

**ACT – WorkKeys<sup>®</sup>**  
**Proficiency Certificate**  
for  
**Teaching Assistants** (PCTA)  
at



**Holyoke Community College**  
**Testing & Workforce Certification Center**

Kittredge Business Center, 204  
303 Homestead Avenue  
Holyoke, MA 01040

Tel: (413) 552-2112  
Fax: (413) 552-2745  
Email: [testing@hcc.edu](mailto:testing@hcc.edu)

Dear PCTA Candidate:

Thank you for choosing Holyoke Community College as your ACT Work Keys Test Site.

The ACT Work Keys PCTA Certificate qualifies you to work as a paraprofessional and consists in 4 requirements: 3 assessments and an Instructional Support Inventory (ISI).

The 3 Assessments:

1. Applied Mathematics — 33 multiple-choice questions, 55 minutes, minimum passing Level **4** required. Test results are immediate.
2. Reading for Information — 33 multiple-choice questions, 55 minutes, minimum passing Level **5** required. Test results are immediate.
3. Business Writing — 1 situation to respond to in letter-format, 30 minutes, minimum passing Level **3** required. Test results received within 3 business days.

The Instructional Support Inventory (ISI):

Having met the minimum required passing level on the 3 assessments, the final step is to be observed in the classroom. The school at which you are working or will be working will designate your observer. Page 10 of this booklet is the Assigned Observer for Paraprofessional Form, which you will fill in, once your observer has been named, and return to the testing center by fax or mail. The test center will then send your observer an ISI Booklet to complete and return. The required minimum passing level is **Acceptable**.

Upon successful completion of all 4 requirements, Holyoke Community College will issue and mail you your PCTA certificate, which meets the Massachusetts DOE PCTA requirements.

**Please note: Your certificate will not list your actual test scores. Instead, it will read that you have met or exceeded the minimal skill levels for**

*Applied Mathematics — Level 4*

*Business Writing — Level 3*

*Reading for Information — Level 5*

*Instructional Support Inventory — Acceptable*

Practice tests are available through ACT WorkKeys for Applied Mathematics and Reading for Information (none for Business Writing – please see the *Business Writing Study Guide*), which cost \$5.00 each.

Please go to the ACT website: [www.act.org/workkeys/practice/index.html](http://www.act.org/workkeys/practice/index.html) to register for a practice exam.

**All test candidates must schedule their exam appointment(s) in Register Blast a minimum of 48 hours prior to the preferred date/time.**

**PAYMENT: The cost of the WK-PCTA is \$85.**

Our Testing Hours: **Monday – Thursday: 8 am to 6 pm**

**Friday: 8 am to 4 pm.**

**Saturday: Please consult our test center scheduling page for Saturday hours or contact the test center either via telephone at 413.552.2112 or via email at testing@hcc.edu.**

Sincerely,

Elaine Hébert-Dancik, Coordinator  
HCC Testing & Workforce Certification Center



## WorkKeys® Proficiency Certificate for Teacher Assistants

The WorkKeys Proficiency Certificate for Teacher Assistants system is built around our WorkKeys job skills assessments, which have been used by schools, businesses, and organizations for more than a decade to hire, assess, and train a qualified workforce.

In addition, ACT offers a unique, structured observation component not found with other teacher assistant assessments. The Instructional Support Inventory is to be filled out by a knowledgeable observer who assesses the teacher assistant's classroom teaching skills. This observation component is similar to teacher-evaluation processes used in schools nationwide.

Assessments are available in iBt format. Examinees who successfully complete all program components earn a certificate of performance.

The three validated Work Keys assessments and ISI minimal established performance levels are:

1. **Applied Mathematics** – Level 4
2. **Reading for Information** – Level 5
3. **Business Writing** – Level 3
4. **Instructional Support Inventory** - Acceptable

**Ways to Improve Skills** - The WorkKeys Proficiency Certificate for Teacher Assistants offers another unique feature—the ability to identify skill gaps and guide training decisions to help teacher assistants improve their Work Keys scores when necessary.

## FAQ – Frequently Asked Questions WorkKeys® Proficiency Certificate for Teacher Assistants (PCTA)

**Please read through this information packet and feel free to call with your questions at 413.552.2112.**

The WorkKeys® Proficiency Certificate for Teacher Assistants provides a valid, field-proven way to boost elementary education in the United States, in accordance with the No Child Left Behind Act. Based on the ACT WorkKeys system, the certificate program takes a four-pronged approach. It enables paraprofessional teacher assistants in Title I-funded schools to demonstrate their proficiency in three content areas—reading, writing, and mathematics—as well as their skills in assisting teachers in the classroom.

Through testing and on-the-job observation, teacher assistants can demonstrate knowledge and skill levels in line with what is achieved in two years of postsecondary study. The three validated WorkKeys assessments form the core of the program:

1. Applied Mathematics
2. Business Writing
3. Reading for Information

In addition, ACT offers a unique, structured observation component not found with other teacher assistant assessments. The Instructional Support Inventory is to be filled out by a knowledgeable observer who assesses the teacher assistant's classroom teaching skills. This observation component is similar to teacher evaluation processes used in schools nationwide.

**Massachusetts Department of Education** - Massachusetts Policies for Instructional Paraprofessionals visit [www.doe.mass.edu](http://www.doe.mass.edu) (or <http://www.doe.mass.edu/nclb/hq/0820parapro.html>) or call (781) 338-3000.

**United States Department of Education** - Federal guidance concerning paraprofessionals can be found at: <http://www.ed.gov/policy/elsec/guid/paraguidance.pdf>

### **What are the requirements for this federal legislation - No Child Left Behind (NCLB) Act?**

States must ensure that teacher aides/paraprofessionals must meet at least one of the following qualifications:

- An associate's (or higher) degree
- Two years' postsecondary studies, or
- Pass a formal assessment in the areas of reading, writing, and mathematics
- **Documentation of ability to assist in instructing (classroom pedagogical skills). Any assessment used to certify paraprofessionals must be valid, reliable, and documented.**

### **Does the certificate meet NCLB requirements?**

Yes. The WorkKeys Proficiency Certificate for Teacher Assistants is field proven and ready for immediate implementation. The Certificate is available to examinees that achieve passing scores on the WorkKeys tests and the Instructional Support Inventory.

### **What does the certificate represent? Does it mean that the test-taker is certified to be a paraprofessional?**

The certificate is a documentation of skills, not a certification. Receiving a certificate means that the test-taker achieved the required scores on the WorkKeys tests and met the standards of the Instructional Support Inventory.

### **After achieving the certificate, do paraprofessionals have to retake the tests periodically to update it? No.**

However, any change in the requirements is subject to federal legislation.

### **What is the cost?**

The WorkKeys tests, administered by Holyoke Community College in internet-based format, cost **\$85.00**. This cost includes these 3 WorkKeys assessments, which have been legally validated for high-stakes assessment:

- Reading for Information
- Business Writing
- Applied Mathematics
- Instructional Support Inventory (ISI)—a performance-based assessment, which is filled out by a knowledgeable observer and includes a demonstration of competence in teaching (pedagogical) methods. Bring the Observer Information Sheet (page 10) on the test day. If you are not yet working as a paraprofessional, please fax or mail the Observer Information Sheet to Elaine once you are employed and the school has named your observer.
- Certificate

### **How long is each test?**

Internet-based Reading for Information and Applied Mathematics tests are **55 minutes each** and Business Writing takes **60 minutes** to complete. The Instructional Support Inventory has no time limit. **Total testing appointment time for all tests is approximately 3 to 3.5 hours.**

The ISI score sheet your observer receives and completes is returned to the HCC Testing Center Coordinator.

### **How long does it take to get the scores?**

Internet-based testing scores are (most often) available the day of testing. However, the Business Writing score can take up to 3 days to be scored by WorkKeys.

### **What minimal skill levels are required?**

To receive the certificate, you must ***meet or exceed*** the following levels:

- **Applied Mathematics – 4**
- **Reading for Information – 5**
- **Writing – 3**
- **Instructional Support Inventory – Acceptable**

### **What is the ACT Instructional Support Inventory (ISI)?**

The ISI is a performance assessment that is typically based on classroom observation. ACT has developed the Instructional Support Inventory for this purpose, providing a framework for assessment in four domains:

- 1) Assisting with presentation of organized and planned instructional activities
- 2) Monitor student performance and feedback
- 3) Manage student behavior
- 4) Communicate with the school environment

The Inventory consists of 12 areas of observation and ranking on a scale of 1–5. Based on advice from paraprofessionals around the country, these areas have been weighted and a score scale of 100–220 developed for reporting purposes. The State Board has adopted the recommended passing score of 150. Any local administrator or other individual within the framework of the district’s personnel evaluation plan can administer the ISI.

**If test-takers do not pass the exams, do they need to retake the entire WorkKeys battery?**

No. If participants do not achieve passing skill levels on one or more of the WorkKeys exams, they can take training and then retake **ONLY** the skill assessments they did not pass. A separate fee will be charged for each exam versus paying the complete \$80.00 packet fee. Different versions of the exam are given for retakes. No wait period applies for the first retake, following the third attempt, however, a 30-day wait period applies.

**Retake fees are: \$20.00 each for Applied Mathematics & Reading for Information; \$30.00 for Business Writing.**

**If paraprofessionals have already taken WorkKeys assessments, can they use those scores to get the certificate?**

Yes, participants can use scores up to five years old to meet requirements. If the scores are older than that, they must retake the assessments. However, an Instructional Support Inventory must also be successfully completed to qualify for the certificate.

**If I have already taken Reading for Information, Applied Mathematics, and Writing, can I still take the Instructional Support Inventory and receive a certificate?**

Yes. The Instructional Support Inventory can be purchased. After successful completion of the assessments and verification of your scores, the Proficiency Certificate may be purchased separately also. You must have your scores verified by WorkKeys, at no additional cost, or you may request an Additional Standard Score Report. This report will enable you to have all the scores for any WorkKeys test you have ever taken.

**What if I need accommodations?**

The most common accommodations are extended time, a language dictionary for ESL, or a reader. However, if accommodations are made they must be requested ahead of time during registration and will be noted on your score report. The test administrator will determine to what extent or if accommodations are acceptable. Examinees with physical or learning disabilities that cannot complete the WK in standard time limits\*, standard materials, standard conditions, etc. may be tested under accommodations. Medical reports (IEPs) can be used to help determine extent of accommodations. Dictionaries (such as foreign language) are not allowed unless there is a strong ESL issue. The examinee must supply the dictionary and the admin is to check it before testing for unauthorized materials or writing.

\*Extending time could result in a test time appointment of 4 or more hours without a break.

**Can I get a reprint of my scores or certificate?**

Yes, reprints of WorkKeys scores are available up to 5 years for a fee from ACT (see page 8). Massachusetts has chosen to have a specific certificate. Therefore, you must contact the testing center for an additional certificate. This will likely be available for only a few years after testing and will require a fee of \$10.00.

## The Process

1. You are currently working as a paraprofessional or hope to be hired as a paraprofessional.
2. Discuss your plans to get the PCTA through HCC with someone at the school you work at or, for new hires, the School Department you hope to work for.
3. Study, if you choose. You may choose to study on your own once reviewing the skills addressed at each assessment level, or take the ACT WorkKeys practice tests for Applied Mathematics and Reading for Information (none for Business Writing – **Please see the Business Writing Study Guide**), which can be purchased for \$5.00 each directly through ACT, Inc.
4. WorkKeys Practice Exams
5. Designate a supervisor who will complete the ISI evaluation after you have passed all 3 assessments. The ISI will be sent to your supervisor to complete and return to HCC. You'll need to provide the assigned supervisor's name and contact information at your test appointment or once you have been hired as a paraprofessional.
6. Pay for and schedule a testing appointment (approximately a 3-hour time block) by clicking on the link below

## **NEED REGISTER BLAST LINK**

7. Special arrangements may be made by a school/district for group testing of several teaching assistants, otherwise testing is done at the Holyoke Community College High Stakes Testing Center, located in the Kittredge Business Center, Room 204.

**Please Note:**

- Your test appointment can be rescheduled one time via *Register Blast*.
- No Shows will lose their testing fee.
- Test Fees are non-refundable.

8. Complete and pass all 3 tests. Retake exams are available at an additional cost.
9. Notify your designated observer to expect the ISI packet, and ask them to complete it and return the **score sheet only** to the HCC Testing Center either by fax or mail.

Receipt of your completed ISI will generate your Certificate which will be mailed to the address you have noted on your Registration Form.

## **Applied Mathematics**

Internet-based exam, 55 minutes, 33 questions, multiple choice questions that have real world applications.

*The WorkKeys Proficiency Certificate for Teaching Assistants* requires a minimum score of **Level 4** in Applied Mathematics

The Applied Mathematics assessment measures a person's skill in using mathematical reasoning to solve work-related problems. Test takers set up and solve problems like those that actually occur in a workplace. A simple 4-function calculator may be used and a formula sheet is provided. The assessment contains 33 multiple-choice questions at five levels of complexity with **Level 7** being the most complex. Although Level 3 is the least complex, it still assesses a level of mathematical skill well above no skill at all. The levels build on each other by incorporating the skills assessed at the preceding levels.

***Knowledge in levels 3 and 4 are required to pass the test.***

### **Applied Mathematics Level 3 - Persons with Level 3 skills can:**

- Perform basic mathematical operations (addition, subtraction, multiplication, and division) using whole numbers and decimals.
- Convert a number from one form to another using whole numbers, fractions, decimals, or percentages.
- Solve problems that are straightforward, involving a single type of mathematical operation.
- Translate easily from a verbal setup to a mathematical equation when all the information needed to solve the problem is provided in logical order and no unrelated information is included.

### **Applied Mathematics Level 4 - In addition to the skills at Level 3, persons with Level 4 skills can:**

- Perform one or two mathematical operations (addition, subtraction, multiplication, or division) using several positive or negative numbers.
- Add commonly known fractions, decimals, or percentages, or add three fractions that share a common denominator.
- Calculate averages, simple ratios, proportions, and rates, using whole numbers and decimals.
- Reorder verbal information before performing calculations.
- Determine which operation(s) to perform and in what order.
- Read a simple chart or graph to obtain the information needed to solve the problem.

## **Reading for Information**

Internet-based exam, 55 minutes, 33 questions, multiple choice **questions** from printed material representing actual workplace conditions.

*The WorkKeys Proficiency Certificate for Teaching Assistants* requires a minimum score of **Level 5** in Reading for Information

The *Reading for Information* assessment measures a person's skill in reading and using work-related information including instructions, policies, memos, bulletins, notices, letters, manuals, and governmental regulations. These printed materials represent actual workplace conditions where reading materials are not necessarily well-written or adapted to meet the needs of the reader. They are unlike those used in most reading instruction because they were not produced or

selected to facilitate reading. The assessment contains 33 multiple-choice questions at five levels of complexity with **Level 7** being the most complex. Although Level 3 is the least complex, it still assesses a level of reading skill well above no skill at all. The levels build on each other by incorporating the skills assessed at the preceding levels.

***Knowledge in levels 3, 4 and 5 are necessary to pass the test.***

### **Reading for Information Level 3**

Questions at Level 3 measure the examinee's skill in reading short, uncomplicated workplace documents, which use elementary vocabulary. The documents include basic company policies, procedures, and announcements. All of the information needed to answer the questions is stated clearly in the documents, and the questions focus on the main points of the documents. At this level, the wording of the questions and answers is similar or identical to the wording used in the documents.

Persons with Level 3 skills can:

- Identify uncomplicated key concepts and simple details.
- Recognize the proper placement of a step in a sequence of events, or the proper time to perform a task.
- Identify the meaning of a simple word that is not defined within the document.
- Recognize the application of instructions given in the document to situations that are also described in the document.

### **Reading for Information Level 4**

At Level 4, the workplace documents are slightly more complex than those at Level 3. They contain more detail and describe procedures, which involve a greater number of steps. Some documents describe policies and procedures with a variety of factors, which must be considered in order to decide on appropriate behavior. The vocabulary, while elementary, includes words that are more difficult than those at Level 3. For example, the word "immediately" may be used at this level, whereas at Level 3 the phrase "right away" would be used. At this level, the questions and answers are paraphrased from the document.

In addition to the skills at Level 3, persons with Level 4 skills can:

- Identify important details that are less obvious than those in Level 3.
- Recognize the application of more complex instructions, some of which involve several steps, to described situations.
- Recognize cause-effect relationships.
- Determine the meaning of words that are not defined in the document.

### **Reading for Information Level 5**

Workplace documents at Level 5 are more detailed, more complicated, and cover broader topics than those at Level 4. Words and phrases may be specialized (e.g., jargon and technical terms), and some words may have multiple meanings. Questions at this level typically call for applying information given in the document to a situation that is not specifically described in the document. All of the information needed to answer the questions is stated clearly in the document, but the examinee may need to take several considerations into account in order to choose the correct responses.

In addition to the skills at the previous levels, persons with Level 5 skills can:

- Identify the paraphrased definition of a technical term or jargon that is defined in the document.
- Recognize the application of technical terms or jargon to stated situations.
- Recognize the definition of an acronym that is defined in the document.
- Identify the appropriate definition of a word with multiple meanings.
- Recognize the application of instructions from the document to new situations that are similar to those described in the document.
- Recognize the application of more complex instructions to described situations, including conditionals and procedures with multiple steps.

## **Business Writing**

Internet-based test, 1 question, response typed on the computer in letter format.

*The WorkKeys Proficiency Certificate for Teaching Assistants requires a minimum score of **Level 3** in Business Writing*

The WorkKeys Business Writing test measures the skill individuals use when they write an original response to a work-related situation. Components of the Business Writing skill include sentence structure, mechanics, grammar, word usage, tone and word choice, organization and focus, and development of ideas.

The main requirement of workplace writing is clarity. Employers want their employees' written communications to be direct, grammatically correct, and easy to read. Careless errors may lead the reader to believe there are also errors in the facts, and the writer loses credibility and trustworthiness.

WorkKeys Business Writing requires standard business English, defined as writing that is direct, courteous, grammatically correct, and not overly casual.

There are five skill levels assigned to test responses. Level 1 is the least complex and **Level 5** is the most complex. At each new level, individuals need to demonstrate more competence than they do at the previous levels. For example, Level 3 builds upon the skills used at Levels 1 and 2. With the increased skill required at each level, the writing that individuals produce communicates more clearly and smoothly as they move to Level 5. At the same time, errors become less frequent and less serious.

**Business Writing Level 0** - Off-topic, offensive or strongly inappropriate language (may include profanity and/or threats), or written in a language other than English. May be blank, or too brief to evaluate.

**Business Writing Level 1** - Individuals with Level 1 skills can write responses in English. A paper at this level has little or no development or support. Any development is extremely simple and/or repetitive. No organization is evident. Sentences lack variety, and construction errors seriously impede understanding. Word choice is poor and interferes with communication. The style and tone are inconsistent with standard business English. Errors in grammar and mechanics are frequent, severe, and seriously interfere with communication.

#### Characteristics of Level 1

- The writing is in English, but is difficult to understand because of a large number of errors
- The majority of the sentence structures are incorrect
- A large number of major grammatical, mechanical, and word usage errors interfere with communication
- Rude or overly casual language, tone, and style may be inconsistent with standard business English
- No organization is evident
- An attempt is made to communicate ideas, but there is little or no development or support

**Business Writing Level 2** - Individuals with Level 2 skills can write responses that are generally understandable. A paper at this level has thinly developed ideas that are not expanded and may be presented as a list. Although some organization is evident, the focus is unclear and/or inconsistent. Few or no transitions are used. Sentences are often simple or repetitive, with some noticeable errors in construction. Word choice is limited, often repetitive, and sometimes incorrect. The style and tone may be inconsistent with standard business English. Significant errors in grammar and/or mechanics interfere with communication.

#### Characteristics of Level 2

- The writing is generally understandable
- Some correct sentence structures are used, although sentences may be simple or repetitive
- Enough correct mechanics, word usage, and grammar are used to convey an idea, although many errors may somewhat interfere with comprehension
- Rude or overly casual language, tone, and style may be inconsistent with standard business English
- Some organization is evident but with an unclear focus and few or no transitions
- The ideas presented are generally understandable but are not expanded

#### **Business Writing Level 3**

Individuals with Level 3 skills can write clear responses. A paper at this level has adequate development of ideas but is limited in depth and thoroughness. Supporting examples tend to be general and details are relevant, but they may be repetitive. The writing is generally organized but may have minor lapses in focus. Transitions are simple. Sentences are usually correct, with some variety and complexity attempted. Word choice is generally clear and correct but may be repetitive and/or informal. The style and tone are consistent with standard business English but may be overly casual. Some errors in grammar and mechanics are apparent but do not interfere with communication. Basic spelling is correct.

#### Characteristics of Level 3

- The writing is clear with some errors
- Most of the sentences are complete, and some variety and complexity are attempted
- Few mechanical, grammatical, and word usage errors occur so that the response is adequately conveyed but may be repetitive; the spelling is generally correct
- Style and tone are generally consistent with standard business English; the writing may have somewhat casual language but does not contain slang or rude language
- Some organization is evident, but the writing may lose focus at some points; transitions are simple



- Ideas are adequately developed, but they may be limited in depth and thoroughness; supporting examples tend to be general and details are relevant, but they may be repetitive

## Instructional Support Inventory (ISI)

*The WorkKeys Proficiency Certificate for Teaching Assistants* requires a minimum score of **Acceptable** for the ISI

Because NCLB requires that a paraprofessional be able to assist with instruction, the three Work Keys tests must be complemented by a performance assessment that is typically based on classroom observation. ACT has developed an Instructional Support Inventory, structured observation component. This observation component is similar to teacher evaluation processes used in schools nationwide, providing a framework for assessment in four domains:

- 1) Assisting with presentation of organized and planned instructional activities
- 2) Monitor student performance and feedback
- 3) Manage student behavior
- 4) Communicate with the school environment

Domains will include instructional support, feedback, student behavior identification, and management and communication. From the four (4) domains being evaluated, there are 12 areas of observation, ranking on a scale of 1-5, with 3 representing an acceptable level of performance.

The rating being used is a 5-point system:

**Not Acceptable**

**Acceptable**

**Exceptional**

**Level 1 and Level 2**

**Level 3**

**Level 4 and Level 5**

N/R = not required (skills do not apply to the assigned duties)\*

\*There may be tasks that do not apply. In that case, the observer can check "not required" for those items.

If more than three skills are marked "not required" a score cannot be computed based on the limited data. Modifications can be listed in areas where tasks are not required.

## DIRECTIONS TO HCC

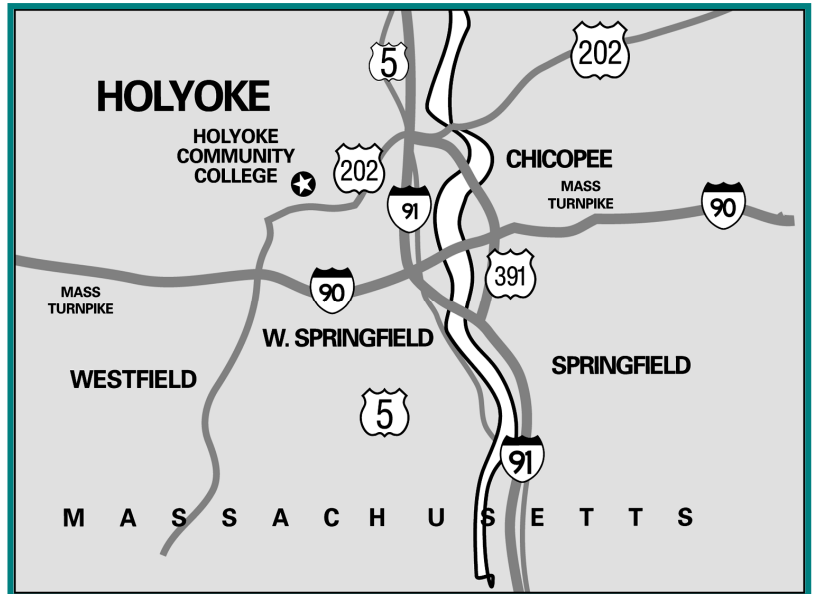
**From the North:** I-91 South to Exit 16. **RIGHT** onto Cherry Street (Route 202). **LEFT** at first light onto Homestead Avenue. **RIGHT** at flashing yellow light.

**From the South:** I-91 North to Exit 16. **LEFT** onto Cherry Street (Route 202). **LEFT** at first light onto Homestead Avenue. **RIGHT** at flashing yellow light.

**From the East:** Route 90 West to Exit 4 (I-91). I-91 North to Exit 16. **LEFT** onto Cherry Street (Route 202). **LEFT** at first light onto Homestead Avenue. **RIGHT** at flashing yellow light.

**From the West:** Route 90 East to Exit 4 (I-91). I-91 North to Exit 16. **LEFT** onto Cherry Street (Route 202). **LEFT** at first light onto Homestead Avenue. **RIGHT** at flashing yellow light.

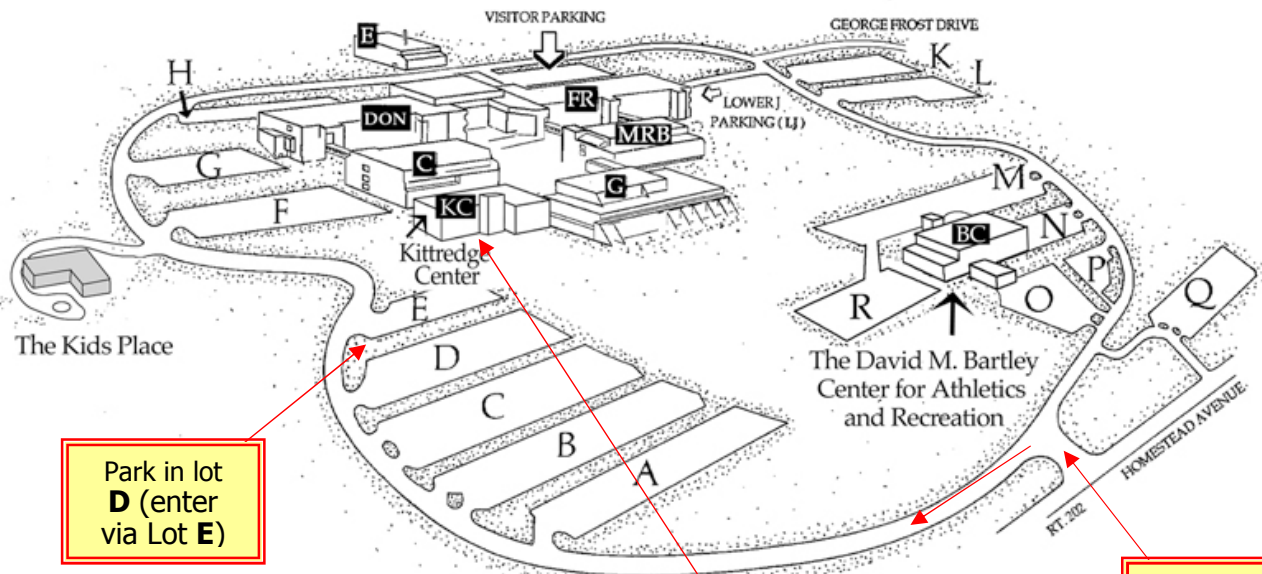
**From HCC Entrance:** Turn **LEFT** onto Campus Road. Take a **RIGHT** into **Parking Lot E or D** at the bottom of the hill. Follow the green and white signs pointing to the High Stakes Testing Center. Enter the Kittredge Center via the ground floor entrance. The testing center is on the 2<sup>nd</sup> floor, room 204.



Smoking is prohibited everywhere on the Holyoke Community College campus – indoors, and on the grounds (except in cars parked in parking lots).



HCC is committed to providing an accessible, safe and healthy environment in which to learn and work.



Park in lot **D** (enter via Lot **E**)

Testing Center **KC 204**

**ENTER HERE & TURN LEFT**

**FORM A**

ASSIGNED OBSERVER  
FOR PARAPROFESSIONAL FORM

(ISI)

BELOW

# ASSIGNED OBSERVER FOR PARAPROFESSIONAL

Examinee's Name:

Address:

City:

State:

Zip Code:

Phone Number:

Work Type (Primary):

**Please check  
ONLY ONE**

- Works with kindergarten / preschool students
- Works with elementary students
- Works with secondary students
- Works with special education students
- Provides one-on-one tutoring
- Assists with classroom management
- Provides support in library or media center
- Acts as a translator
- Provides instructional services under direction of a teacher
- Provides assistance in a computer lab

Observer's Name:

Title:

School District:

School:

School Address:

City:

State:

Zip Code:

## What is the ACT Instructional Support Inventory (ISI)?

The Instructional Support Inventory is to be filled out by a knowledgeable observer who assesses the teacher assistant's classroom competence in teaching (pedagogical) methods. This observation component is similar to teacher evaluation processes used in schools nationwide.

After ALL three WorkKeys tests have been completed and passed, The HCC Testing Center Coordinator will mail the ISI Booklet to the assigned observer to conduct the evaluation. (Any local administrator or other individual within the framework of the district's personnel evaluation plan can administer the ISI.) The observer will then return the completed ISI Booklet to HCC by mail.

ACT has developed this Instructional Support assessing four domains:

- 1) Assisting with presentation of organized and planned instructional activities
- 2) Monitor student performance and feedback
- 3) Manage student behavior
- 4) Communicate with the school environment

**\* Please return form to Elaine Hebert-Dancik either in person the day of the exam (KC 204), by Fax: (413) 552-2745, or Mail to: Elaine Hebert-Dancik, Holyoke Community College / CBPD - KC 204, 303 Homestead Ave, Holyoke, MA 01040**

*The Holyoke Community College – Testing and Workforce Certification Center, located in KC 204, is an ACT-designated site that is authorized to provide testing, and other services in support of the overall WorkKeys program*