



## **Job Profiling Training Information and Application**

### ***Why should I apply for Job Profiling Training?***

The WorkKeys<sup>®</sup> Job Profiling Training program teaches individuals how to conduct the WorkKeys job profiling procedure developed by industrial/organizational (I/O) psychologists at ACT. WorkKeys job profiling can be used for a number of purposes including, but not limited to, the development of employee selection procedures and the development of training programs. Because of the wide variety of uses, applicants should have experience with the following:

- job analysis
- the development and implementation of training programs for business and industry
- acting as a group facilitator
- federal regulations related to employment procedures
- Windows<sup>®</sup>-based computer software programs

### ***What will I be expected to do to complete the training?***

The Job Profiling Training program consists of seven weeks of activities designed to train the participants to conduct job analyses using the WorkKeys system. The seventh week includes an onsite workshop. Prior to your first week of distance learning, you will receive a letter from your trainers with a milestone chart for your training session. The milestone chart identifies all of your assignments and their corresponding completion dates. A sample is attached to illustrate the time commitment required for becoming an authorized job profiler. Failure to complete the assignments by their due dates will result in your being rescheduled to attend the onsite workshop at a later date. You should expect to spend approximately 20 hours each week completing the self-study modules.

Approximately one week before the distance learning begins, you will receive a box of training materials containing: instructions for accessing the secure Job Profiling Training website, SkillPro software installation instructions, WorkKeys Teamwork/Workplace Observation Job Profiling Examples DVD, a *Job Profiling Resources* handbook, and 9 shrink-wrapped copies of the WorkKeys Skill Descriptions (for use when conducting actual job profiles).

In the first six weeks of training, you will follow the activities on the Job Profiling Training website to complete a series of guided self-study modules and will participate in three 2-hour webcasts, so that you can become proficient with the job profiling software, the WorkKeys skill areas, and the job profiling procedure. Again, you should expect to spend approximately 20 hours each week completing the self-study modules. You will be sending your activity results to ACT by fax, through our secure website, and through the SkillPro software.

In the seventh week of training, you will attend the 3½-day, hands-on workshop conducted by two I/O psychologists. The training workshop will begin every day at 8:00 a.m. On Tuesday, Wednesday and Thursday, it will end at 4:30 p.m.; and on Friday, it will end at noon. During the workshop, considerable time will be allowed for trainees to demonstrate their ability to conduct a job profile.

***What equipment will I need to supply?***

Before you can begin the training activities, you must have a laptop computer that meets the SkillPro software computer requirement specifications. You will need to have your laptop computer and printer available to complete the guided self-study training exercises for the first week of training. Please allow for this when obtaining your computer equipment. You will also need to bring your laptop computer and a portable printer to the onsite workshop. You will need access to the Internet during the distance learning and the webcasts.

***How do I know if I am qualified for job profiling training?***

To determine if you have the training and/or experience needed to qualify for WorkKeys Job Profiling Training, please complete the attached application (pages 5-8). Please note that if you have difficulty responding affirmatively to many of the statements presented on the application, your background and experience may not have prepared you to successfully complete Job Profiling Training. Consequently, you may not be admitted to the Job Profiling Training program. If you believe you have the necessary training and experience, submit your completed application to:

ACT WorkKeys (16)  
Job Profiling Staff  
P.O. Box 168  
Iowa City, IA 52243-0168  
Or fax to: 319.337.1725

Your application will be reviewed by two I/O psychologists and you will be notified of the status of your application after their review.

***How much will the training and SkillPro license cost?***

The cost of WorkKeys Job Profiling Training is \$2,100, and payment or purchase order for that amount is required before training materials are shipped. The annual cost of the SkillPro software license (required for conducting WorkKeys job profiling activities) is \$1,600. ACT invoices for the SkillPro license fee after the training is completed. After the first year, if you qualify for automatic renewal (by completing 4 profiles during your 12-month license term), the cost of renewing is the then-current price for the SkillPro License. If you do not complete 4 profiles in your 12-month license term, you will need to complete a Job Profiler Refresher training session—which includes 3 weeks distance learning and a 4-hour webcast. Refresher training is currently priced at \$210.

In summary, the first-year costs are:

Job Profiling Training fee	\$2,100
Annual SkillPro license fee	<u>\$1,600</u>
Total	<u>\$3,700</u>

*Note: Depending on your local and state regulations, sales tax may be charged for the SkillPro License. Tax can be waived upon presentation of a tax-exempt certificate.*

***How do I reserve a seat in an upcoming training workshop?***

In order to reserve a seat in a Job Profiling Training workshop, you must have an approved application and ACT must receive the documentation listed below by the training workshop registration date. You are encouraged to submit your application as soon as possible—do not wait until the deadline date. There is no commitment or obligation associated with submitting an application. If ACT does not receive these materials by that registration deadline, you will be registered for a later training opportunity.

- Payment (check, money order, or purchase order) for the \$2,100 training registration fee.
- Signed, original SkillPro License Agreement or Amendment\*.
- Signed, original WorkKeys Job Profiling Agreement or Amendment\*.

*\*If your agency already has one or more authorized Job Profiler(s), your name will be amended to the existing contracts. Please contact ACT regarding amendments at 319.337.1724.*

**WorkKeys Job Profiling Training Cancellation, No Show, and Substitution Policies**

Of the \$2,100 training registration fee, one half (\$1,050) is a nonrefundable deposit. If you withdraw from a scheduled job profiling training workshop with less than seven weeks' notice to ACT (49 calendar days prior to the workshop), the deposit is forfeited.

If you withdraw from a scheduled workshop and do not wish to reschedule for a later date, you may receive a refund of the remaining balance of the registration fee (\$1,050) if you ship and ACT receives all of the training materials that were delivered prior to the distance learning within two weeks of your notifying ACT of cancellation. If ACT does not receive the training material within two weeks of cancellation, the balance of the \$2,100 training fee is also forfeited.

If you withdraw from a scheduled job profiling training workshop and wish to reschedule at a later date, you will need to pay a second nonrefundable deposit of \$1,050 plus a reschedule fee of \$370. Once the additional funds are received by ACT, the individual will be rescheduled for training. All previously completed distance learning activities and webcasts will be repeated according to the milestone chart of assignments for the new session.

Rescheduling of training dates or substitution of participants can be arranged without penalty if the rescheduling is resolved more than seven weeks prior to a scheduled Job Profiling Training workshop. Substitute participants are required to go through the regular qualification review and approval procedure.



## Job Profiling Training Application

Name:

---

Title:

---

Organization:

---

Shipping Address (Training materials cannot be shipped to PO Boxes):

Self-employed

---

Mailing Address:

---

City:

State:

Zip:

---

Email:

Phone:

Fax:

---

Your Supervisor's Name:

---

Supervisor's Email:

Supervisor's Phone:

Supervisor's Fax:

---

### I. Educational Background

Please list degree(s) held, if any.

---

### II. Personal Computer Experience

Do you have experience using a keyboard and a mouse?

Yes

No

The demands of the job profiling process require that the job analyst be able to keyboard edits to a task list while facilitating a discussion with a group of job incumbents. Do you consider your keyboarding skills sufficient for facilitating the job profiling process?

Yes

No

Indicate your years of experience using the following software and hardware applications:

Microsoft Windows:

Word Processing:

Spreadsheet:

Database:

Other:

Describe:

### III. Relevant Experience

If you have performed any of the tasks on the following list, please indicate how you gained this experience by checking the appropriate box. Then provide a detailed description of this experience on the following page. Please note that if you have difficulty responding affirmatively to many of the statements presented below, this indicates that your background and experience may not have prepared you to successfully complete Job Profiling Training. Consequently, you may not be admitted to the Job Profiling Training program.

	Education	Specialized Training	Work Experience
1. Conferred with supervisors or managers to determine the human resource needs (i.e., job analysis) of an organization.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Developed products such as training/policy manuals, reporting forms, training films, and slides based on the job analysis.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Observed on-the-job performance of job incumbents to identify the necessary skills, knowledge, abilities, and other job requirements.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Studied organizational data such as organization flow charts, annual reports, and company newsletters as part of a job analysis.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. Interviewed job incumbents individually or as a group in order to write task statements to describe the job they perform.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. Researched jobs and worker characteristics by reviewing training materials and job descriptions in order to write task statements to describe a job.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. Performed the task analysis process to develop materials such as job descriptions, job specifications, or lines of career movement (e.g., ISO 9000 or DACUM training).	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. Facilitated focus group meetings in a work environment to accomplish an objective.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9. Utilized job or occupational data to evaluate or improve methods and techniques for recruiting, selecting, promoting, evaluating, and training workers and for the administration of related personnel programs.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10. Developed and implemented training programs for business and industry based on the results of a job or needs analysis that you performed.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11. Demonstrated knowledge of federal regulations related to employment procedures.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12. Directly participated in making hiring decisions.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13. Utilized knowledge of job requirements, valid selection processes, and legislation concerning equal employment practices.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14. Established and maintained working relationships with local employers.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



**IV. Client Services**

We appreciate your interest in the WorkKeys® system. To help us serve our clients better, we would appreciate a description of how you and the organization with which you are affiliated plan to use the WorkKeys system. If you need additional space, please attach an additional page or pages.

**V. Contact Information – for Invoicing Purposes**

**Organization Paying for SkillPro® License** (must be same entity identified on Job Profiling and SkillPro License Agreements):

---

**Organization’s Billing Address:**

---

**Billing Contact (Required):**

---

**Billing Contact Email (Required):**

---

**Billing Contact’s Phone (Required):**

---

**Billing Contact’s Fax:**

---

**VI. Commitment to Job Profiling Distance Learning**

I, \_\_\_\_\_, understand that I must complete all of the Job Profiling Training distance learning activities, participate in all three webcast activities, and provide ACT with the results of these activities, before I can participate in a Job Profiling Training workshop. I understand that it will take approximately 20 hours per week to complete the training activities. I have read the sample milestone chart and understand the specific due dates for my training workshop. I also understand that skipping activities or missing webcast(s) will result in my being rescheduled to another workshop.

In addition, I understand that if I withdraw from a scheduled workshop, ACT must receive a second payment of the \$1,050 nonrefundable deposit and the \$370 rescheduling fee before I can be assigned to another workshop. I will not be rescheduled for training until ACT has received the additional funds. I also understand that I can be rescheduled without penalty if I withdraw from the training session with at least 7 weeks' notice (49 calendar days prior to the beginning of the workshop). If I reschedule to another workshop, all previously completed distance learning activities and webcasts must be repeated according to the milestone chart of assignments for the new training session.

I have read the statements and conditions presented above, and I understand them.

\_\_\_\_\_  
Signature of Applicant

\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature of Applicant's Supervisor

\_\_\_\_\_  
Date

Assuming your application for Job Profiling Training is approved, please indicate your preference for training session dates:

**1<sup>st</sup> choice:**

**2<sup>nd</sup> choice:**

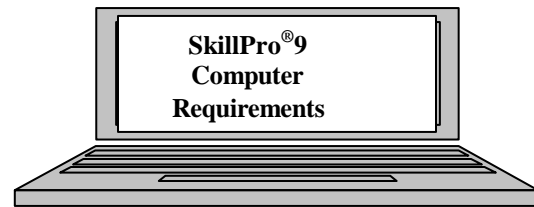
**3<sup>rd</sup> choice:**

**Please note:** If your application is approved, ACT must receive the following materials by the registration deadline, in order to reserve a seat in a job profiling training session:

- A check, money order, or purchase order for \$2,100.00, the cost of the training program.
- Signed original SkillPro<sup>®</sup> License Agreement or Amendment\*.
- Signed original WorkKeys<sup>®</sup>A completed Job Profiling Agreement or Amendment\*.

\*If your agency has one or more other ACT-authorized job profilers, your name will be amended to the existing SkillPro License Agreement and Job Profiling Agreement. Contact ACT at 319.337.1724 regarding the amendment process.





In order to conduct job profiling, you must have access to a portable computer and printer. We strongly recommend that your equipment **at least** meet the **minimum** specifications listed below. A portable computer configured with the minimum specifications listed below should prove a capable platform for running the job profiling software. A system that exceeds these specifications in one or more ways may well prove desirable to you both for your current computing needs and for possible future needs. If you have peripherals, such as a sound card, that may tap the computer's memory, you may need to upgrade your system in order to run SkillPro. It is important, therefore, that you give yourself enough time to acquire the appropriate computer equipment and to install the software.

**If you have questions about these specifications, please contact the Industrial/Organizational Psychology staff at 319/337-1724.**

### **Recommended Portable Computer Equipment Specifications**

- 1 gigahertz (GHz) or faster 32-bit (x86) or 64-bit (x64) processor
- Backlit or Edgelit Color VGA display capable of displaying 1024 x 768 high color (Minimum); 1280 x 1024 32 bit
- 1 gigabyte (GB) RAM (32-bit) or 2 GB RAM (64-bit)
- 200 MB of hard drive disk space available for SkillPro files
- One Parallel Port or USB Port
- SkillPro 9 will run on: Windows® 7, Windows 8, Windows 8.1
- External Mouse, Trackball, or Similar Point and Click Device.
- 12X CD-ROM Drive, Sound Blaster® compatible sound card.
- A media player capable of playing .wav or mp3 files (when profiling Listening for Understanding) or mpg files (when profiling Workplace Observation)
- Speakers with sufficient volume for profile participants to hear the content of audio files or external speakers that can be connected to your laptop (such as when profiling Listening for Understanding, Workplace Observation, or Teamwork)
- Microsoft® Word so SkillPro can generate client reports

### **Portable Printer Equipment Specifications**

- PC-compatible with parallel connector or USB connector
- Parallel cable or USB cable for attaching your portable printer to your portable computer
- Spare print cartridges for your portable printer
- We ask that you ensure that the appropriate printer driver has been installed in your computer.

### **System Configuration Specifications**

The following criteria should be shared with the local technician in charge of supporting your portable computer. Some settings may have to be modified in your operating system to ensure smooth operation with SkillPro 9. The following list is not intended as an installation guide. There may be other modifications necessary to your computer to allow it to work with SkillPro 9.

- Microsoft® Windows 7, Windows 8, and Windows 8.1 are the only operating systems supported for use with SkillPro 9.
- Microsoft .NET Framework 3.5 *If you have other software installed that require a different version of .NET Framework, you should know that multiple versions of .NET Framework can operate at the same time on a computer, but SkillPro **must** be able to access version 3.5 to function properly.*
- Must have Administrator rights to install on certain configurations of all Windows operating systems.
- An internet connection is required to look up jobs/tasks and to transmit profile data to ACT using SkillPro
- You must have either a network connection with internet access or an active account with an Internet Service Provider (ISP). An ISP is the company providing the service that allows you to connect your computer to the Internet.

## My Guided Self-Study Milestone Chart

A minimum of 20 hours per week will be required to complete the activities.

Job Profiling Training Activities for June 16-19, 2015		Submit activity via	My due date	Date when I reviewed the answers	✓ when complete
Week 1	Distance Learning Begins		5/4/15		
	1. Install SkillPro on your laptop computer		5/8/15		
	2. Prepare for webcasts		5/8/15		
	3. Tutorial: Client Contact and Tour	Email/fax	5/8/15		
	4. Tutorial: Initial Task List Preparation	Email/fax	5/8/15		
	5. Create an Initial Task List for Customer Service Representative		5/8/15		
	6. Reading for Information	www	5/8/15		
Week 2	7. Create Librarian Initial Task List	Email/fax	5/15/15		
	8. Tutorial: Task Analysis	Email/fax	5/13/15		
	9. Write an Introduction	www	5/15/15		
	10. Webcast - Edit an Initial Task List		5/14/15		
	11. Calculate Importance	Email/fax	5/15/15		
Week 3	12. Tutorial: Skill Analysis	Email/fax	5/22/15		
	13. Locating Information	www	5/22/15		
	14. Applied Mathematics	www	5/22/15		
	15. Workplace Observation (and quiz)	www	5/22/15		
Week 4	16. Best Practices Activity	www	5/27/15		
	17. Webcast - Best Practices		5/28/15		
	18. Listening for Understanding	www	5/29/15		
	19. Business Writing	www	5/29/15		
Week 5	20. Tutorial: Completion of the Job Profile	Email/fax	6/5/15		
	21. Summarize the CSR Profile in SkillPro	SkillPro	6/5/15		
	22. Prepare for Job Profiling Simulation		6/5/15		
	23. Write a Profile Report	Email/fax	6/5/15		
	24. Teamwork		6/5/15		
Week 6	25. Applied Technology	www	6/10/15		
	26. Webcast - Skill Analysis Simulation		6/11/15		
	27. Pack for the Workshop		6/12/15		

### Key for Submitting Activities

Email to [jpanswers@act.org](mailto:jpanswers@act.org)

Fax to (319)337-1725

SkillPro-submit via SkillPro software

www-submit answers via training website <http://www.act.org/workkeys/jptrain/activity/index.html>