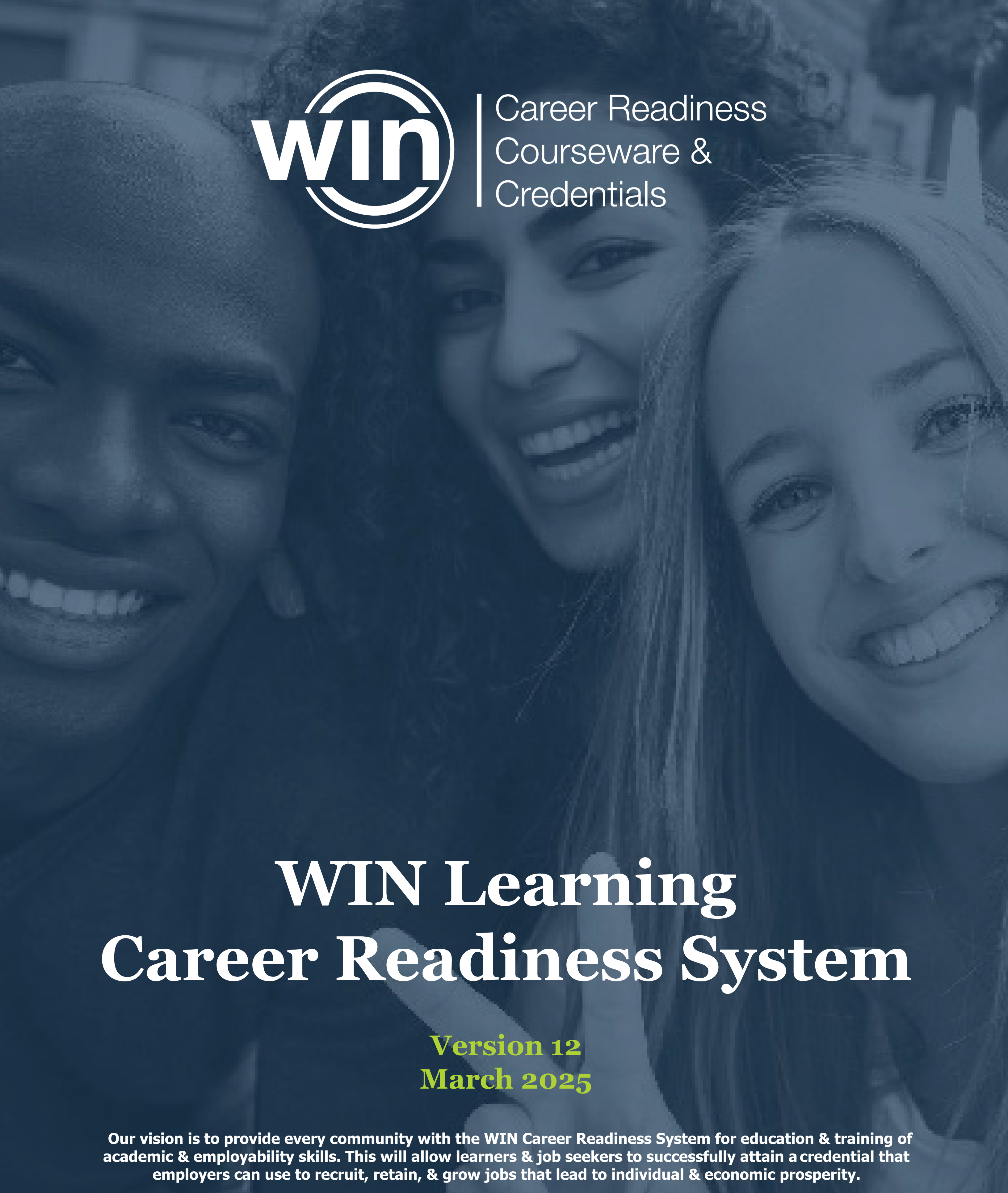


Career Readiness
Courseware &
Credentials

WIN Learning Career Readiness System

Version 12
March 2025

Our vision is to provide every community with the WIN Career Readiness System for education & training of academic & employability skills. This will allow learners & job seekers to successfully attain a credential that employers can use to recruit, retain, & grow jobs that lead to individual & economic prosperity.

WIN Learning | 1000 Waterford Place | Kingston, TN 37763 | 888.717.9461 | winlearning.com

Career Readiness Courseware & Credentials

Table of Contents

This manual is a comprehensive representation of all WIN Career Readiness Solutions.
Your partnership may not include all products outlined in this manual.
Please feel free to contact WIN Learning if you would like more information.

Career Readiness
Courseware &
Credentials

Welcome

Dear WIN Learning Partner,
Welcome to the WIN Learning community of instructors and learners. We are excited to share with you our best practices for providing individuals with the greatest opportunity to learn essential career readiness skills by utilizing the WIN Career Readiness System (WIN CRS).

This Training Handbook presents materials for you to learn how to build the foundation for a successful implementation. You will be introduced to useful activities for success and strategies to acclimate, motivate, and prepare your learners for career readiness.

As a participant, you will:

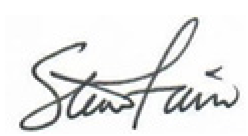
- Explore the subscribed software and key components
- Navigate in the Instructor role of the WIN CRS
- Understand the Learner role of the WIN CRS
- Access the instructional support tools, including the WIN Instructor Resource Center and Customer Support

WIN Learning is a leading publisher of innovative, research-based career readiness training and credentialing resources. We help individuals explore, plan, and prepare for careers.

This handbook and your experience in the WIN professional development workshop will provide you with an overall understanding of the resources and support tools necessary to begin implementation of the WIN Career Readiness System.

We thank you for your commitment and dedication to the individuals who are embarking on their career readiness journey.

Sincerely,



Steve Fain
Executive Vice President of Sales and Professional Services
WIN Learning

Career Readiness
Courseware &
Credentials

Reference & Contact Information

WIN Learning Information:

WIN Learning Website: http://www.winlearning.com

WIN Career Readiness System: http://www.wincrsystem.com

Access to your Portal:

Username: ______________________________

Password: ______________________________

WIN Learning Contact Information:

Customer Success Manager Name:

Email: ______________________________

Phone: ______________________________

Regional Account Manager Name:

Email: ______________________________

Phone: ______________________________

Sales: 888.717.9461 option 1
Fax: 865.381.0654
Email: Sales@winlearning.com

Support: 888.717.9461 option 3
Email: support@winlearning.com

Goals and Planning

Goals:

Who will be involved with and lead the implementation?

Who is the target population?

What is the expectation of usage? How many sessions per week? How much time?

What outcomes would you like to see from using these products with learners?

What report(s) will you use to monitor success of the implementation?

Notes

WIN Career Readiness System

WIN Career Readiness System

www.wincrsystem.com

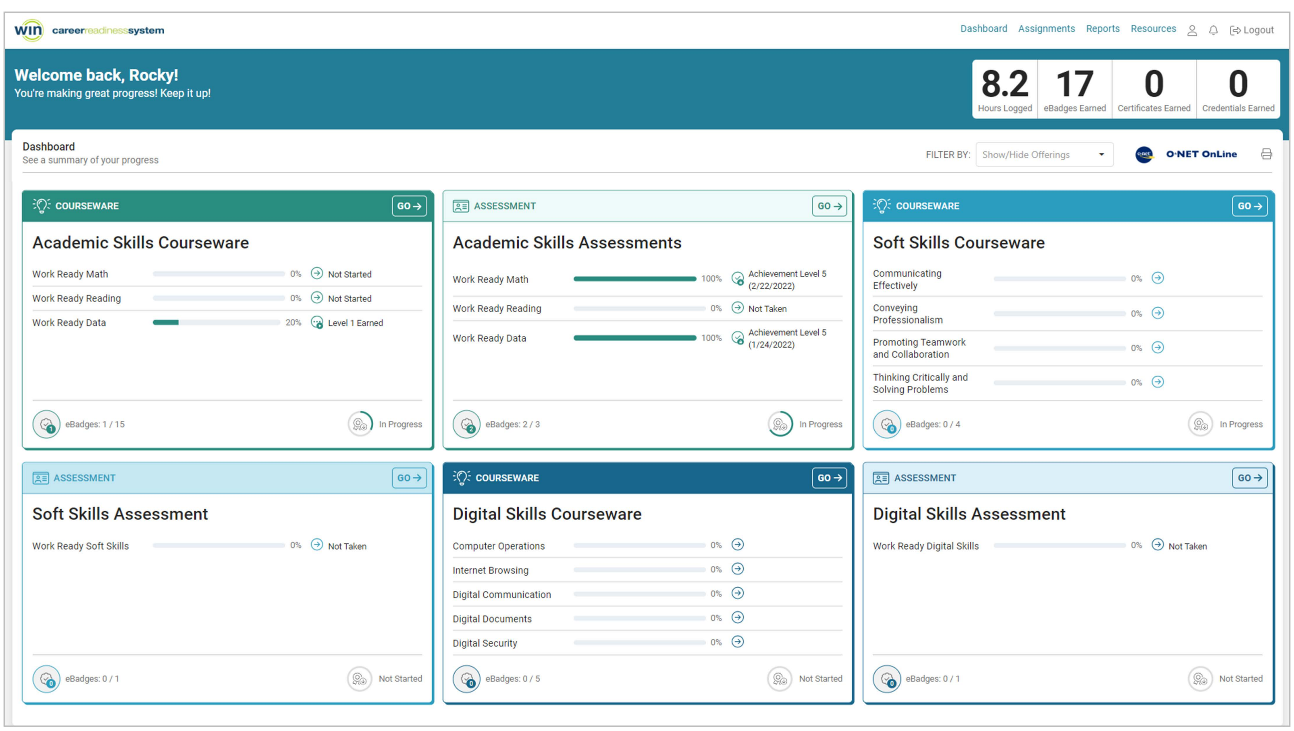
The personalized, WIN Career Readiness System (WIN CRS) has given more than 10 million learners worldwide the tools, confidence, and skills necessary to excel. WIN Learning's e-learning solutions are delivered, scored, and reported in the user-friendly WIN CRS, which includes career exploration tools, academic and employability skills courseware, and nationally recognized credentialing assessments as important foundational elements for creating a more effective and efficient system to prepare learners and job seekers for career and life success.

WIN Career Readiness System Dashboard features:

- Ability to select date range of data displayed
- User Profile with detailed information about user permissions and the ability to edit name, username, and password
- Ability to download and print a PDF of the dashboard
- Notifications bell with system wide and portal client-specific messaging
- Ability to select which product offering charts are visible
- Additional data included in product charts, such as % earned, % passed, and product summary statistics
- Summary statistics across all product offerings
- Information buttons with customizable text about each product offering
- Date and product selections persist
- Data alignment with updated Reports
- Email verification (optional) to ensure security

Learner (Participant) Dashboard

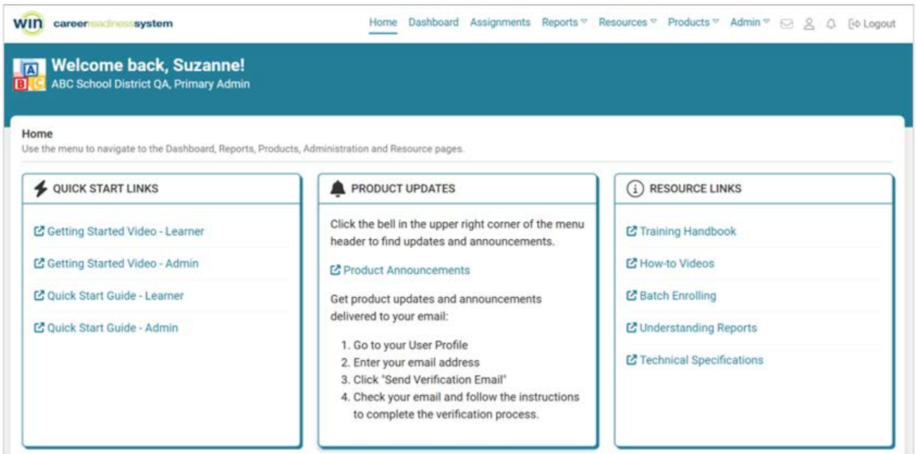
WIN Career Readiness System (WIN CRS) provides the learner (participant) with digital eBadges and printable certificates to reward learning mastery. The courseware Certificates of Completion indicate satisfactory understanding of instructional content. The printable credentials are awarded upon successful completion of the proctored assessments which validate that the participant has demonstrated the career readiness competencies.



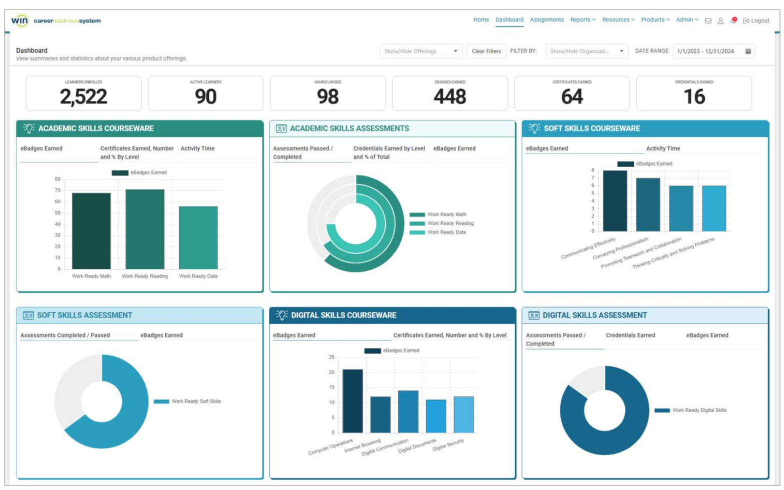
Administrator (Instructor) Dashboard

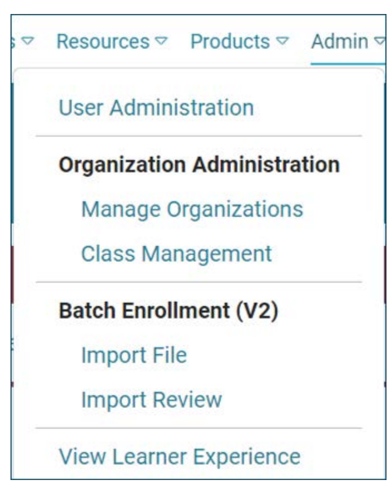
The WIN Career Readiness System (WIN CRS) is accessible to administrators and instructors with one-click access to any or all career readiness instructional resources and proctored assessments with an at-a-glance dashboard to preview accumulative data of all participants. WIN CRS features performance reports, eBadges, and certificates to track progress and monitor completion. The system also includes content support through the WIN Resource Center, an online library of implementation and professional development training resources. Select Resources from the top menu of the dashboard to access the **WIN Resource Center** at any time.

When you login to WIN CRSystem, you will land on the Admin home page. The home page is where you can find Quick Start Guides, product updates, and helpful resources.



Click Dashboard on the top menu to access your dashboard and view data for all of your learners.





The Admin Menu

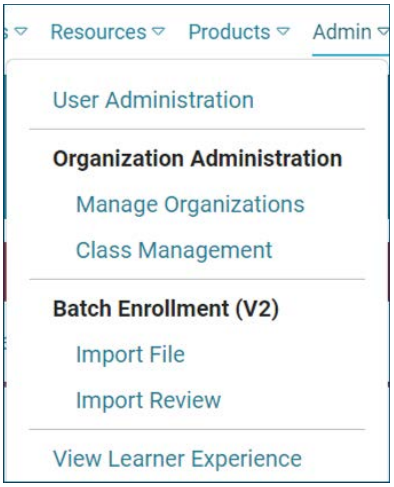
The following functions can be accessed from the Admin dropdown menu at the top of the home page and the dashboard:

- **User Administration** allows you to search for existing users and create new users in the system.
- **Organization Administration** allows you to view and make changes to organizations or individual classes.
- **Batch Enrollment** allows you to import a file to enroll large groups of learners in the system.
- **View Learner Experience** allows you to view the learner dashboard and explore the courseware and assessments from the learners' perspective.

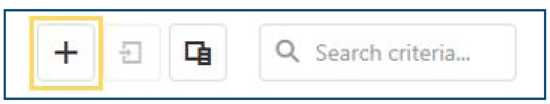
User Administration

How to Create a User:

1. Login to **www.wincrsystem.com.**
2. Click the **Admin** tab then **User Administration.**



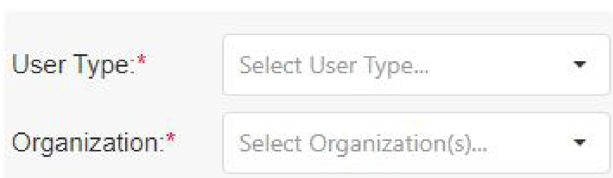
3. To create a new user, select the **+** button on the top right of the grid.



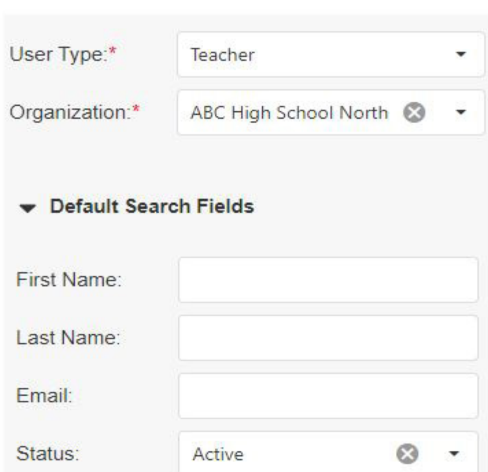
4. Complete all required fields and save.

Search for an existing user:

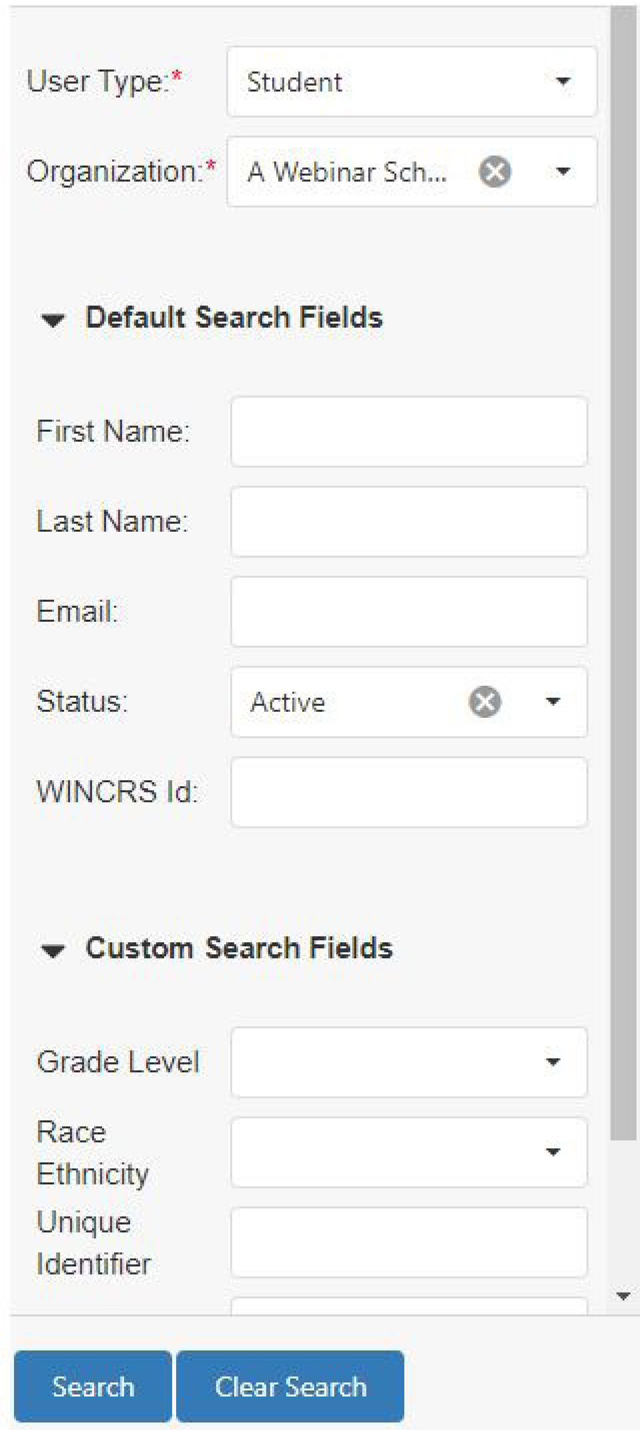
To search for an existing user, first select **User Type** and **Organization** from the dropdown menus in the upper left:



Search and Filter options will change depending on the user type selected. If any non-student user type is selected, the default search fields "First Name," "Last Name," "Email," and "Status" will appear.



If "Student" is selected, additional search filters will appear such as WINCRS ID and any custom fields configured for the client. Use these fields to further filter the results list if desired.



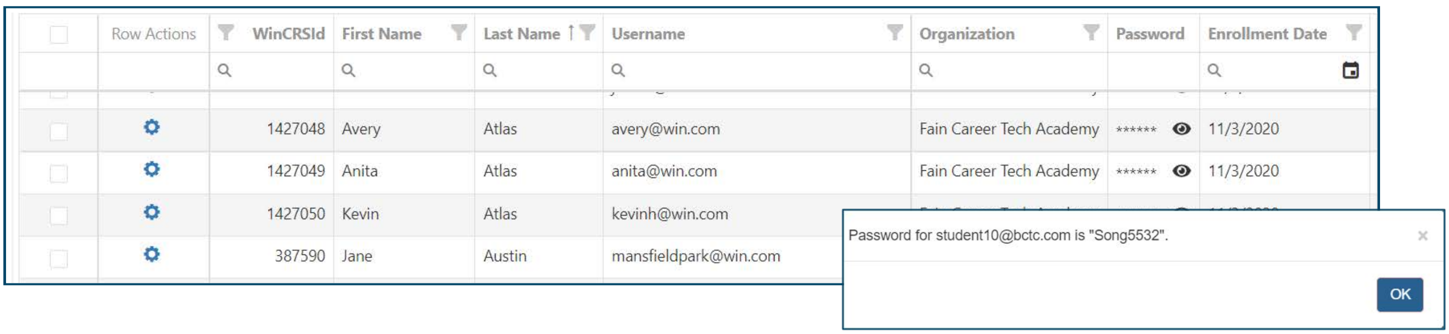
Click **Search** to generate results. Clear Search to start over.

User Administration cont.

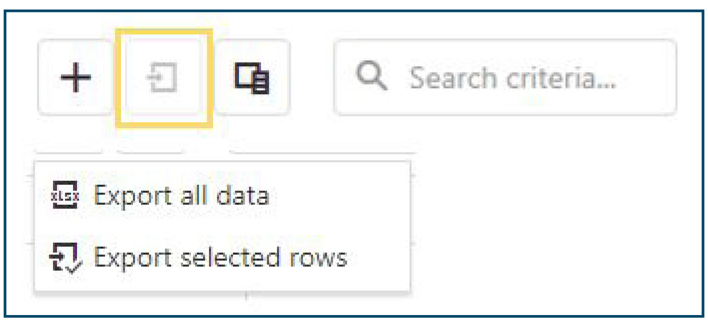
The results grid will display users based on the search and filter selections. The grid columns are filterable and sortable. In addition, grid columns can be removed or added by selecting the **Column Chooser** icon in the top right of the grid.

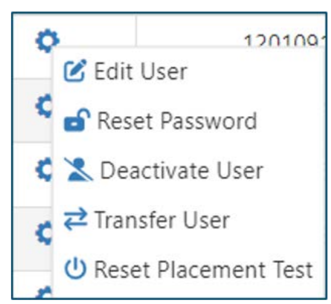
You can change the order of the columns by selecting and dragging the column to the desired location.

All result lists will include First Name, Last Name, Username, and Organization. Student lists will include a Password column with the password hidden, WinCRSId, as well as Enrollment Date and any other standard or custom fields implemented for the client. To temporarily display the password, select the **eye** icon.



To export the results to Excel, select the **Export** icon in the top right of the grid. You can export all data in the grid or just selected rows.





The **gear** icon in the Row Action column opens a list of possible actions. The available actions depend on the user's role and permissions.

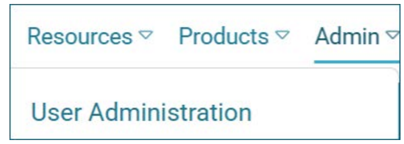
Click on any of the actions to open the associated dialogue box, then follow the prompts.

To take action on multiple users, select the checkboxes next to the desired users and then select the desired bulk action icon above the grid. This will open a dialogue box where you can complete the action.

Looking Up & Resetting Passwords

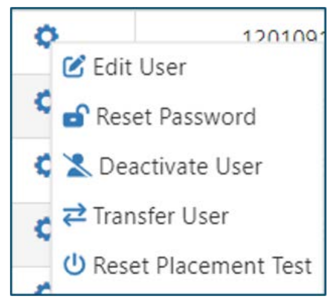
How to Look Up Passwords:

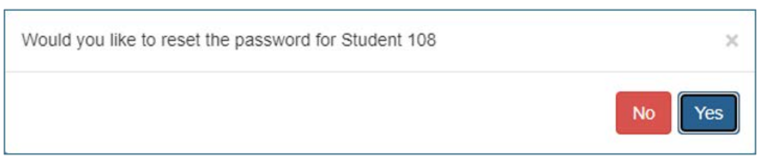
1. After logging in, click the **Admin** tab then User Administration.
2. Filter to select user by searching their name.
3. Click the **eye** icon in the **Password** column. A pop-up will display the password.
4. Click **OK**.

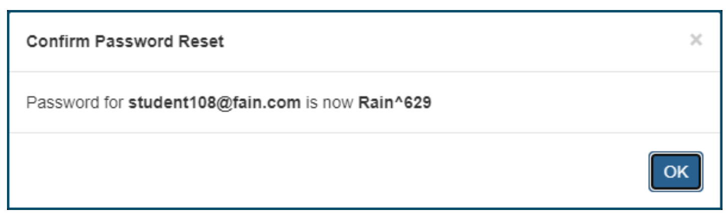


How to Reset Passwords:

1. In User Administration, select the user by searching their name.
2. Click the **gear** icon next to the user's name and click **Reset Password.**
3. A window will open confirming that you want to reset the password. Click **Yes.**
4. The system will generate a password and pop-up will display the new password. Click **OK**.







Password Security

Newly created passwords must meet the following requirements:

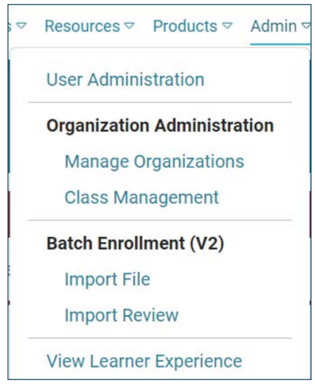
- Length must be between 8-16 characters.
- Must be different than your current password.
- Must contain at least one capital letter.
- Must contain at least one lowercase letter.
- Must contain at least one number.
- Must contain at least one special character.
- Must NOT contain the word "Password."
- Must NOT contain your first or last name.
- Must NOT contain your email address.

Class Management

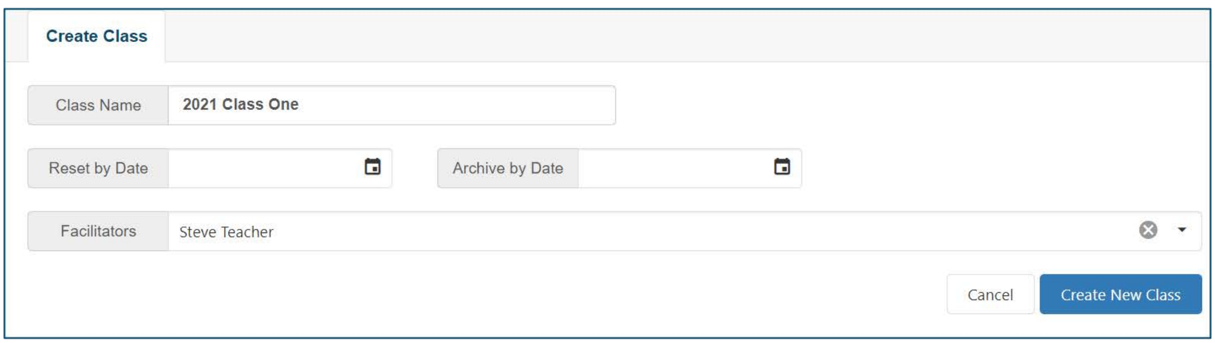
Creating a New Class

1. From the **Admin** tab, select **Class Management.**

2. Select the **+** to create a new class. If you are an administrator over several organizations, you will use the organization dropdown to navigate to the organization in which you would like to create the class.



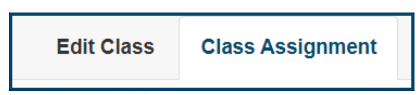
3. Enter a **Class Name**. Class names must be unique to the organization, so use something you will recognize (For instance: 2021 Class One). **Reset by Date** is optional. Reset date removes all learners from the class so you can repopulate with different learners. **Archive by Date** is optional. Administrators and instructors can add instructors to a class. Administrators do not need to be added to a class since they have access to all classes. Choose **Create New Class**. The new class will appear in the list of classes on the left panel and the **Class Assignment** tab will appear.



Note: Reset by Date will clear all learners in the class so the class can be populated again. Archive by Date allows you to archive the class so it will not show up in your list unless you open an archived class.

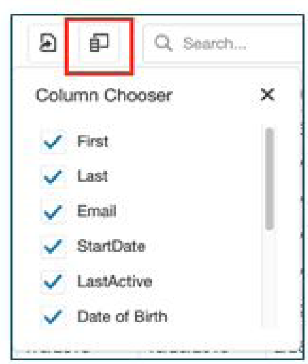
Assigning Learners

1. After your class is created, you may assign learners. Go to the Class Assignment tab, which becomes visible after the class is created.



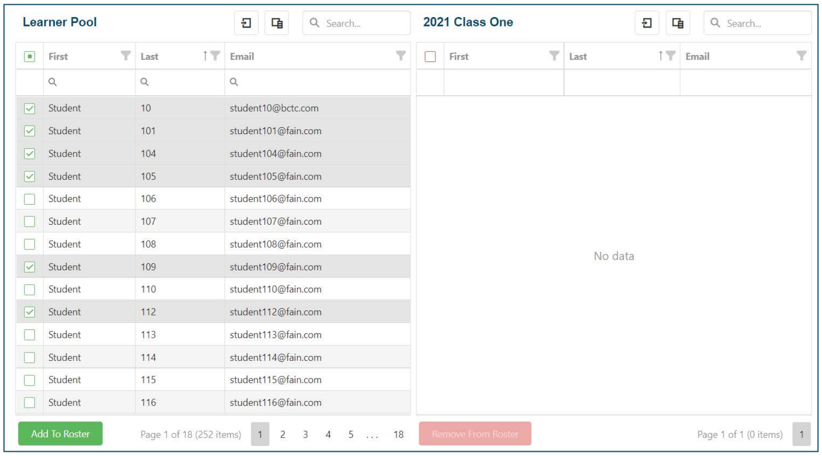
2. Your empty class roster will display on the right and the Learner Pool on the left. Select learners from the Learner Pool, which displays all learners in your organization who are available to add to your roster. You can filter and search in each column to narrow the number of learners in the Learner Pool.

3. To narrow your Learner Pool list, you can use the Column Chooser. By default, the grid displays the columns: **First name, Last name, Email,** and if available, **Date of Birth** for each learner. You can add columns with additional learner data by clicking the Column Chooser and selecting the data you would like displayed in the grid. You can also search each individual column by entering a searchable field parameter.



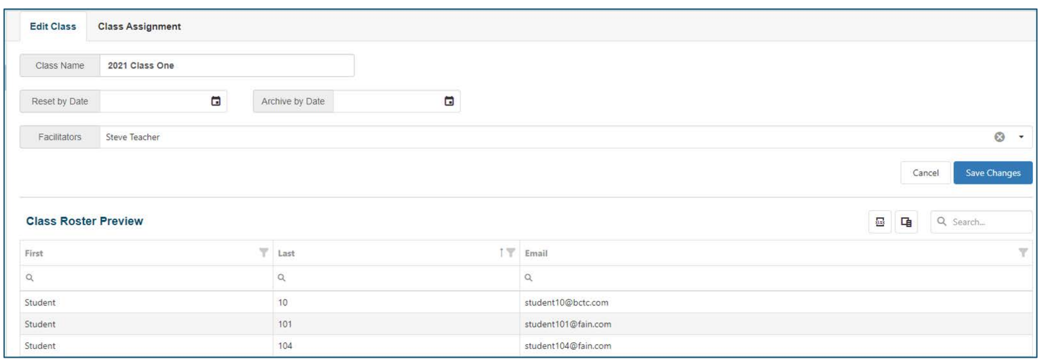
Class Management cont.

4. To add learners to a class, check the box next to their first name and select **Add to Roster**. You can select all by checking the box next to the First column.

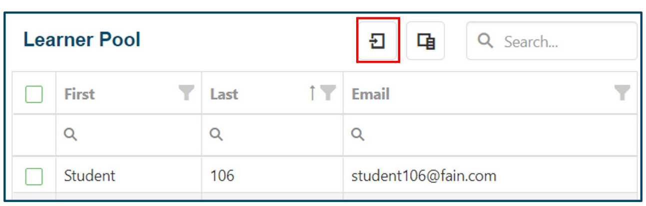


5. Once you have added your learners to the class be sure to click **Save Changes**.

6. Now that you have created a class roster, when you navigate back to the **Edit Class** tab, the roster will be displayed in the Class Roster Preview grid. In Edit Class, you can add a Reset Date, add Instructors, edit the class name and export to an Excel file. Choose **Class Assignment** to modify the class rosters.



All three grids can be exported to Excel: The Learner Pool and Class Roster grids in Class Assignment, and the Class Roster Preview grid in Edit Class. To export a class roster, configure the roster with the columns you wish to export using the Column Chooser, then select the **Export** icon in the top right corner of the grid.



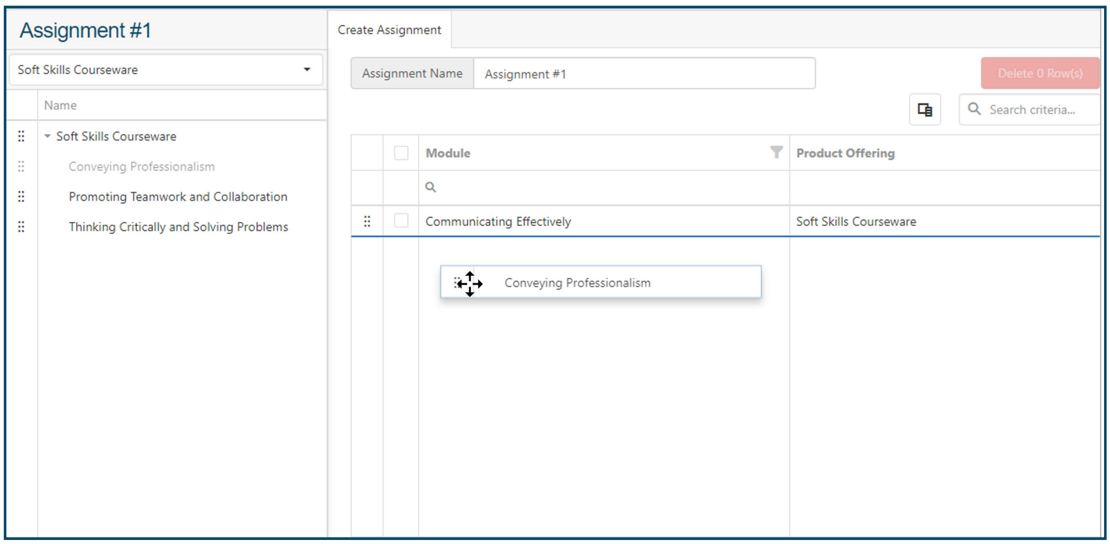
Assignment Manager

Creating a New Assignment

1. First, navigate to **Assignment Manager** from the **Assignments** tab at the top of the dashboard.

2. Select the **+** to create a new assignment.

3. Name the assignment and click **Save Changes**. Then select a product from the dropdown menu on the left and select modules to add to the assignment. To add modules to the assignment, select the module you want and drag it into the grid. You can select the entire course if desired. To add modules from other courses, find the course in the product offerings dropdown and repeat the process until all the desired modules are in the grid. You can reorder modules by dragging and dropping them into a new position in the grid. To remove a module from the grid, drag it back to the left panel or check the box next to the module name and click the **Delete # Rows** button.



Note: Add instructions if desired (optional). These instructions are tied to the group of tasks / modules included in the assignment. They should not be learner specific. Don't forget to click **Save Changes.**

Click the assignment to see the action icons and a preview of the assignment details. The icons from left to right are: **Edit**, **Add Learners**, **Clone**, **Archive**.

Assigning Learners

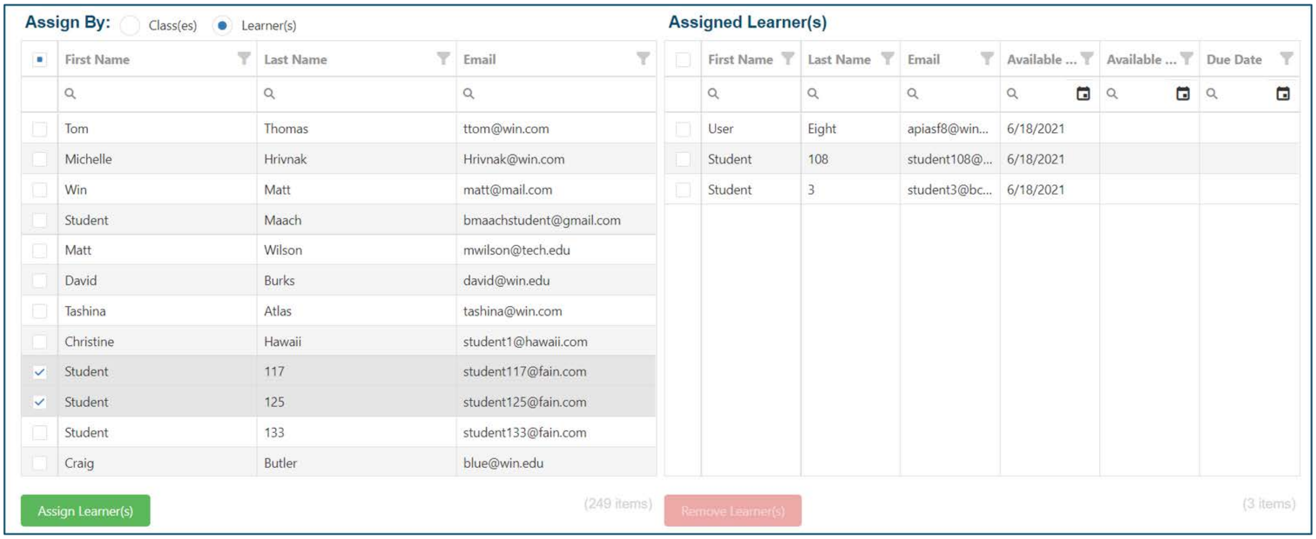
1. To add learners, click the **Add Learners** icon. You can search for learners by class or by learner list after the assignment is created.

2. Your empty class roster will display on the right and the Learner Pool on the left. Select learners from the Learner Pool, which displays all learners in your organization who are available to add to your roster. You can filter and search in each column to narrow the number of learners in the Learner Pool.

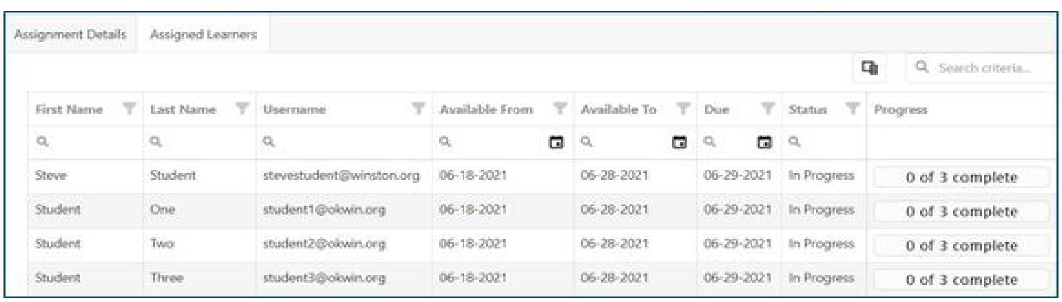
3. Select learners from the left grid and click the **Assign Learner(s)** button to add them to the right grid. To remove learners from the Assigned Learner(s) grid, select the learners you wish to remove and click **Remove Learner(s)**.

4. To add learners to a class, check the box next to their first name and select **Add to Roster.** You can select all by checking the box next to the First column.

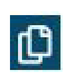
Assignment Manager cont.



5. The **Available From** column will default to the day you create the assignment, but it can be changed. You can designate the date an assignment becomes available (**Available From**); the date the assignment is due (**Due Date)**; and the date the assignment will no longer be available (**Available To**). To do this, select the learner(s) you want to designate dates for (you can set different dates for different learners). At the bottom of the grid open the **Select a date** dropdown and select which date you want to set first. Select the date and then click **Apply to Selected Row(s)**. Don't forget to **Save Changes** when you're done. In the Assignment Library, you can preview who's been assigned and their dates by selecting the Assigned Learners tab. You can also view **Status** and **Progress** Indicators.

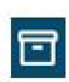


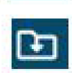
To make a copy of an assignment, click the **Clone** icon.



The cloned assignment will have all of the same tasks / modules and instructions. It will not be assigned to any learners. You can rename the assignment, edit it to add or remove tasks / modules and instructions, and then assign it to learners.

To archive an assignment, click the **Archive** icon. To find an archived assignment, check the **Display Archived Assignments** box. You can unarchive an assignment by clicking the **Unarchive** icon.



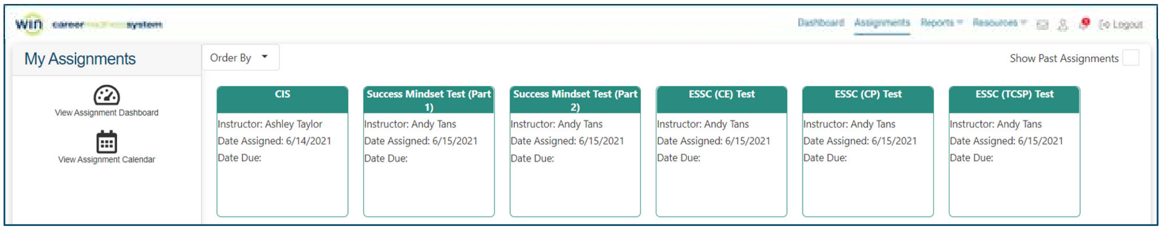


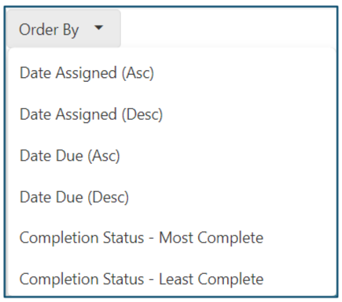
Assignment Manager cont.

Assignments – Learner Experience

Learners will access their assignments by clicking **Assignments** in the header of their dashboard. This will bring them to the My Assignments Dashboard where they will be able to access and manage their assignments. Learners can select Dashboard or Calendar view. Learners can see at a glance their instructor(s), assignment due dates, and assignment progress. 24 hours before an assignment is due, the **Due Date** will turn orange. When the assignment is past due, the **Due Date** will turn red.

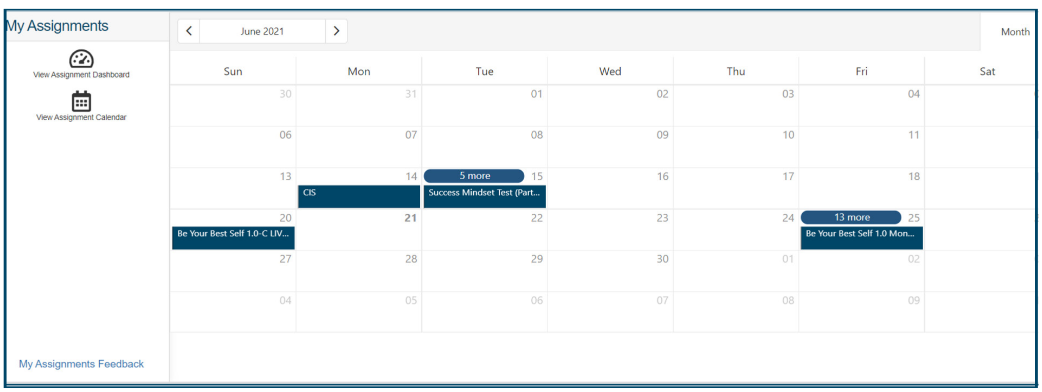
Dashboard View



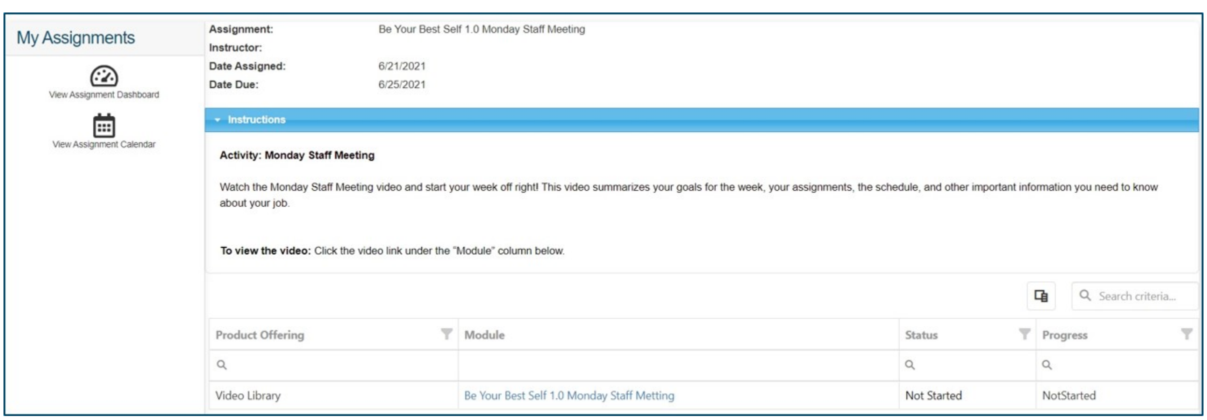


Learners can order assignment tiles by **Date Assigned**, **Date Due**, or **Completion Status**.

Calendar View

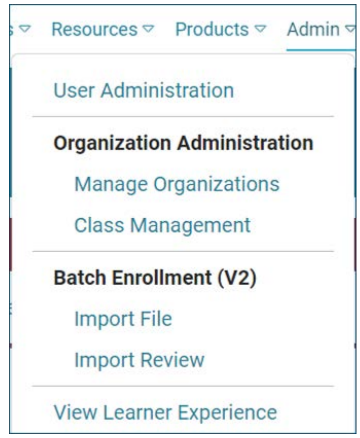


Learners can access the details of an assignment by clicking on the tile or the calendar entry. Click the module to launch the activity. Learners can click the **Instructions** panel to show or hide the assignment instructions.

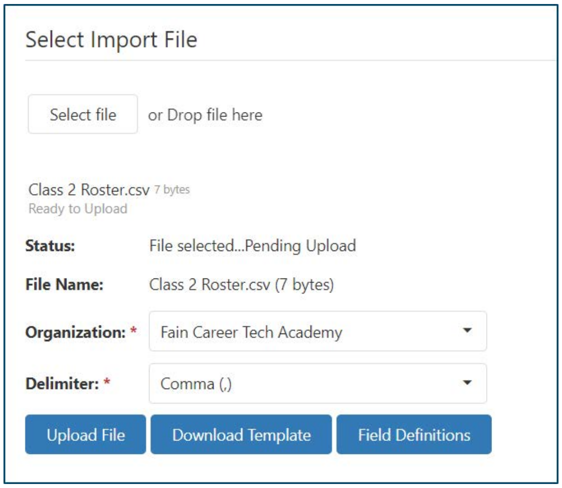


Batch Enrollment

1. Click the **Admin** tab then select **Import File** under **Batch Enrollment**.



2. After clicking **Import File,** click **Download Template**. This will generate a CSV template with all the correct column headings already listed across the top, ready for you to fill in with your learners' data. To view data requirements and definitions, select the **Field Definitions** button.

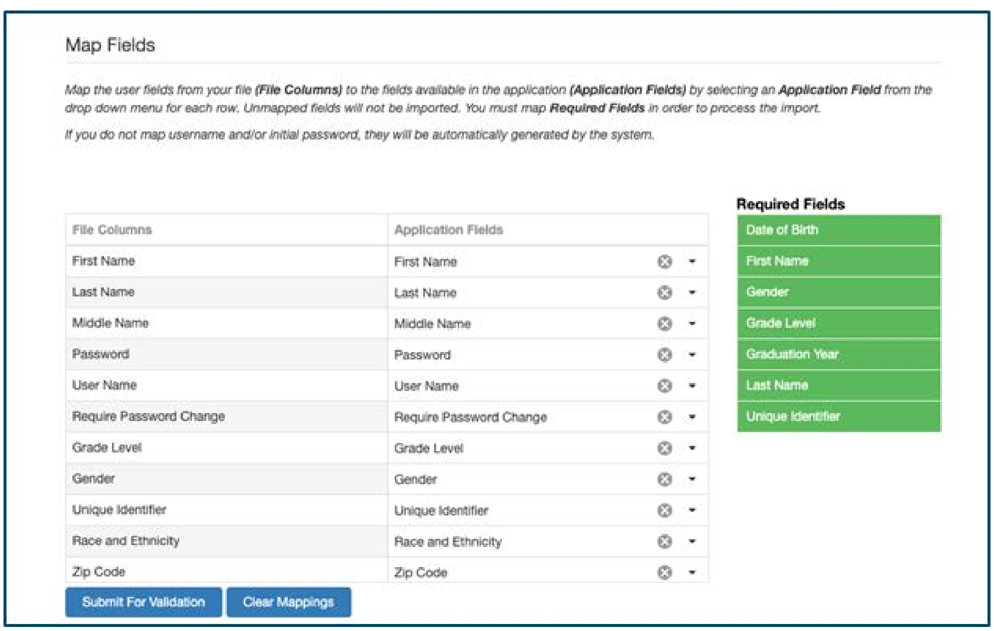


3. Fill out the template with your learners' data, then click the **Select File** button to import your file or drag and drop it into the space. Make sure your **Organization** is selected. This is important for administrators who may have more than one school or location where learners can be enrolled. The **Delimiter** will default to Comma for CSV file types, like the template, so it does not need to be changed. Then, click **Upload File**.

4. Once you have clicked Upload File, the **Map Fields** section will become active.

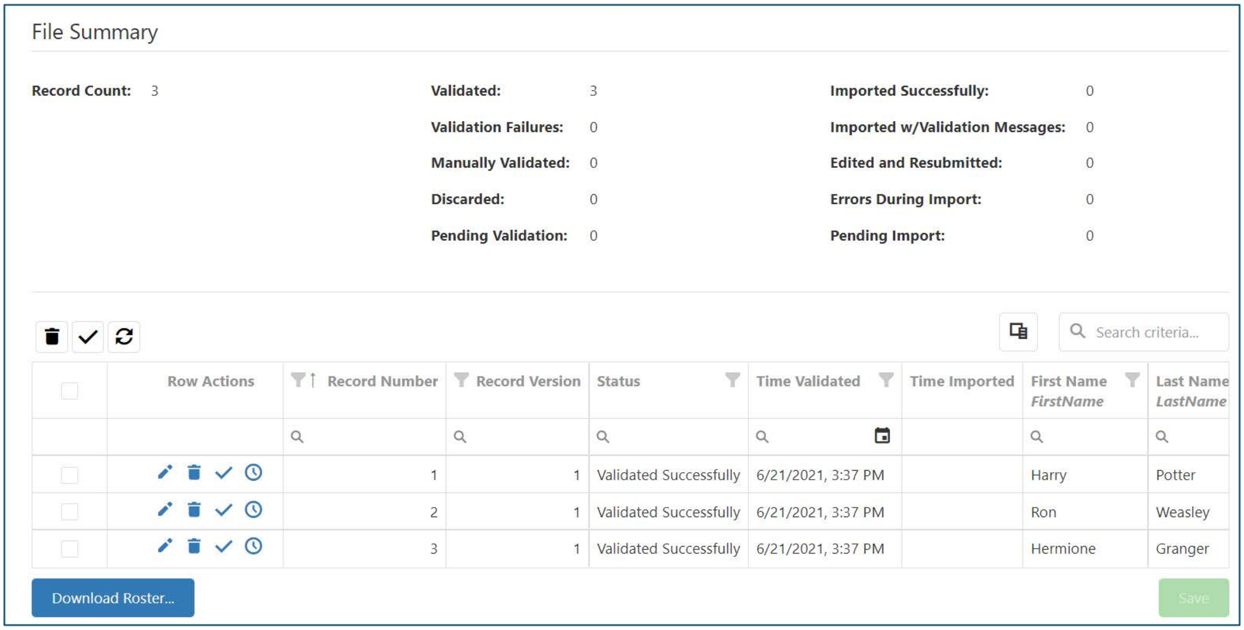
5. Mapping fields tells the system where to put the data from each of your File Columns from your uploaded file. The system will auto-map file columns with headers that match the Application Fields. Since your template headers directly match the application fields, they will all auto-map. The required fields will all turn green when they have been mapped, and the **Submit for Validation** button will become active.

6. Once your file is ready and all fields are mapped, select **Submit for Validation** and you will be redirected to the **Import Review** page.



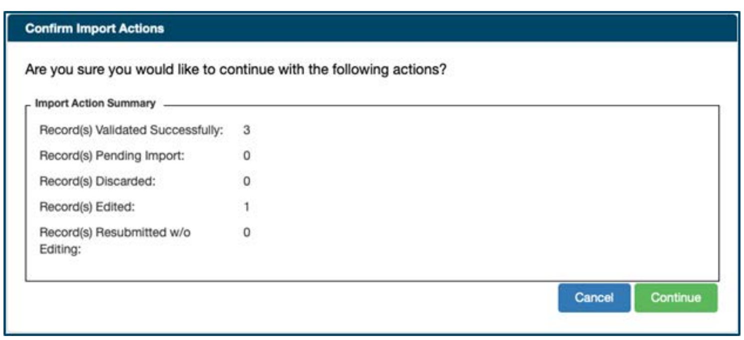
Batch Enrollment cont.

7. On the Import Review page, you will review a summary of your file and complete the enrollment process. Your recently imported file will automatically load into the **Review** panel with details telling you which records passed validation successfully and which have errors that require correction before enrollment.



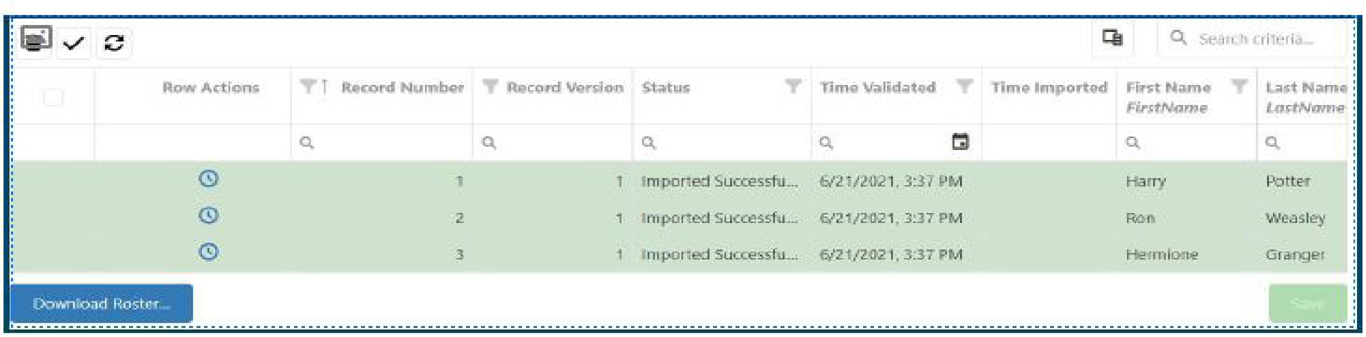
8. Once all your records have been successfully validated, select the bold **check mark** under **Row Actions** for each record to submit the records for enrollment. You can also use the **Select All** box in the first column, first row of the Import Review table, and then select the bold **check mark** above the table on the left to submit all selected rows. Be sure to click **Save** to complete the enrollment process for all learners who have been validated successfully.

9. Once you click **Save**, you will see a summary of changes and will be asked to confirm the enrollments. Click **Continue** to import all valid records and save pending changes.



10. Back on the Import Review page, clicking the **Refresh** icon above the Import Review table will show the status of each record. When all records are imported successfully, the rows turn green, and the Status reads **Imported Successfully**.

11. Click **Save** to finish the enrollment process. To download a roster of the students who were successfully enrolled, click **Download Roster**.

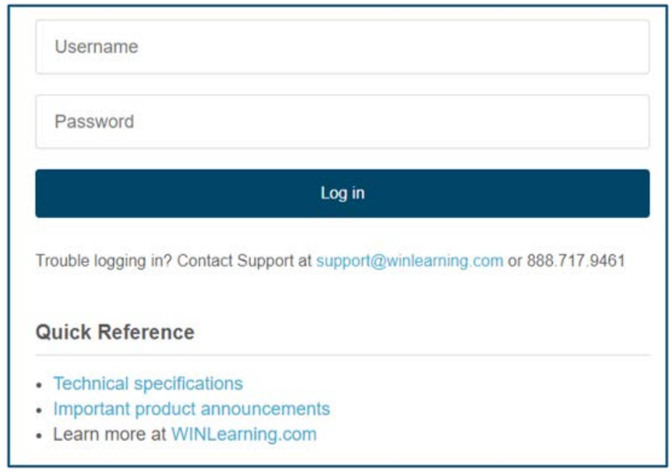


Assessment Administration

Authorizing and Monitoring Assessments

1. First, be sure the Lockdown Browser has been downloaded on each testing computer before taking any assessment. For complete instructions, please contact WIN Support at 888-717-9461 option 3 or support@winlearning.com.

2. Please review the Technical Specifications on the login page to ensure the Career Readiness System will work on the testing computer's operating system.



Note: Every testing computer must have the Lockdown Browser installed before any assessments are authorized.

It is a seamless process and the Lockdown Browser will open when the assessment is launched by the learner. This eliminates all web browsing activity during the assessment.

Assessment Administration cont.

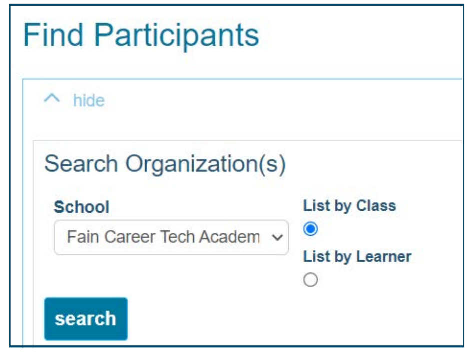
Assigning Learners

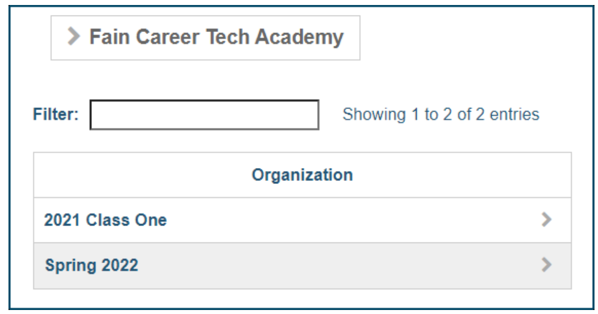
1. To assign an assessment to a learner or learners, select the assessment from the **Products** menu.

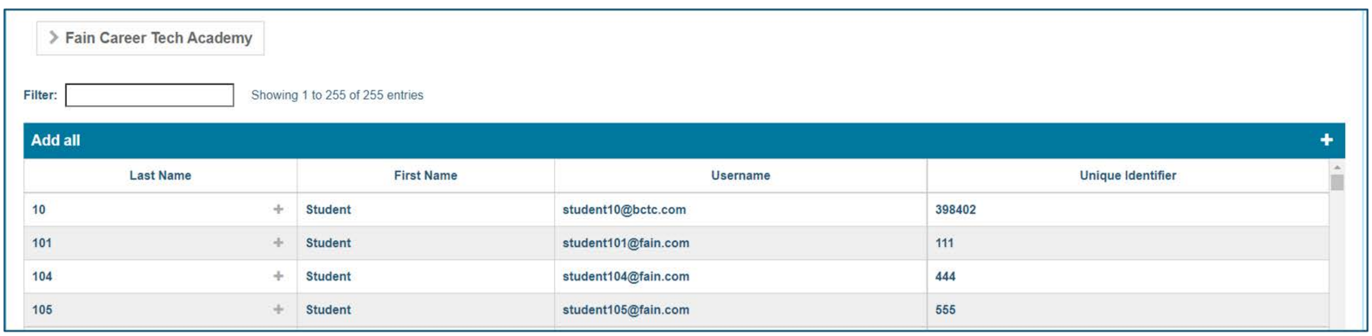
2. Search for the learner(s) by selecting **List by Class** or **List by Learner.** Click **Search** to open a list of all classes / learners.

3. If you opt to search by **List By Class**, you will see a list of all classes for your location. If you are an administrator, you will see a list of classes to which you have access if you are a proctor. Select the name of the class to see all learners associated with that class. Multiple classes can be assigned to the Assessment Assignment Grid. Choose **Add All** to put all learners into the grid.

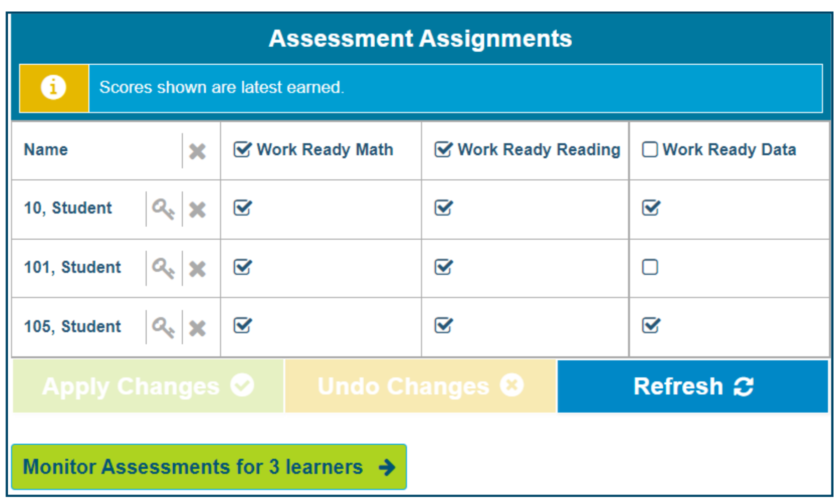
4. If you opt to search **List By Learner**, you will see all learners associated to your location. Select the learner you would like to add to the Assessment Assignment Grid.







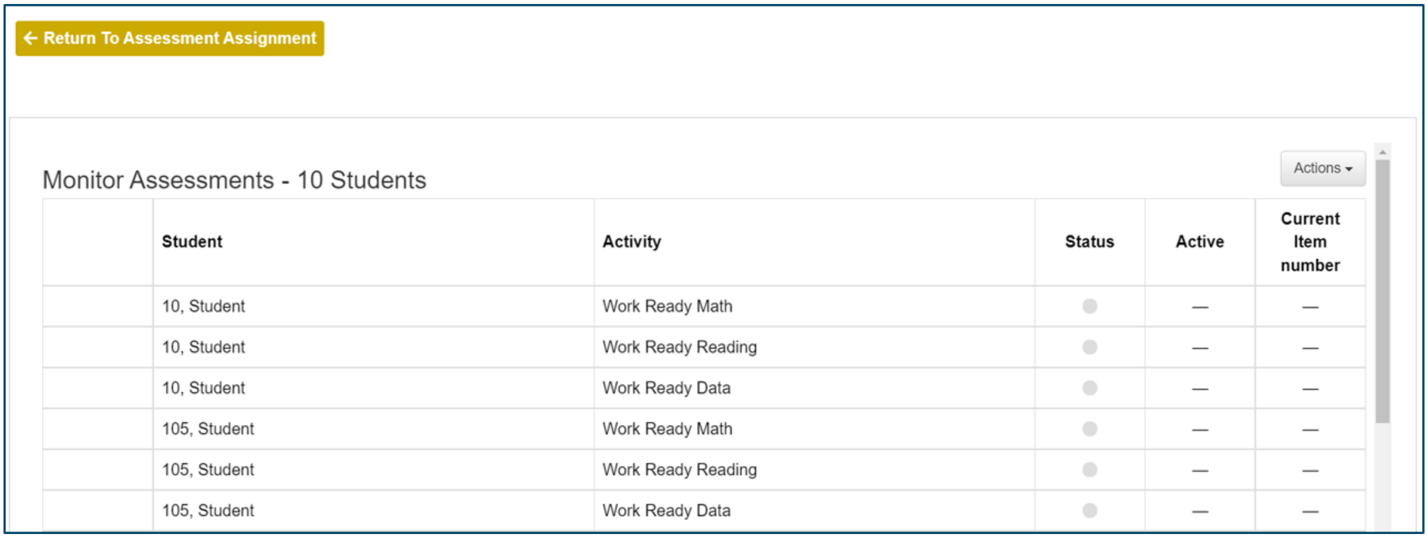
5. Once you have added your learners to the Assessment Assignment Grid you can assign assessments by clicking the boxes. You can assign everyone a single assessment by selecting the box next to the assessment title. Assessments are available in Spanish or English. If extended time has been given for the learner, the accommodation will appear in the grid. After assigning the assessments, choose **Apply Changes** and **Yes**. Then select **Refresh**. Select **Monitor Assessments for learners** to see progress in the Monitor Assessments Grid.



Note: Spanish translations are available for all assessments, but this feature is not automatically enabled, as some implementation partners may choose not to offer Spanish as an option for assessments. Administrators must enable this feature in the WIN assessment portal prior to testing.

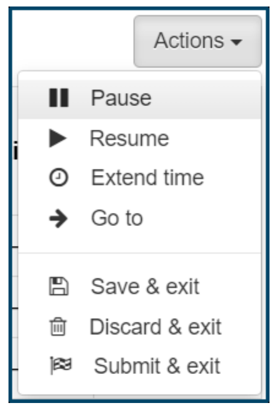
Assessment Administration cont.

6. The Monitor Assessments Grid allows you to track learner progress during the assessment. If you have assigned more than one assessment, all of them will display. To add someone into the testing session, click Return to Assessment Assignment and select the student from the learner list.



Note: Once a learner begins the assessment, the proctor can **Pause**, **Resume**, or **Extend Time** if an appropriate IEP is verified.

When a learner finishes the assessment, select **Refresh** to see scores.



After Testing

1. When testing is complete, remove all assigned assessments from the Assessment Assignment Grid. Unclick all assessments so all boxes are clear. Then select **Apply Changes** and accept.

2. Next, remove all learners from the Assessment Assignment Grid. Select the **X** at the top of the Name column to remove all learners at once.

3. Scores are available immediately after testing. Click **Refresh** in the Assessment Assignment Grid to display scores. Scores can also be viewed by selecting **Reports** at the top of the dashboard.

4. If a learner has taken the assessment before, their previous score will populate in the Assessment Assignment Grid when they are placed in the grid. The previous score will be replaced with a new score if it is higher upon test completion.

Career Readiness Courseware & Credentials

Reports

The WIN Career Readiness System has a robust dashboard and reporting feature to provide participant performance data at the aggregated regional, workforce center, and program levels as well as individual participant level by specific date range and other filtering parameters. The reports available for WIN Learning administrators and facilitators include:

• Learner Listing Report:

This report shows progress for all learners in a single report. Credentials and certificates can be printed from this report.

• Class Report:

This report shows classes that have been established in the portal and allows you to see all learners associated with a class. You can also view archived classes.

• Individual Learner Report:

This report shows completion and progress across all products for individual learners. Credentials and certificates can be printed from this report.

• Credential Summary Report:

This report shows a summary of all credentials earned for the proctored exams and the courseware Certificates of Completion. It provides summary information, not individual learner details.

• General Summary Report:

This report shows activity results in all product offerings for all learners in one or more locations.

• Enrollment Report:

This report can be used to view data for learners based upon the date a learner was enrolled in the portal or to view data for learners who are currently enrolled for a specific date range.

• Learner Credential Summary Report:

This report shows assessment progress for each learner. It provides test scores/scale scores and indicates if a learner has earned credentials. Credentials can be printed from this report.

• myStrategic Compass Report:

This report shows learners' progress in myStrategic Compass. Categories include Assessments, Favorite Colleges, Favorite Occupations, Reality Check and Resume Builder. Reports can be seen in a Learner Listing view or Individual Learner view.

• Objective Based Reports:

These reports display mastery by learning objective and can be viewed at the organization and individual level.

All reports can be exported in Microsoft Excel (.xlsx) format. Certificates and credentials can be downloaded and printed directly from these reports. Participants can print their own certificates and credentials from their WIN CRS dashboard.

Let's Practice

You will enroll a student, create a class, and experience the courseware as that student. Then we'll review your progress in Reports.

Best Practice 1: Your students will work in the courseware to build skills or prepare for the assessments. To easily monitor their progress, you can create a class.
Best Practice 2: Create classes to easily launch assessments on assessment day.

For this activity, here are the steps:

1. **Sign in as an Administrator/Facilitator:** (pg. 9) Use the following login information for the **Training portal**:

URL: wincrsystem.com

Username: ______________________________(to be provided by your WIN Customer Success Manager)

Password: ______________________________(to be provided by your WIN Customer Success Manager)

2. **Create a Student:** (pg. 9) Create a fictitious student with a fictitious email. Do NOT use real emails in the Training Portal. Record below.

Student Email: ______________________________ (if you check "Use Email as Username," they will be the same)

Student Username: ______________________________

Student Password: ______________________________

3. **Create a Class:** (pg. 12) Create a class of students who will be working in the courseware or who will be taking assessments at the same time. Use a unique name for the Class that you create. Add the student you created to the class. Add other students too. Record the class name below:

Class Name: __________________________________

4. **Sign out as an administrator using the logout button in the top right corner of the screen**

5. **Sign in as the student you created in Step 2** (Note: select "Not Now" when prompted to provide a valid email since this is not a real email address)

6. **Play in the courseware:** See how students experience the placement tests, courseware, posttests, earn an eBadge, etc. Spend time in Academic Skills, Soft Skills, and Digital Skills.

7. **Notice how the Student Dashboard is different from the Administrator dashboard:** (pg. 7) How many eBadges did you earn? Look at Reports as a student. Look at how the student resource center differs from the administrators.

8. **If you have time, sign out as the student and sign in as the Administrator account from Step 1:** Go to Resources and find the following information:

- [ ] "Creating New Users in WIN Career Readiness System" video
- [ ] A list of Reports 

- [ ] Instructions on how to reset a student's password

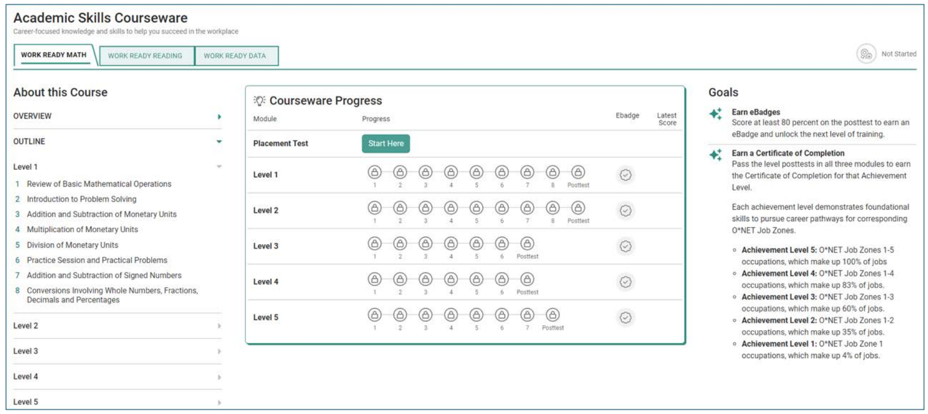
9. **Questions:** When practice time ends, we will review your activity in Reports as a group, so be sure to share your student name.

Courseware & Career Planning

Academic Skills Courseware

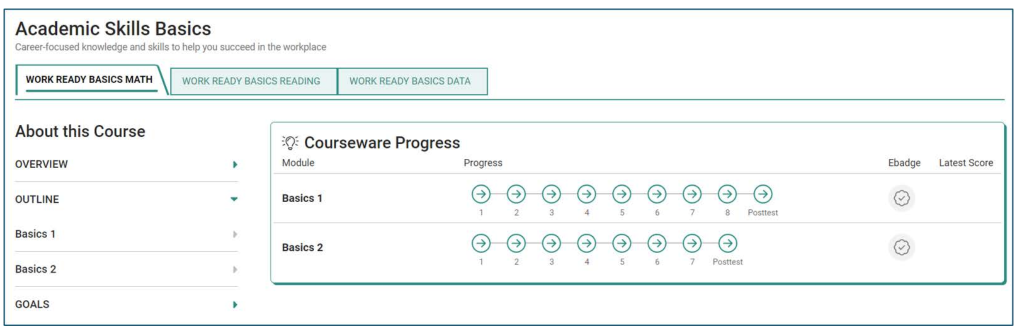
Academic Skills Courseware is a self-paced course in which learners will develop the foundational workplace skills required for most jobs from entry-level to professional. It is made up of three modules: Work Ready Math, Work Ready Reading, and Work Ready Data.

Each module contains a placement test and five course levels, each with a pretest, instructional content, practice exercises, and a posttest. Learners earn eBadges when they pass the posttest for each level.



Academic Skills Basics

Academic Skills Basics provides pre-foundational instruction in Math, Reading, and Data for those learners who are not yet ready for Academic Skills Courseware Level 1.



Academic Skills Basics consists of two parts per module. Learners earn an eBadge for each lesson posttest passed. All content is unlocked so that learners can easily navigate to where they need instruction the most.

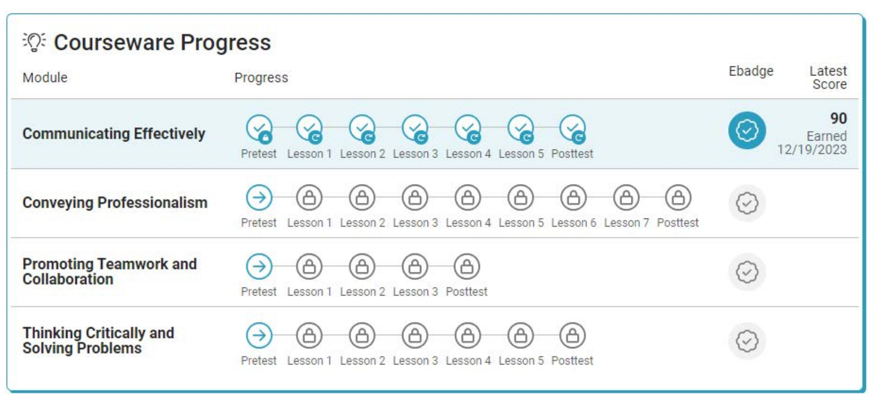
Academic Skills Basics contains three modules:

- Work Ready Math
- Work Ready Reading
- Work Ready Data

Soft Skills Courseware

Soft Skills Courseware is an online self-paced developmental resource that teaches employability and social skills in a career context in four main subject areas:

- Communicating Effectively
- Conveying Professionalism
- Promoting Teamwork and Collaboration
- Thinking Critically and Solving Problems



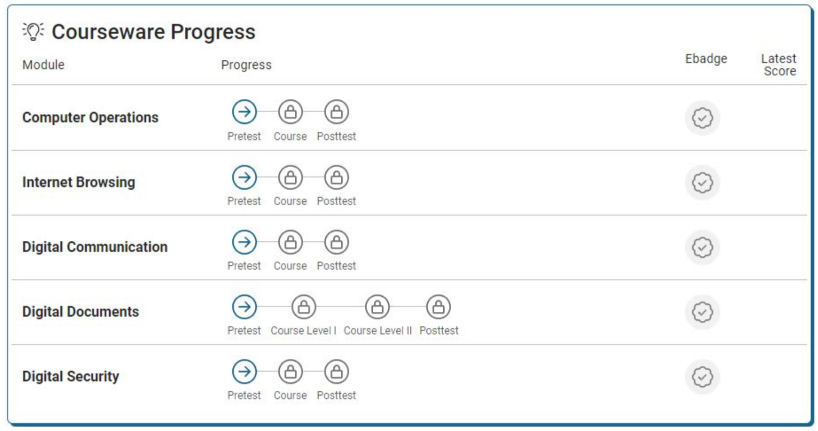
Soft Skills Courseware reinforces attitudinal, behavioral, and applied competencies critical to success in today's workplaces. The curriculum is a blended online and offline solution which models and directly teaches fundamental professional standards. Each module contains a placement test, instructional content, practice exercises, and posttest. Learners earn eBadges when they complete each module and pass the posttest. Using this model, the Soft Skills Courseware allows participants to witness, discuss, and practice appropriate workplace attitudes and behaviors. This design helps participants internalize these skills as a part of their personal repertoire and character. The courseware includes PDF workbooks available in English and Spanish with 60 hours of offline activities.

Digital Skills Courseware

Digital Skills Courseware is a self-paced course designed to provide participants with the skills needed to navigate technology in the workplace.

Digital Skills is comprised of five modules:

- Computer Operations
- Internet Browsing
- Digital Communication
- Digital Documents
- Digital Security



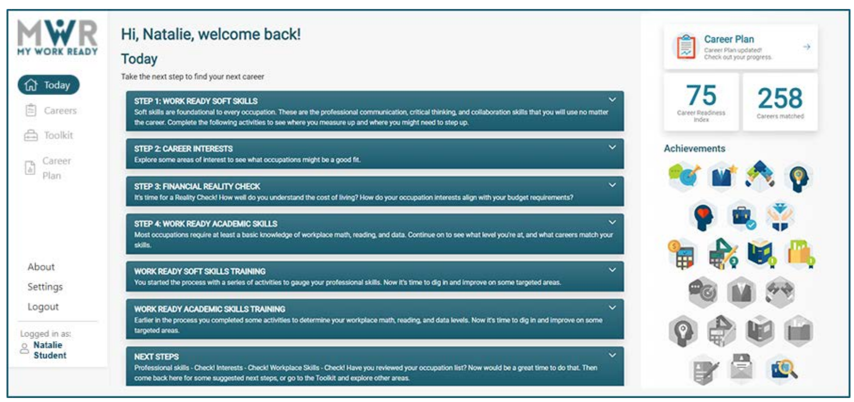
Each module includes a course component and a posttest. Each course has instructional content, a knowledge-check quiz, and a hands-on practice exercise that allows the participant to apply the skills to real life, practical situations. To complete each module, learners take a posttest to recap what they've learned. The posttest at the end of each module measures mastery of content. When the learner scores 80% or greater on the posttest, they earn an eBadge and advance to the next module. When learners have completed all five modules and earned their eBadges, they earn a Certificate of Completion.

My Work Ready

My Work Ready is a virtual career exploration and planning application that helps job seekers assess, train, explore, reflect, and prepare for their future.

The online tool allows job seekers to quickly identify strengths and areas of need related to foundational workplace skills. Job seekers also complete reflective activities that help them identify their interests, values, and financial literacy and see how these relate to potential occupations.

The result is a detailed, personalized Career Plan with recommended occupations and suggested next steps to help the job seeker land their next job.



Soft Skills Courseware: Conveying Professionalism

Sample Activity

Discuss how motivation affects performance

An important factor that influences your performance is your motivation. When you are motivated, you set goals for yourself, you see your goals through to completion, and you gain personal satisfaction from meeting your goals. A motivated person is noticed by internal and external customers and is appreciated by his or her boss. Motivation increases your chances of receiving a promotion and it enhances your working environment.

Motivated people are noticed because they take the initiative. Initiative means the ability to act and make decisions on your own without waiting for someone to tell you what needs to be done. This doesn't mean that you have to run around trying to find things to do in order to appear motivated. Rather, you must come up with useful ideas and take action to improve your outcomes and accomplishments at work. You can do this by taking the initiative to learn your job thoroughly. By acquiring in-depth knowledge of your work, you can gain insights on actions you can take to make things better, and this will be noticed.

Exercise: How Motivated Am I?

For each statement, select the option that best describes you. If you do not currently have a job, consider your chores at home or your homework instead of your workplace.

		Rarely	Sometimes	Often
1	I like what I do at my job.			
2	I am interested in learning new things related to my work.			
3	I set goals at my workplace.			
4	I achieve my goals and targets.			
5	I put maximum effort into my work.			
6	I work harder when I encounter an obstacle.			
7	I think positively about meeting goals and deadlines at work.			
8	I work for my personal satisfaction and not just to keep my boss and coworkers satisfied.			
9	I feel rewarded knowing that I've done a good job.			
10	I have a positive outlook regarding my professional success.			

Calculate your score:

Rarely = 1 point, Sometimes = 2 points, Often = 3 points

25 - 30: Congratulations! You are highly motivated. You have found work that you want to do, and you don't let obstacles get in your way. Your positive outlook will enhance your work environment.

18 - 24: Your motivation level is okay, but you could be doing much better. It is important that you focus on work that is personally rewarding to you, and that you approach your work with a positive attitude.

Under 18: Your motivation level needs to improve. Focus on the statements above in which you had the lowest scores and ask yourself what you can do to improve in these areas. Remember, just because you have had some setbacks, doesn't mean you should doubt your ability to be motivated.

Soft Skills Courseware: Conveying Professionalism Sample Activity Debrief

Debrief

Discuss students' motivation levels based on their scores. Here are some pointers for each statement:

1. I like what I do at my job.
   a. If you haven't yet found out where your talents and desires fall, it is time to consider these and find work that suits you. There may always be certain aspects we dislike, but generally, we should feel positively about our work.

2. I am interested in learning new things related to my work.
   a. Sometimes work becomes more motivating as we acquire more knowledge about it. Having an inquisitive mind is a great step toward becoming motivated.

3. I set goals at my workplace.
   a. It is important to set personal and professional goals so that you have an objective to pursue.

4. I achieve my goals and targets.
   a. Set realistic goals so that you can reward yourself when you accomplish them.

5. I put maximum effort into my work.
   a. You can only expect fantastic results if you put maximum effort into reaching them.

6. I work harder when I encounter an obstacle.
   a. While it is tempting to give up and change directions when we encounter an obstacle, it is important not to give up easily.

7. I think positively about meeting goals and deadlines at work.
   a. Having a positive outlook about your work will provide you with the frame of mind you need to be successful.
   b. I work for my personal satisfaction and not just to keep my boss and team satisfied. When we go through the motions of pretending to do work just to keep other people happy, we won't be satisfied with ourselves.

8. I feel rewarded knowing that I've done a good job.
   a. If you can take personal satisfaction in what you do, every job well done will be a reward.

9. I have a positive outlook regarding my professional success.
   a. Being able to envision a bright professional future for yourself is essential to reaching success.

**Professionalism is not the job you do.
It's how you do the job.**

Assessments & Credentials

National Work Readiness Credential – Academic Skills

The National Work Readiness Council – Academic Skills is a workforce education and development tool that measures foundational academic skills most needed in the workplace. It is earned by passing three assessments: **Work Ready Math, Work Ready Reading,** and **Work Ready Data.**

What skills do the assessments measure?

Work Ready Math measures ability to use mathematical reasoning skills to solve real-life workplace problems, including calculating sizes, quantities, and costs; evaluating information and results to determine the best solution; reviewing the accuracy of transactions; and solving problems to inform operational activities.

Work Ready Reading measures ability to read, understand, and interpret written workplace text such as memos, schedules, company policies, and technical manuals. The assessment evaluates reading skills including obtaining information and applying new knowledge; following instructions in procedural documents; and understanding regulations, policies, and procedures.

Work Ready Data measures ability to understand and interpret workplace data presented in forms, work lows, diagrams, charts, and graphs. The assessment evaluates data analysis skills including identifying trends and relationships among variables; interpreting research and operational data; and reviewing technical drawings and specifications.

Achievement Level 5
Earning an Achievement Level 5 credential indicates that the learner has the foundational skills to pursue O*NET Job Zone Level 5 career pathways.

Achievement Level 4
Earning an Achievement Level 4 credential indicates that the learner has the foundational skills to pursue O*NET Job Zone Level 4 career pathways.

Achievement Level 3
Earning an Achievement Level 3 credential indicates that the learner has the foundational skills to pursue O*NET Job Zone Level 3 career pathways.

Achievement Level 2
Earning an Achievement Level 2 credential indicates that the learner has the foundational skills to pursue O*NET Job Zone Level 2 career pathways.

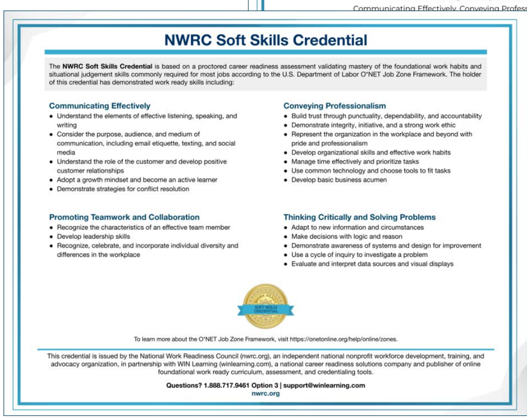
The **Academic Skills Assessments** are based on validated career readiness assessments that provide a correlation of the skills a learner demonstrates and the skills needed to prepare for a job according to the U.S. Department of Labor's O*NET Job Zones Framework.

Passing the assessments results in a customized credential that learners and job seekers can add to their portfolio or share online to show that they have mastered foundational academic skills and are ready to work. There are four credential levels: Achievement Levels 2, 3, 4, and 5. Each Achievement Level correlates to an O*NET Job Zone. The higher the learner scores, the greater his or her readiness for careers in higher-level O*NET Job Zones.

The credential level is determined by the lowest score across all three assessments. For example, a learner who scores a Level 4 in Work Ready Math, a Level 4 in Work Ready Reading, and a Level 3 in Work Ready Data will earn an Achievement Level 3 credential because the lowest score was Level 3.

National Work Readiness Credential – Soft Skills

The **National Work Readiness Credential – Soft Skills** is earned by passing the Soft Skills Assessment, a proctored assessment composed of questions measuring entry-level work tasks and behaviors, including communicating effectively, conveying professionalism, promoting teamwork and collaboration, and thinking critically and solving problems. The questions in this subject area present situations that the learner might encounter at work and possible actions that could be taken to deal with the situation. The assessment questions require the learner to choose the best and worst way to handle each situation.



NWRC Soft Skills Credential

The **NWRC Soft Skills Credential** is based on a proctored career readiness assessment validating mastery of the foundational work habits and situational judgement skills commonly required for most jobs according to the U.S. Department of Labor O*NET Job Zone Framework. The holder of this credential has demonstrated work ready skills including:

Communicating Effectively
- Understand the elements of effective listening, speaking, and writing
- Consider the purpose, audience, and medium of communication, including email etiquette, texting, and social media
- Understand the role of the customer and develop positive customer relationships
- Adopt a growth mindset and become an active learner
- Demonstrate strategies for conflict resolution

Conveying Professionalism
- Build trust through punctuality, dependability, and accountability
- Demonstrate integrity, initiative, and a strong work ethic
- Represent the organization in the workplace and beyond with pride and professionalism
- Develop organizational skills and effective work habits
- Manage time effectively and prioritize tasks
- Use common technology and choose tools to fit tasks
- Develop basic business acumen

Promoting Teamwork and Collaboration
- Recognize the characteristics of an effective team member
- Develop leadership skills
- Recognize, celebrate, and incorporate individual diversity and differences in the workplace

Thinking Critically and Solving Problems
- Adapt to new information and circumstances
- Make decisions with logic and reason
- Demonstrate awareness of systems and design for improvement
- Use a cycle of inquiry to investigate a problem
- Evaluate and interpret data sources and visual displays

To learn more about the O*NET Job Zone Framework, visit https://onetonline.org/help/online/zones.

This credential is issued by the National Work Readiness Council (nwrc.org), an independent national nonprofit workforce development, training, and advocacy organization, in partnership with WIN Learning (winlearning.com), a national career readiness solutions company and publisher of online foundational work ready curriculum, assessment, and credentialing tools.

Questions? 1.888.717.9461 Option 3 | support@winlearning.com
nwrc.org

The Society for Human Resource Management recently conducted a study, "Expectations and Realities: Preparing the Next Generation of Talent for the World of Work," which surveyed more than 1,000 HR professionals across various industries about the skills they look for in new hires, particularly young people entering the workforce. Nearly 90% cited adaptability and willingness to learn as the most sought-after skill for young professionals. The top skills identified by these employers were all soft skills:

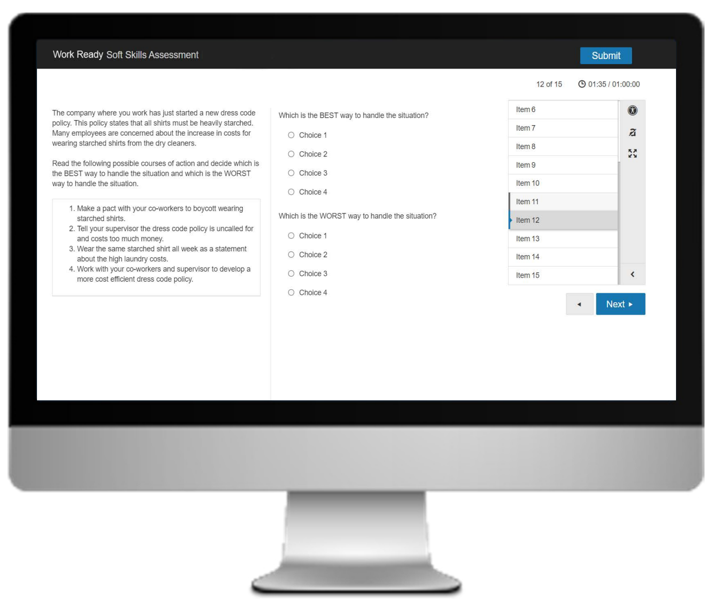
- Adaptability and willingness to learn
- Strong work ethic and reliability
- Communication
- Teamwork
- Critical thinking
- Time management

WIN's Soft Skills Assessment evaluates these skills and many others to ensure that learners and job seekers have the skills to not only get hired, but to succeed in their chosen career.

The Importance of a Soft Skills Credential Earning the National Work Readiness Credential – Soft Skills provides participants with a valuable addition to their resume or portfolio that lets employers know they have the highly-demanded soft skills to succeed. Employers benefit from hiring employees with a credential in important ways, such as reducing turnover, improving productivity, and maximizing on-the-job training.

Research-Based Skills Assessment

The National Work Readiness Credential – Soft Skills was developed based on the national Equipped for the Future (EFF) applied learning standards and the U.S. Department of Labor's work on The Secretary's Commission on Achieving Necessary Skills (SCANS), and incorporates competencies identified by the Perkins Collaborative Resource Network and the U.S. Department of Labor's Building Blocks. Managers, workers, and supervisors from across industries identified the skills from the EFF standards as critical for entry-level workers to succeed in today's workplace and global economy.



National Work Readiness Credential – Digital Skills

The **National Work Readiness Credential – Digital Skills** is earned by passing the Digital Skills Assessment, a proctored assessment composed of questions measuring learners' digital skills, including computer operations, internet browsing, digital documents, digital communication, and digital security.

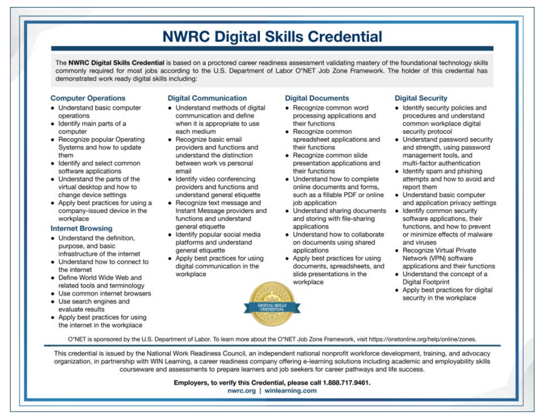
Computer Operations measures ability to identify different types of devices, parts of a computer, software applications, and operate computers in a professional setting.

Internet Browsing measures ability to connect to the Internet, navigate the World Wide Web, and identify and use different browsers.

Digital Communications measures ability to identify and use digital communication tools such as email, video conferencing, instant messaging, and social media in a professional setting.

Digital Documents measures ability to use and create common workplace digital documents, such as word processing documents, spreadsheets, slide presentations, online forms, and shared documents.

Digital Security measures understand the purpose of security policies and procedures, password security, privacy settings, security software, and VPNs, and their importance in the workplace.



NWRC Digital Skills Credential

The **NWRC Digital Skills Credential** is based on a proctored career readiness assessment validating mastery of the foundational technology skills commonly required for most jobs according to the U.S. Department of Labor O*NET Job Zone Framework. The holder of this credential has demonstrated work ready digital skills including:

Computer Operations
- Understand basic computer operations
- Identify main parts of a computer
- Recognize popular Operating Systems and how to update them
- Identify and select common software applications
- Understand the parts of the virtual desktop and how to change device settings
- Apply best practices for using a company-issued device in the workplace

Internet Browsing
- Understand the definition, purpose, and basic infrastructure of the internet
- Understand how to connect to the internet
- Define World Wide Web and related tools and terminology
- Use common internet browsers
- Use search engines and evaluate results
- Apply best practices for using the internet in the workplace

Digital Communication
- Understand methods of digital communication and define when it is appropriate to use each medium
- Recognize basic email providers and functions and understand the distinction between work vs personal email
- Identify video conferencing providers and functions and understand general etiquette
- Recognize text message and Instant Message providers and functions and understand general etiquette
- Identify popular social media platforms and understand general etiquette
- Apply best practices for using digital communication in the workplace

Digital Documents
- Recognize common word processing applications and their functions
- Recognize common spreadsheet applications and their functions
- Recognize common slide presentation applications and their functions
- Understand how to complete online documents and forms, such as a fillable PDF or online job application
- Understand sharing documents and storing with file-sharing applications
- Understand how to collaborate on documents using shared applications
- Apply best practices for using documents, spreadsheets, and slide presentations in the workplace

Digital Security
- Identify security policies and procedures and understand common workplace digital security protocol
- Understand password security and strength, using password management tools, and multi-factor authentication
- Identify spam and phishing attempts and how to avoid and report them
- Understand basic computer and application privacy settings
- Identify common security software applications, their functions, and how to prevent or minimize effects of malware and viruses
- Recognize Virtual Private Network (VPN) software applications and their functions
- Understand the concept of a Digital Footprint
- Apply best practices for digital security in the workplace

WORK READY DIGITAL SKILLS CREDENTIAL

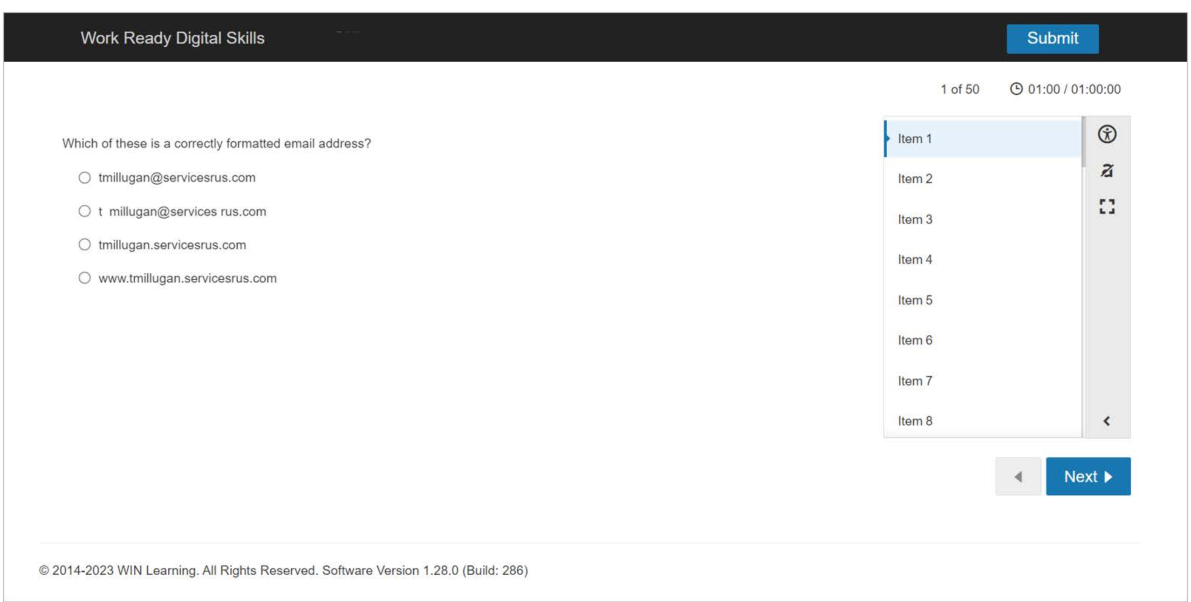
O*NET is sponsored by the U.S. Department of Labor. To learn more about the O*NET Job Zone Framework, visit https://onetonline.org/help/online/zones.

This credential is issued by the National Work Readiness Council, an independent national nonprofit workforce development, training, and advocacy organization, in partnership with WIN Learning, a career readiness company offering e-learning solutions including academic and employability skills courseware and assessments to prepare learners and job seekers for career pathways and life success.

Employers, to verify this Credential, please call 1.888.717.9461.
nwrc.org | winlearning.com

Why were these core skills selected?

The five core skillsets measured by the Digital Skills Assessment were derived from research into different states' standards for digital literacy and the most prevalent technology skills and tools as defined by the US Department of Labor's O*NET occupations database. Employers and workforce stakeholders were consulted for feedback on the most current needs in the field for technology skills improvement. Earning the Digital Skills Credential allows learners and job seekers to show future employers that they have the basic technological skills to succeed in any occupation.



Helpful Information

Academic Skills Courseware Lessons: Work Ready Math

Level One						
Lesson 1	**Lesson 2**	**Lesson 3**	**Lesson 4**	**Lesson 5**	**Lesson 6**	**Lesson 7**
Solving Problems with Addition and Subtraction	Exchanging Money for Goods and Services	Counting and Verifying Quantities	Estimating Work Time	Solving Problems with Multiplication and Division	Measuring Length, Width, and Height	Measuring Volume and Height
Level Two						
Lesson 1	**Lesson 2**	**Lesson 3**	**Lesson 4**	**Lesson 5**	**Lesson 6**	**Lesson 7**
Solving Problems with Integers	Solving Problems with Fractions	Solving Multistep Problems with Integers, Fractions, and Decimals	Understanding Ratios and Percentages	Converting Units of Measurement	Estimating Costs with Averages and Rates	Checking Work with Calculations
Level Three						
Lesson 1	**Lesson 2**	**Lesson 3**	**Lesson 4**	**Lesson 5**	**Lesson 6**	**Lesson 7**
Solving Problems with Percentages	Understanding Equivalent Fractions and Common Denominators	Using Proportions to Estimate Costs	Calculating Perimeter, Circumference, and Area	Calculating the Volume of Spheres, Cylinders, and Cones	Understanding Tables and Graphs	Checking Work with Estimation

Level Four					
Lesson 1	**Lesson 2**	**Lesson 3**	**Lesson 4**	**Lesson 5**	**Lesson 6**
Solving Problems with Unit Conversions and Scales	Solving Problems with Percent Change	Solving Multistep Problems with Ratios and Percentages	Identifying Relationships Between Data	Analyzing an Estimate	Finding Errors

Level Five			
Lesson 1	**Lesson 2**	**Lesson 3**	**Lesson 4**
Estimating Dimensions and Capacity	Using Data to Recommend Action	Evaluating Work	Making Data-based Decisions

Work Ready Reading

Level One				
Lesson 1	**Lesson 2**	**Lesson 3**	**Lesson 4**	**Lesson 5**
Categorizing Information	Locating Information in a Text	Following Direction in a Sentence	Determining the Meaning of Words	Understanding Features of Informational Text

Level Two					
Lesson 1	**Lesson 2**	**Lesson 3**	**Lesson 4**	**Lesson 5**	**Lesson 6**
Understanding Key Details	Making Inferences	Determining the Main Idea	Understanding Cause and Effect Relationships	Figurative Phrases and Multiple Meaning Words	Informational Text Structures

Level Three				
Lesson 1	**Lesson 2**	**Lesson 3**	**Lesson 4**	**Lesson 5**
Cross-Checking Information	Understanding Chronological Order	Summarizing the Main Idea	More Informational Text Structures	Understanding Word Choice and Tone
Level Four				
Lesson 1	**Lesson 2**	**Lesson 3**	**Lesson 4**	**Lesson 5**
Analyzing Information in a Text	Supporting Claims with Reasons and Evidence	Summarizing Important Ideas	Analyzing Words, Phrases, and Tone	Matching Structure and Purpose

Level Five			
Lesson 1	**Lesson 2**	**Lesson 3**	**Lesson 4**
Synthesizing Ideas Between Texts	Author's Point of View and Tone	Evaluating Text Structure	Analyzing Reasons and Evidence

Work Ready Data

Level One			
Lesson 1	**Lesson 2**	**Lesson 3**	**Lesson 4**
Gathering Key Information About a Topic	Searching for Information Effectively	Understanding Formats of Information	Verifying Information Across Sources

Level Two				
Lesson 1	**Lesson 2**	**Lesson 3**	**Lesson 4**	**Lesson 5**
Determining Credible Sources	Using Formats of Information	Verifying Accuracy and Alignment	Variables and their Relationships	Determining Data Points from Graphics

Level Three					
Lesson 1	**Lesson 2**	**Lesson 3**	**Lesson 4**	**Lesson 5**	**Lesson 6**
Compiling Credible Data	Determining Research Methods	Interpreting Formats of Information	Reviewing Research Findings	Analyzing Data from Graphics	Drawing Conclusions

Level Four						
Lesson 1	**Lesson 2**	**Lesson 3**	**Lesson 4**	**Lesson 5**	**Lesson 6**	**Lesson 7**
Determining Data Quality	Evaluating Data Clarity	Analyzing Research Results	Interpreting Complex Graphics	Identifying Data Trends	Making Predictions from Data	Supporting Conclusions with Evidence

Level Five		
Lesson 1	**Lesson 2**	**Lesson 3**
Designing Research Projects	Making Data-Informed Recommendations	Discussing Research Implications

Soft Skills Courseware Lessons:

Communicating Effectively				
Lesson 1	**Lesson 2**	**Lesson 3**	**Lesson 4**	**Lesson 5**
Understand the elements of effective listening, speaking, and writing	Consider the purpose, audience, and medium of communication	Understand the role of the customer and develop positive customer relationships	Adopt a growth mindset	Demonstrate strategies for conflict resolution

Conveying Professionalism						
Lesson 1	**Lesson 2**	**Lesson 3**	**Lesson 4**	**Lesson 5**	**Lesson 6**	**Lesson 7**
Build trust through punctuality, dependability, and accountability	Demonstrate integrity, initiative, and a strong work ethic	Represent the organization with pride and professionalism	Develop organizational skills and effective work habits	Manage time effectively and prioritize tasks	Use common technology and choose tools to fit tasks	Develop basic business acumen

Promoting Teamwork & Collaboration		
Lesson 1	**Lesson 2**	**Lesson 3**
Recognize the characteristics of an effective team member	Develop leadership skills	Recognize, celebrate, and incorporate diversity in the workplace

Thinking Critically & Solving Problems				
Lesson 1	**Lesson 2**	**Lesson 3**	**Lesson 4**	**Lesson 5**
Adapt to new information and circumstances	Make decisions with logic and reason	Demonstrate awareness of systems and design for improvement	Use a cycle of inquiry to investigate a problem	Evaluate and interpret data sources and visual displays

Digital Skills Courseware Lessons:

Computer Operations					
Device Types	Parts of a Computer	Operating Systems	Common Software Applications	Basic Computer Applications	Professional Application

Internet Browsing					
What is the Internet	Connecting to the Internet	World Wide Web	Browser Basics	Searching the World Wide Web	Professional Application

Digital Communication					
Methods of Digital Communication	Email	Video Conferencing	Instant Messaging and Texting	Social Media	Professional Communication

Digital Documents					
Word Processing	Spreadsheets	Slide Presentations	Sharing Documents	Document Collaboration	Completing Online Documents and Forms

Digital Security						
Security Policies and Procedures	Passwords	Spam and Phishing	Privacy Settings	Security Software	Virtual Private Networks (VPN)	Digital Footprint

Career Readiness
Courseware &
Credentials

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