **Subcategory** and provide a detailed explanation or description of the cause for the irregularity in the **Comment** field of the Action: Report Irregularity pop-up window.
5. Select **OK** to submit the report.

Pause Multiple Test Sessions

1. Log in to the TAO Proctor Dashboard.
2. In the **Status** column, use the Filter to select **In Progress**.
All test sessions with the status of In Progress are listed.
3. Select the check boxes in the first column, next to each examinee's test session that needs to be paused.
4. Select the **Pause** button from the menu bar.
5. Complete the Report Irregularity form.
6. Select **OK** to pause the test sessions.

Terminate Multiple Test Sessions

1. Log in to the TAO Proctor Dashboard.
2. In the Status column, use the Filter to make one of the following selections:
 - To terminate test sessions from Paused status: Select **Paused**
 - To terminate test sessions from In Progress status: Select **In Progress**
3. Select the check boxes in the first column, next to each examinee's test session that needs to be terminated.
4. Select the **Terminate** button from the menu bar.
5. Complete the Report Irregularity form.
6. Select **OK** to terminate the test sessions.

Irregularities

Submit an Irregularity Report Form

Complete an ACT WorkKeys Testing Irregularity Report for each room in which an individual or group irregularity is observed. Report and describe in detail any irregularity. If there are no irregularities in any rooms at your test site, it is not necessary to submit a report.

There are two ways to submit an Irregularity Report:

- Use the TAO Proctor Dashboard
- Use the online Irregularity Report found at <https://forms.act.org/workkeys/forms/cbt.html>

Use TAO Proctor Dashboard to Report an Irregularity

Completing an Irregularity Report is a prerequisite to terminating or pausing a test session.

1. Log in to the TAO Proctor Dashboard.
2. Select the first (left side) icon in the **Administration** column.
A pop-up window presents two options: TERMINATE SESSION and REPORT IRREGULARITY
3. Select **Report Irregularity**.
A pop-up window presents the form to report an irregularity. Completion of all form fields is required.
4. Select an **Issue Category** from the drop-down menu under "Please provide a reason:"
5. Select a **Subcategory** from the drop-down menu that appears to the right of the **Issue Category**.
Note: The Other Issue Category does not have an associated subcategory. If you select Other, simply provide all irregularity details in the comment field.
6. Reference the following "Group Irregularities" and "Individual Irregularities" topics for more information, including examples and procedures.

Group Irregularities

A group irregularity is one that affects a group of examinees (e.g., one room or the entire site). If a group irregularity occurs, take security measures to safeguard test materials whenever possible and follow the instructions outlined for that irregularity.

Interruptions or Disturbances

Examples: Unexpected visitors, a noise or distraction in the room, sudden illness, technical difficulties

TAO Issue Category: Environment or Technical

TAO Issue Subcategory: Disturbance and Distractions or Network Failure

1. If you can take action to eliminate the disturbance, do so. Otherwise, instruct examinees to stop testing.
2. If the interruption affects all examinees, pause the test.
3. Make note of the time.

4. Determine if you can resume testing.
 - a. If you can resume testing, go to Step 5.
 - b. If you cannot resume testing, call ACT for next steps.
5. Resume testing when possible.
 - a. Pick up timing where you left off.

Emergency Evacuations

Examples: Fire alarm, severe weather, public safety concern

TAO Issue Category: Environment

TAO Issue Subcategory: Emergency Evacuation

1. Get examinees and staff to safety.
2. If possible, make note of the time.
3. If possible, pause the tests that are in progress from the TAO proctoring interface and collect the test materials (or lock the test room).
4. Call ACT (when safe to do so).

Power Outages

Examples: Loss of electricity, affecting room comfort or equipment

TAO Issue Category: Environment

TAO Issue Subcategory: Power Failure

1. For a brief outage, follow the instructions for **Interruptions or Disturbances**.
2. For an extended outage, call ACT for next steps.

Reschedules

Examples: Severe weather or facility issues that prevent you from starting any testing

TAO Issue Category: Environment

TAO Issue Subcategory: Inclement Weather

Reschedule to another date in your testing window.

Time Lapse during Irregularity

If the irregularity takes less than one hour, you can re-authorize the tests. Examinees can log in and resume testing. If the interruption is longer than one hour, examinees will need to start over with a new test. Add new tests to the existing registrations and authorize them. You do not need to create new registrations.

Individual Irregularities

An individual irregularity is one that affects a single person or several individuals involved in a single circumstance (e.g., communicating answers to each other). If an individual irregularity occurs, follow the instructions outlined for that irregularity.

Examinees Who Leave and Return

Examples: Examinee needs to use the restroom, examinee feels ill and needs to leave the room, examinee returns late from break

TAO Issue Category: Examinee

TAO Issue Subcategory: Illness

1. Collect and secure the examinee’s test materials; give them back upon return.
Note: Do not pause the timer of the test. The timer should continue running while the examinee is gone.
2. Time the examinee’s departure. Record the lost time on the Irregularity Report.
3. **If examinee returns during the same test:** Have the examinee continue testing where they left off and stop when time is called in the room. Lost time cannot be made up.
4. **If examinee returns during a later test:** Do not let the examinee go back to a previous test. Have the examinee start the current test and stop when time expires . Lost time cannot be made up.

Note: Only one examinee may leave the test room at a time. If two or more examinees need to leave at the same time, or if other rooms have been dismissed, the examinees must be accompanied by a proctor. Do not leave a test room unsupervised at any time.

Examinees Who Leave and Do Not Return

Examples: Examinee becomes ill and cannot continue testing, examinee does not return after break, examinee leaves before testing is completed

TAO Issue Category: Examinee

TAO Issue Subcategory: Identification, Late or Illness

If an examinee is unable to complete testing, dismiss the examinee from the test room. Using the TAO proctoring interface, terminate the examinee’s test. This will terminate the test, and the examinee’s session can then be logged out.

Test Item Challenges

Examples: Examinee thinks a test item is unclear, examinee does not believe there is a correct answer choice listed, examinee finds a typographical error in a test item

TAO Issue Category: Examinee

TAO Issue Subcategory: Complaint

1. If an examinee challenges typographical errors in the test or ambiguities, instruct the examinee to choose an answer based on the information available and report the details of the challenge after the test is over.
2. Record the following information on the Irregularity Report:
 - a. Examinee’s name
 - b. Examinee’s address
 - c. The test item number being challenged
 - d. Examinee’s question about the item

Note: For security purposes, do not include a copy or image of the test item.

Proctor Staff Errors

Examples: Proctor misinterprets test administration policy or authorizes a test in error

Note: If a test is authorized in error, and the authorization is noticed before the timer starts on the examinee workstation, the test can be paused and reauthorized if the action is taken within four hours. After four hours, the test will terminate.

TAO Issue Category: Proctor/Staff

TAO Issue Subcategory: Compliance or Error

Record the following information on the Irregularity Report:

- a. Examinee's or proctor's name.
- b. The test that was authorized in error or the issue that occurred.

Attempts to Copy Test Materials

Examples: Taking pictures of test items or materials, taking notes about the tests (handwritten or through electronic means, such as a cell phone or calculator), or making copies of test materials

TAO Issue Category: Examinee

TAO Issue Subcategory: Behavior

1. Do not allow staff or examinees to duplicate or record any part of the test by copying, taking notes, photographing, or any other means.
2. Ensure all test materials are collected and returned.
 - a. Room supervisors must collect all materials from examinees before they are dismissed.
 - b. Room supervisors must return all materials to the test coordinator immediately after testing.
 - c. The test coordinator must pack and return materials to ACT following testing.
3. If you observe an examinee attempting to copy test materials, using a photographic, recording, or scanning device, or removing test materials, dismiss them for prohibited behavior.
 - a. Confiscate and clear any devices used in an attempt to copy materials.
 - b. Inform the examinee the tests will not be scored. Terminate the test session.
 - c. Note all details on the Irregularity Report.
4. Call ACT immediately to determine if additional action is needed.

Irrational Behavior

Examples: Examinee yells or disrupts the test room, examinee becomes violent, examinee places self or others in danger

TAO Issue Category: Examinee

TAO Issue Subcategory: Behavior

1. Try to prevent other examinees from being interrupted, affected, or involved.
2. Handle the behavior as quietly as possible without physical force or contact.
3. If necessary, call security or police to protect staff and other examinees' safety.
4. Collect and retain the disruptive examinee's test materials.
5. Dismiss the examinee and inform the examinee the tests will not be scored. Terminate the test session.
6. Note details on the Irregularity Report.

Refusal to Turn in Test Materials

Examples: Examinee will not allow the room supervisor to collect test materials

TAO Issue Category: Examinee

TAO Issue Subcategory: Behavior

1. Warn the examinee that taking the test materials is considered theft of ACT's property and will be reported to ACT or other appropriate authorities.
2. Call ACT immediately, providing the examinee's name.
3. Do not place yourself in a position of physical danger, and do not leave other test materials or examinees unattended.

Prohibited Behaviors at the Test Site

The following behaviors are prohibited:

- Looking at another person's test or answers.
- Giving or receiving assistance by any means.
- Discussing or sharing test questions, answers, or test form identification numbers at any time, including during test administration, during breaks, or after the test.
- Attempting to photograph, copy, or memorize test-related information or remove test materials, including questions or answers, from the test room in any way or at any time.
- Disclosing test questions or answers in any way or at any time, including through social media, in whole or in part.
- Using a prohibited calculator (act.org/calculator-policy.html).
- Using a calculator on any test section other than math.
- Sharing a calculator with another person.
- Wearing a watch during test administration. All watches must be removed and placed face up on the desk.
- Using a watch with recording, internet, communication, or calculator capabilities (e.g., a smart watch or fitness band).
- Accessing any electronic device other than an approved calculator or watch. **All** other electronic devices, including cell phones and other wearable devices, must be powered off and stored out of sight from the time the examinee is admitted to test until the examinee is dismissed.
- Using highlighter pens, colored pens or pencils, notes, dictionaries, or other aids.
- Using scratch paper without prior authorization. (Using the scratch pad feature in the testing platform is acceptable.)
- Not following instructions or abiding by the rules of the test site.
- Not following the rules of the test administration.
- Exhibiting confrontational, threatening, or unruly behavior.
- Violating any laws. (If ACT suspects the examinee engaged in criminal activities in connection with a test, such activities may be reported to law enforcement agencies.)
- Allowing an alarm on a personal item to sound in the test room or creating any other disturbance.

ACT may restrict the items examinees bring into the test site. All items examinees bring into the test site, such as hats, glasses, purses, backpacks, cell phones, calculators, other electronic devices, pre-approved medications or personal aids, and watches, may be searched at the discretion of ACT and testing staff. Searches may include the use of tools, such as hand-held metal detectors, that detect prohibited items. ACT may confiscate and retain for a reasonable period any item suspected of having been used, or capable of being used, in violation of the Terms and Conditions. ACT may also provide such items to and permit searches of such items by third parties in connection with an investigation conducted by ACT or others. Neither ACT nor testing staff shall be responsible for loss or damage to any items that examinees bring to a test site. The test site may also have additional procedures with which examinees must comply.

Prohibited Behavior

TAO Issue Category: Examinee

TAO Issue Subcategory: Behavior

1. Monitor examinees at all times. If you observe or suspect prohibited behavior, take prompt action.

2. If you are certain prohibited behavior occurred, promptly dismiss the examinee. If you only suspect prohibited behavior, take these steps:
 - a. Discreetly warn the examinee.
 - b. Continue close observation.
 - c. After one warning, if you continue to suspect prohibited behavior, promptly dismiss the examinee.

Note:

- *The behavior does not need to be verified by the test coordinator or another staff member. Dismiss based on your own observation.*
- *You do not need to directly observe prohibited behavior to determine that it occurred.*
- *The decision to cancel scores due to prohibited behavior is at ACT's sole discretion and cannot be reversed or appealed.*

Dismiss for Prohibited Behavior

If you dismiss an examinee for prohibited behavior, follow these procedures exactly:

1. Take action immediately without creating a disturbance. If you cannot act immediately, wait until the end of the current timed test.
2. Collect the examinee's test materials.
3. If you believe an electronic device or other item was used to store or exchange information, or to take an image of the test, collect the device/item from the examinee and call ACT immediately. ACT will determine if the device/item is to be retained and sent to ACT or returned to the examinee. Do not return the device/item to the examinee without ACT approval.
4. Tell the examinee:
 - a. You observed or are certain of the prohibited behavior.
 - b. The dismissal is because of the behavior.
 - c. The tests will not be scored.
5. Terminate the test in TAO and log out of the examinee's session.
6. Dismiss the examinee.
7. Submit a detailed Irregularity Report that includes:
 - a. The time of the incident and the name(s) of the examinee(s).
 - b. The test the examinee was working on at the time.
 - c. The test room and seating location(s) of the examinee(s).
 - d. The details of what you observed.
 - e. The statements you and the examinee(s) made and the actions that were taken.
 - f. The name(s) of the staff who observed or were certain of the irregularity.

After Testing

Collect and Return Test Materials

When testing is complete, the room supervisor must return the following test materials to the test coordinator:

- Test administration manuals (Retain administration manuals for the duration of the current testing year, for use in future testing. After the current testing year, manuals may be securely destroyed at your site.)
- Test administration forms (Retain at your site for one year, then securely destroy.)
- Translated Test Directions (Securely destroy used documents within 72 hours after testing. If the examinee attempts to take the translated instructions that they also used as scratch paper and tries to leave the test center, submit this as an irregularity.)
- Scratch paper (Securely destroy scratch paper within 72 hours after testing if your site chose to distribute scratch paper).
- User ID and password forms (Securely destroy if all testing is complete for the examinee.)

Close TAO Proctor Dashboard

1. From the TAO Proctor Dashboard, select the **Exit** icon in the upper-right corner of the screen.
A pop-up message indicates: "You are about to leave this page. Continue?"
2. Select **OK**.
The Admin Launch Response screen indicates: "You have successfully logged out of TAO Proctoring Interface."
3. Close the Validus VTC browser tab by selecting the **X** on the tab.
You are returned to the Validus VTC home page.
IMPORTANT: If you select LOGOUT, or select the X to close your browser window, you will be logged out of Validus.

VERBAL INSTRUCTIONS

Online Testing

Introduction

This section contains verbal instructions to be read to examinees and instructions for staff activities during testing. Familiarize yourself with these instructions and practice reading them before test day.

Before You Begin

Before you begin reading the verbal instructions, make sure:

- The examinee computers are on the RSP URL screen
- You have the examinee usernames and passwords to distribute
- You have the correct Test Administration Forms
- You have an Irregularity Report
- You have the *ACT Calculator Policy*

Reading the Verbal Instructions

To ensure standardized conditions, room supervisors must read the verbal instructions loudly, clearly, and exactly as written. This ensures all examinees receive consistent, accurate instructions.

- Read aloud only those instructions in the shaded boxes.
- Do not read aloud text in (parentheses).
- Pause frequently and wait for examinees to finish the task before proceeding. Look at examinees to be sure they are following instructions.
- Read the correct instructions for your test room.
- Perform all tasks only when directed to do so.

English Learner Supports

If an examinee is authorized to use a word-to-word bilingual dictionary and/or translated test directions, note the following:

- Using a dictionary or translated test directions without authorization is prohibited.
- It is the examinee's responsibility to bring an approved dictionary.
- The examinee may not bring a copy of the translated test directions. Only the ACT-provided translated test directions (<https://www.act.org/content/dam/act/unsecured/documents/WorkKeysTestDirections-National-EL-Supports.pdf>) you hand out on test day may be used.
- The dictionary and/or translated test directions may be kept on the examinee's desk and used throughout testing.
- Writing or marking anything in the dictionary and/or translated test directions is prohibited behavior.

- Prior to testing:
 1. Confirm that the examinee’s dictionary is on the ACT-Authorized Bilingual Word-to-Word Dictionaries list, found at act.org/content/dam/act/unsecured/documents/ACT-ApprovedBilingualDictionariesList.pdf. Using an unapproved dictionary is prohibited behavior.
 2. Inspect (flip through) the examinee’s dictionary and confirm that there is nothing written, highlighted, or enclosed in it. If there is, the examinee must store the dictionary out of sight and cannot use it. Using or accessing a notated dictionary during testing is prohibited behavior.
- Before dismissing examinees at the end of testing (each session):
 1. Collect all translated test directions that were handed out.
 2. Inspect (flip through) all dictionaries used during testing to confirm that nothing is written or enclosed in them.

Begin Testing

1. After all examinees have been admitted and seated, greet the examinees and make any general announcements, then begin the verbal instructions.
2. Say:

All items brought into the test room are subject to search. Items suspected of being used to engage in misconduct may be confiscated and retained.

Cell phones, smart watches, fitness bands, and any other devices with recording, Wi-Fi, internet, or communication capabilities are prohibited unless authorized as an accommodation.

You may not handle or access such devices during testing or during breaks. All electronic devices must be powered off and stored out of sight. Turning your device to silent or airplane mode is not acceptable. Alarms, vibrations, or notifications of any kind may not sound.

If you have a cell phone or other prohibited electronic device, power it off now and store it away in a backpack, purse, pocket, or other area where it will remain out of sight.

If you are wearing a watch or have another timing device to pace yourself, remove it now, turn off any sounds, vibrations, or alarms, and place it on your desk in such a way that it remains visible to testing staff throughout the test.
3. Wait until devices are powered off and stored and all watches and other timing devices are placed on desks in such a way that you can see them.
4. Say:

Now that you have powered off and stored away your device, you may not handle or access it again until you leave at the end of testing. If you access a device, or if a device activates, alarms, or makes any noise or vibration, you will be dismissed and your test will not be scored. Are there any questions?

Note: From this point forward, you MUST dismiss any examinee you see with a phone or electronic device, or any examinee whose device makes a noise.
5. Check all devices were stored.
6. Say:

Clear your desk of everything except your watch (if applicable). Place all personal items under your seat. You will not be able to access them during testing or the

break. If you brought a calculator, put it under your seat. You may only use it during the Applied Math test. Keep the aisles clear.

7. Wait for examinees to clear their desks.

8. Say:

- You may not give or receive assistance by any means. This includes looking at another person's test.
- The test is confidential and remains so even after the exam is complete. You may not remove any materials from the test room. You may not discuss or share test questions, answers, or test form identification numbers during test administration, during breaks, or after the test.
- You may not disclose test questions or answers in any way or at any time, including through social media, in whole or in part.
- Eating, drinking, and the use of reading materials are not permitted in the test room.

If you are observed or suspected of engaging in prohibited behavior, you will be dismissed and your tests will not be scored.

Do you have any questions about prohibited behavior?

9. Address questions, then say:

Once the test has started, the timer cannot be paused. You must maintain silence during testing. When testing is over or if we take a break, please be considerate of examinees in other rooms that may still be testing.

10. Continue by saying:

At this time I will distribute your username and password. Do not proceed until you have received further instructions. I will collect these before you begin the timed portion of the test.

11. Distribute usernames and passwords to each examinee.

12. Ensure that all examinees have their credentials.

13. Say:

Log in with your username and password. If the computer prompts you: "Do you want the computer to remember this password?" do not check yes. Check that the information on the Update Account Information page is correct. Do not change your information. If you see an error, raise your hand.

14. Check each workstation to make sure that the names that appear at the top of the screen is of each examinee.

15. Collect the examinees' usernames and passwords.

16. Say:

The first time you take an ACT WorkKeys assessment, you must complete all sections that contain an asterisk including:

- Date of Birth
- Mailing Address
- Education information
- Demographic information in the Additional Information. You may choose "Not Applicable" for all entries except "State/County of Residence" and "Current Status."
- Language preference. The system will default to English if this section is not completed.

Your email address is not required but is preferred to access a MyWorkKeys account to view scores. Select Save Changes at the bottom of the page.

17. Wait for examinees to complete their demographics.

18. Go to the Verbal Instructions page for the first test that you will be administering. The tests may be administered in any order.

Workplace Documents

1. Say:

You are about to take the A-C-T WorkKeys Workplace Documents test. Locate Workplace Documents on your screen. If you see more than one Workplace Documents test, raise your hand.

Select the Launch button in the "Next/Options" column for the Workplace Documents assessment. If you see more than one Workplace Documents test, select the one located on top.

Now, please wait for your tests to be authorized.

2. Make note of any examinee who raised their hand because they had more than one test registration. After testing, the test coordinator should remove the unused extra test registration(s) from the examinee's account.
3. Go to the TAO platform to authorize the tests. To access TAO from Validus, select the Connect to TAO button near the bottom left side of the screen.

Note: Use the tabs at the top of the screen to toggle back and forth between the Validus VTC realm and TAO.

4. You will see all examinees that are testing at your test site. Do not authorize tests for examinees who are not in your testing room.
5. After examinees select Launch, their status will change to "Awaiting." If some are not in Awaiting status, press Refresh to update. Use the Play icons to authorize the tests. Once all tests are authorized, say:

Your tests are now authorized. Please select the Proceed button and follow the directions on the screen.

6. Say:

Read the "ACT WorkKeys Examinee Terms and Conditions," and proceed to the next page to review the "Examinee Statement and Certification." Select Option "A," yes, I agree and will be taking the test. The option to select this certification is only shown once per testing session.

7. By selecting Option A, the examinee will proceed to the next page on their screen. If an examinee selects Option B, they will receive a confirmation page asking if they are sure they don't want to take the test. If they select no again, the test will close. Dismiss the examinee and document it on the Irregularity Report for your records.

8. Say:

Read the Information Tutorial and select Next to proceed through the tutorial slides. After you complete the two practice questions, select Next.

9. When everyone has read the directions, say:

The countdown timer will indicate the time you have to complete the test. At the end of the test, you must select Exit Test. Read the final directions and select Next to begin.

Note: If the examinee does not select Exit Test, the test will automatically terminate after four hours. The test will be recorded as Incomplete, and no scores will be available.

10. During the test, do the following:
 - a. Verify that all examinees were able to start the test.
 - b. Complete your Seating Diagram.
 - c. Move around the room to monitor for prohibited behavior.
 - d. Monitor examinee progress on your administrative computer. If it seems an examinee is not progressing (e.g., is on the same item number for a long time), check with the examinee to make sure there are no computer problems.
11. If you are testing in a continuous session, go directly to the verbal instructions for the test you plan to administer next.
12. If you are dismissing to break or ending your session, go to the Ending Your Test Session section.

Applied Math

1. Say:

You are about to take the A-C-T WorkKeys Applied Math test.

All problems on the math test can be solved without a calculator. However, you are allowed to use a calculator on this test and may get it out now. You are responsible for knowing if your calculator is permitted. If you use a prohibited calculator, you will be dismissed and your test will not be scored.

Do not share your calculator with another examinee. Although the calculator application on the computer may not be used during testing, it is permissible to use the calculator that is built into the ACT WorkKeys Applied Math test. If you need to use your backup calculator, raise your hand. You may have only one calculator on your desk or in operation at a time. If your calculator has games or other functions, you may not use them during the test. Keep your calculator flat on your desk. Are there any questions?

2. Answer any questions.

3. Say:

You may do scratch work on the Scratch Pad that is built into the test.

4. Say:

Locate Applied Math on your screen. If you see more than one Applied Math test, raise your hand.

Select the Launch button in the "Next/Options" column for the Applied Math assessment. If you see more than one Applied Math test, select the one located on top.

Now, please wait for your tests to be authorized.

5. Make note of any examinee who raised their hand because they had more than one test registration. After testing, the test coordinator should remove the unused extra test registration(s) from the examinee's account.
6. Go to the TAO platform to authorize the tests. To access TAO from Validus, select the Connect to TAO button near the bottom left side of the screen.
7. Select the Proctor tab on the right.
- Note: Use the tabs at the top of the screen to toggle back and forth between the Validus VTC realm and TAO.*
8. You will see all examinees that are testing at your test site. Do not authorize tests for examinees who are not in your testing room.
9. After examinees select Launch, their status will change to "Awaiting." If some are not in Awaiting status, press Refresh to update. Use the Play icons to authorize the tests. Once all tests are authorized, say:

Your tests are now authorized. Please select the Proceed button and follow the directions on the screen.

10. Say:

Read the "ACT WorkKeys Examinee Terms and Conditions," and proceed to the next page to review the "Examinee Statement and Certification." Select Option "A," yes, I agree and will be taking the test. The option to select this certification is only shown once per testing session.

11. By selecting Option A, the examinee will proceed to the next page on their screen. If an examinee selects Option B, they will receive a confirmation page asking if they are sure they don't want to take the test. If they select no again, the test will close. Dismiss the examinee and document it on the Irregularity Report for your records.
12. Say:

Read the Information Tutorial and select Next to proceed through the tutorial slides. After you complete the two practice questions, select Next.

13. When everyone has read the directions, say:

The countdown timer will indicate the time you have to complete the test. At the end of the test, you must select Exit Test. Read the final directions and select Next to begin.

Note: If the examinee does not select Exit Test, the test will automatically terminate after four hours. The test will be recorded as Incomplete, and no scores will be available.

14. During the test, do the following:
 - a. Verify that all examinees were able to start the test.
 - b. Complete your Seating Diagram.
 - c. Move around the room to monitor for prohibited behavior.
 - d. Monitor examinee progress on your administrative computer. If it seems an examinee is not progressing (e.g., is on the same item number for a long time), check with the examinee to make sure there are no computer problems.
 - e. Refer to the Calculator Policy and check all calculators periodically throughout testing. Dismiss any examinees who use a prohibited calculator. They will not be allowed to take any other tests.
15. Say:

If you used a calculator, please place it under your seat.
16. If you are testing in a continuous session, go directly to the verbal instructions for the test you plan to administer next.
17. If you are dismissing to break or ending your session, go to the Ending Your Test Session section.

Graphic Literacy

1. Say:

You are about to take the A-C-T Graphic Literacy test. Locate Graphic Literacy on your screen. If you see more than one Graphic Literacy test, raise your hand.

Select the Launch button in the "Next/Options" column for the Graphic Literacy assessment. If you see more than one Graphic Literacy test, select the one located on top.

Now, please wait for your tests to be authorized.
2. Make note of any examinee who raised their hand because they had more than one test registration. After testing, the test coordinator should remove the unused extra test registration(s) from the examinee's account.
3. Go to the TAO platform to authorize the tests. To access TAO from Validus, select the Connect to TAO button near the bottom left side of the screen.
4. Select the Proctor tab on the right.

Note: Use the tabs at the top of the screen to toggle back and forth between the Validus VTC realm and TAO.
5. You will see all examinees that are testing at your test site. Do not authorize tests for examinees who are not in your testing room.
6. After examinees select Launch, their status will change to "Awaiting." If some are not in Awaiting status, press Refresh to update. Use the Play icons to authorize the tests. Once all tests are authorized, say:

Your tests are now authorized. Please select the Proceed button and follow the directions on the screen.
7. Say:

Read the "ACT WorkKeys Examinee Terms and Conditions," and proceed to the next page to review the "Examinee Statement and Certification." Select Option "A," yes, I agree and will be taking the test. The option to select this certification is only shown once per testing session.

8. By selecting Option A, the examinee will proceed to the next page on their screen. If an examinee selects Option B, they will receive a confirmation page asking if they are sure they don't want to take the test. If they select no again, the test will close. Dismiss the examinee and document it on the Irregularity Report for your records.

9. Say:

Read the Information Tutorial and select Next to proceed through the tutorial slides. After you complete the two practice questions, select Next.

10. When everyone has read the directions, say:

The countdown timer will indicate the time you have to complete the test. At the end of the test, you must select Exit Test. Read the final directions and select Next to begin.

Note: If the examinee does not select Exit Test, the test will automatically terminate after four hours. The test will be recorded as Incomplete, and no scores will be available.

11. During the test, do the following:
 - a. Verify that all examinees were able to start the test.
 - b. Complete your Seating Diagram.
 - c. Move around the room to monitor for prohibited behavior.
 - d. Monitor examinee progress on your administrative computer. If it seems an examinee is not progressing (e.g., is on the same item number for a long time), check with the examinee to make sure there are no computer problems.
12. If you are testing in a continuous session, go directly to the verbal instructions for the test you plan to administer next.
13. If you are dismissing to break or ending your session, go to the Ending Your Test Session section.

Ending Your Test Session

This section contains instructions used to dismiss examinees to break or for the day.

Ending Your Test Session for Break

1. By using the TAO Dashboard, ensure all examinees who tested have a status of "Processing." For any examinee not in "Processing" status, go to the testing workstation and select the Exit Test button.
2. To dismiss examinees to break say:

Double check that you have submitted your test by selecting the Exit Test button. You will have a 15 minute break. Testing will resume at _____.

Remember, you will be dismissed if you access phones or other electronic devices during the break. Watches must remain in the test room during break, but should be removed from the desk and put away. Test materials may not be removed from this room and you may not discuss or share test content. You may not eat or drink anything in the test room. Please be quiet in the halls.

3. During the break, do the following:
 - a. Monitor for cell phone and electronic device usage. Dismiss any examinees observed accessing a device.
 - b. If examinees are moving around the room or going outside of the room for a break, you must collect all of the test materials, for security reasons, before allowing examinees to leave their seats.
 - c. Do not leave the test room unattended. If any examinees remain in the room, monitor them closely.
 - d. Monitor hallway activity (or ask a proctor to assist with this).
4. At the end of the break, say:

Please get ready to resume testing. Desks must be clear of everything except your watch (if applicable).
5. Say:

At this time I will distribute your username and password. Do not proceed until you have received further instructions. I will collect these before you begin the timed portion of the test.
6. Distribute usernames and passwords to each examinee.
7. After ensuring that all examinees have their credentials, say:

Log in with your username and password. If the computer prompts you: "Do you want the computer to remember this password?" do not check yes. Check that the information on the Update Account Information page is correct. Do not change your information. If you see an error, raise your hand.
8. Check each workstation to make sure that the names that appear at the top of the screen is of each examinee.
9. Go to the Verbal Instructions page for the first test that you will be administering. The tests may be administered in any order.

Ending your Test Session for the Day

After administering your last test session, use these verbal instructions to conclude testing.

1. By using the TAO Dashboard, ensure all examinees who tested have a status of "Processing." For any examinee not in "Processing" status, go to the testing workstation and select the Exit Test button.
2. Say:

Double check that you have submitted your test by selecting the Exit Test button.

No test materials can be removed from this room. Remember, discussing or sharing test content, test form identification numbers, or answers is prohibited, including on social media.

Be sure you have all of your belongings. This ends today's testing. You are dismissed.
3. Make certain examinees don't have access to the test materials as they leave the room.
4. Return the assessment materials to secure storage until they are needed for the next testing session. Ensure that assessment materials remain secure at all times.

ACT WorkKeys Roster

(This document may be photocopied)

Page ____ of ____

You may provide your own roster instead of this form if it has **all** the information shown on this form.

Testing Site Name _____

Institution/Site Code (for testing site) _____

City, State _____

Test Date _____

Room Supervisor _____

Room Name/Number _____

Type of ID
P = Photo ID
R and Initials = Recognized
F = ID Form
— = Absent
D = Denied

Examinee's Name (please print)	Type of ID			
	P	F	R and Initials	—
1.				
2.				
3.				
4.				
5.				
6.				
7.				
8.				
9.				
10.				
11.				
12.				
13.				
14.				
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19.				
20.				
21.				
22.				
23.				
24.				
25.				

Test Coordinator: Keep a copy for your records for one year.

Seating Diagram Instructions

Form purpose	To document the test room setup and the location of each examinee in the room.
Staff responsible	Test coordinator
Number required	1 per test
Return procedure	Keep a copy for your records for 1 year

When completing the seating diagram form on the reverse of this page:

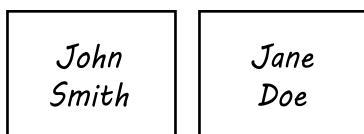
- Each seat in the room is represented by one box on the diagram.
- The completed diagram should show where examinees are seated in relation to each other.
- If this diagram does not fit your room, draw a diagram that does and attach it to this form.

Instructions

1. Stand at the front of the room and face the examinees. (The front of the room is where all examinees would see you if they looked up.)
2. Mark each empty seat by drawing an "X" in the appropriate box.
3. Mark each occupied seat by writing the first and last name of the examinee in the appropriate box.
4. If examinees are seated at tables, show which seats are at the same table by drawing a circle around the boxes that represent those seats.
5. If examinees are not all facing the same direction, draw an arrow inside each seat's box to indicate the direction the examinee sitting there is facing.
6. If you move someone to another seat, indicate the original seat **and** the new seat on the diagram and complete an Irregularity Report to explain why.

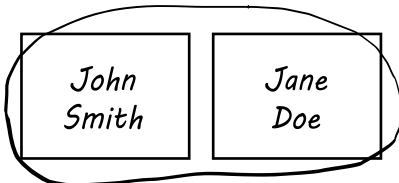
Examples

Two adjacent seats



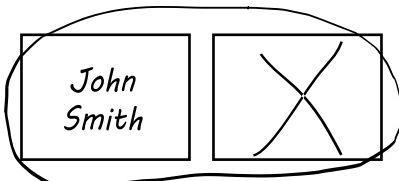
- Each box represents one seat.

Two seats at a table



- Each box represents one seat.
- Two circled boxes represents two seats at a single table.

Two seats at a table, one empty seat



- A box marked with an "X" represents an empty seat.

Seating Diagram Form

1 Test Site Information

Testing Site Code	Testing Site Name	City, State
Test Date	Room Name/Number	
Number of Staff in the Room	Room Supervisor Name	

2 Room Type

- Single level
OR
 Multiple level

3 Writing Surfaces

- Desks: ____ in. by ____ in.
 Tables: ____ ft. by ____ ft., # ____ per table

4 Distances between Examinees

shoulder-to-shoulder
____ ft.










head-to-head
____ ft.



5 Number of Examinees

Number of examinees in the room: _____

6 Seating Diagram

			BACK				
6							
5							
4							
3							
2							
1							
	1	2	3	4	5	6	7
			FRONT				

Test Coordinator: Keep a copy for your records for one year.

TEST SECURITY

ACT Test Security

Test Security Hotline and Reporting Portal

ACT has a dedicated Test Security Hotline for the confidential reporting of specific test security related concerns. You should use the Test Security Hotline to report:

- Cheating and questionable test behavior (such as copying answers or using prohibited electronic devices during testing (like cell phones or tablets))
- Accessing questions prior to the test
- Taking photos or making copies of test questions or test materials
- Posting test questions on the internet
- Test staff misconduct (such as providing answers or questions to test takers or permitting test takers to engage in prohibited conduct during testing).

If you wish to report such concerns anonymously, you may do so at 855.382.2645 or at act.ethicspoint.com.

ACT Test Security Principles

1. Ensure that ACT business processes, distribution models, tests, test scores, and the information and insights we provide are "secure by design."
2. Protect the integrity of our testing assets and the information and insights ACT provides throughout the entire life cycle of a test (from test concept to development, delivery, reporting, investigation, and remediation).
3. Promote conduct that enhances test security. Deter and detect conduct that will materially and negatively affect the reputation and integrity of our testing assets, test scores, the information and insights ACT provides, and the ACT brand.
4. Ensure that a reported test score and associated information are accurate and valid indicators of the test taker's own achievements, behaviors, and/or goals.
5. Foster effective communication that enables prompt reporting and resolution of test security concerns.
6. Ensure that everyone in the testing process is aware of, competent for, and supported in their roles. Avoid placing individuals or organizations in situations that may pose or appear to pose a conflict of interest or a safety concern.
7. Build a sense of community, collaboration, and trust that engages and empowers people to act upon these principles.

ACT[®]