WorkKeys Referral Process

- Job Seeker completes Welcome Process & is provided WorkKeys/NCRC informational materials and encouraged to set goal of earning NCRC
- Job Seeker works on WIN program and tries to complete Level 5 in Applied Math, Locating Information, and Reading for Information
- Job Seeker visits or calls Career Center and requests to schedule WorkKeys test.
- CC Staff verifies job seeker has completed Welcome Process, is enrolled in core services, and has accessed WIN program.
- CC Staff will schedule WorkKeys appointment using sign-up sheet located in back of office
- CC Staff completes referral form and places white/yellow copies (goldenrod also if appointment was made by phone) into pre-made WorkKeys informational folder. CC staff retains pink copy.
- WorkKeys folder is placed into Charlett’s in-basket. (Double check that appointment is written on schedule)
- Sandy or Char will email appointment information to Charlett prior to testing date
- If Charlett is unable to work on testing date, Sandy will try to back-up.
- If appointments need to be cancelled due to bad weather, Charlett will call customers and reschedule to next available appointment date
- Testing will be conducted in OJTP’s area. After assessment is completed, Charlett will review scores and relevancy to customer’s indicated occupational interest.
- If job seeker’s scores are below the suggested standard or a specific company’s hiring requirement, a referral to AEL services will be completed.
- Customers will NOT be required to participate in AEL—it is an additional free Product Box service to assist the job seeker in skill enhancement and improving competitive edge in job market.
- Customer will be encouraged to continue to use WIN program and they may retest ONE time in each testing area after showing improvement in WIN and/or AEL classes.
- Charlett will complete PROCTOR portion of referral form. She will obtain customer’s signature at the bottom of the form indicating a review of results was completed, and, if necessary, referral to AEL made.
- Original form returned to designated Career Center staff.
- If AEL referral made, yellow copy will be forwarded to AEL Program (Kelly Almond). Charlett will maintain a photocopy of completed referral form for tracking purposes.
- RETESTING: Job seeker may retest once in each of the NCRC areas. Prior to retesting, individual must show progress in WIN program and/or present verification from AEL that progress (at least one skill level) has been made since initial WorkKeys assessment.
- Casenotes: Toolbox access for Charlett is being requested. Until then, Career Center staff enter casenote into toolbox when completed referral form is received from Charlett. CC Staff will enter the “SERVICE” for WorkKeys. NCRC will be mailed from Jefferson City to the Career Center. Certificate will be mailed to customer’s home by college staff.