**WorkKeys – Reading for Information Level 5**

*Passage:*

**MEMO**

**TO:** Publications Department Assistants

**FROM:** Publications Department Manager

Thank you in advance for helping the editors proof the Valve Adjustment manual and documents associated with the new line of valves. The following instructions are for proofing the manuscript copy of the manual scheduled for the beginning of next week. Additional instructions will be provided when the preliminary copy with typefaces, graphics, copy placement, and headings is proofed.

**Team Proofing Stage**

You will be paired with another proofer, the reader, and you will be issued two versions of the same section. One version is the marked-up copy, which contains modifications in handwritten red ink. The reader will read aloud each word, punctuation mark, and number on the marked up section.

The other copy is the new version, and it should incorporate all edits from the marked-up version. The proofer must mark in red ink and you missed edits and any additional modifications. Most likely further corrections will be needed.

**Single Proofing Stage**

After the corrections have been made and checked from the team proofing stage, you should do a single proof on the new copy. Mark corrections in red ink. Continue to repeat the process until the materials are error free.

During your single proof, read every word aloud. In this way you will both see and hear the copy, which will enable you to better detect a missing word or number.

Reminder:

Spell-check programs have reduced misspellings considerably, but you should be aware of specialized terms that the computer’s dictionary does not know.

Once the manual is ready to print, I will need you to follow the same instructions to proof the technical specification sheets for each valve type. If you have any questions, please speak to me or to one of the editors.

***Question***

You are an assistant. According to the memo shown, during the team proofing stage, what is the next step after you mark any needed modifications?

**A.** Further clerical corrections will be made.

**B.** The proofing stages will reveal no further corrections.

**C.** The proofing time on the project will be reduced.

**D.** The editors will meet the printer deadline.

**Guided Highlighted Reading Prompts**

1. Find and highlight what tells you the kind of communication being used. (Memo)
2. Find and highlight to whom this communication is directed. (Publications Department Assistants)
3. Find and highlight who is on the proofing team. (…another proofer, [who is] the reader, and you; two people = the proofer, who serves as a reader, and “you” which references the reader of the memo)
4. Find and highlight what the reader does. (…read aloud each word, punctuation mark, and number on the marked up section)
5. Find and highlight the title of the section where the team works together. (Team Proofing Stage)
6. Find and highlight what the “other copy” or the new version incorporates from the marked-up version. (….all edits from the marked up version. …missed edits and any additional modifications; we make the assumption that the sentence above contains an error and that “and you missed edits,” was intended to be “and any missed edits.”)
7. Find and highlight proof that additional activities may be to make further corrections after the team proofing stage. (Most likely further corrections will be needed.)

*Vision Plus Program WorkKeys Level 5*

All employees and their dependents are entitled to eye care under the

Vision Plus Program. Members may visit a participating optometrist or ophthalmologist without getting a referral from your primary care physician. Members should see the Participating Physician Directory for participating optometrists and ophthalmologists in their area. The Vision Plus Program covers routine eye examinations, though there will be a copayment for each exam.

Plan members who wear eyeglasses or contact lenses are eligible to have an eye examination once in every 24-month period, unless they are under the age of 21, in which case the plan covers an eye examination once in every 12-month period. Members who do not wear eyeglasses or contact lenses and who are under the age of 50 are covered once in every 36-month period. Members 50 years of age and over who wear eyeglasses or contact lenses may receive an eye exam once in every 12-month period. Any time you experience eye problems or difficulties, see your primary care physician, who will refer you to an ophthalmologist if deemed medically appropriate. For emergency eye care outside of your primary care physician's regular office hours, follow the guidelines for emergency care as outlined in your Orion Healthcare Benefits Program booklet.

Prescription eyeglasses or contact lenses may be purchased anywhere.

Mail your paid receipt to Orion Healthcare to receive up to $100 in reimbursement. This reimbursement is available once in any 24-month period.

50 years of age and over or plan members

1. You answer the hotline for plan members who have questions about the Vision Plus Program. A 38-year-old plan member calls because she suspects that she has a slight infection in her eye. She does not wear eyeglasses or contact lenses. Based on the policy shown, you should advise the plan member to:

**A.** consult her Participating Physician Directory for the name of an ophthalmologist.

**B.** determine how many months have passed since her last eye exam.

**C.** go to the hospital emergency room, as outlined in the benefits program booklet.

**D.** see an ophthalmologist, and expect to make a copayment at that time.

**E.** see her primary care physician.

**2.** You are a Vision Plus Program member. You have not had your eyes checked in several years. During a routine eye exam, you are told that you need eyeglasses. According to the policy, you should:

**A.** apply for reimbursement in 24 months.

**B.** consult the Participating Physician Directory to find an approved vision center.

**C.** find glasses with the correct prescription for no more than $100.

**D.** mail a request for the $100 reimbursement to Orion Healthcare.

**E.** purchase the glasses and mail the receipt to Orion Healthcare.

**Guided Highlighted Reading Prompts for *Vision Plus Program***

1. Find and highlight who is covered by the Vision Plus Program. (all employees and their dependents)
2. Find and highlight what the Vision Plus Program covers. (routine eye examinations)
3. Find and highlight how often people under 21 who wear glasses or contacts lenses are covered for an eye examination. (12 months)
4. Find and highlight what all people are to do if they experience eye problems or difficulties. (see primary care physician)
5. Find and highlight where you can purchase eye glasses or contact lenses. (anywhere)
6. Find and highlight how much you get reimbursed for your purchase of eye glasses or contact lenses. (up to $100)
7. Find and highlight how often you can get reimbursed for your purchase of eye glasses or contact lenses. (once every 24 months)

**Reading for Information Level 5**

From: ford.kris at PO3

To: hartman.matt at PO3

Subject: login

Sent: Tuesday, 10:43 AM

Attachments:

Message

Recent security upgrades to network servers have resulted in some confusion regarding login screens. A procedure for handling the most common occurrence is described below. You may want to print this out so you can refer to it when logged out of the network. To prevent your network login from creating a second login screen, follow this procedure:

At startup, your machine will present your server login screen (how you log in to the network).

Four tabs will appear in the extended area of the dialog box. Choose the System tab by clicking on it.

The options in this tab will include one for local username. Enter the username that matches your server account (same as your e-mail, I would expect). Then enter your password in the main dialog box, where it always goes, and log in.

- Kris

**1.** If you follow the steps of this procedure, what situation will you correct?

**A.** Being logged out of the network

**B.** Having a second login screen appear

**C.** Having to enter a password

**D.** Logging into an unmatched server account

**E.** Receiving unnecessary attachments

Guided Highlighted Reading Prompts

1. Find and highlight who wrote this memo. (Kris)
2. Find and highlight the problem that is being solved. (prevent your network login from creating a second login screen...)
3. Find and highlight when you begin the procedure. (At startup…)
4. Find and highlight the tab you click on. (System tab)
5. Find and highlight which username you use. (the username that matches your server account…)
6. Find and highlight where you enter your password. (in the main dialog box, where it always goes…)

Level 5 WorkKeys

Goldberg's Auto Parts is served by more than fifty  
different accounts, each with its own sales  
representative, company name, corporate address, and  
shipping address. As a shipping and receiving clerk at  
Goldberg's, you are required to return defective  
merchandise to the manufacturer.  
  
Standard procedure for returning an item begins with  
your written request to the company for authorization.  
Always send the request to the corporate address, not to  
the shipping address. Unless the company file folder  
contains a form for this procedure, write a business  
letter to the manufacturer supplying the item's stock  
number, cost, and invoice number; the date it was  
received; and the reason for its return. The  
manufacturer's reply will include an authorization  
number from the sales representative, a sticker for you  
to place on the outside of the box to identify it as an  
authorized return, and a closing date for the company's  
acceptance of the returned item. If you do not attach the  
provided sticker, your returned box will be refused by  
the manufacturer as unauthorized, and you will need to  
obtain a new letter, authorization, sticker, and closing  
date. Always send a returned box to the shipping  
address, not to the company's corporate address.

According to the policy shown, what should you do if you lose an authorization sticker?

1. Send a request for a return authorization along with the rejected part directly to the manufacturer's shipping address.
2. Send a request for return authorization along with the rejected part directly to the manufacturer's corporate address.
3. Repeat the standard procedure to obtain a new letter, authorization, sticker, and closing date.
4. Use a sticker from another company's folder.
5. Send the rejected part to your sales representative.

**Guided Highlighted Reading Prompts**

1. Find and highlight what you are required to do as a receiving clerk at Goldberg’s Auto Parts. (…you are required to return defective merchandise to the manufacturer.)
2. Find and highlight how you initiate the return of merchandise. (…your written request to the company for authorization.)
3. Find and highlight to what address you send the request. (the corporate address…)
4. Find and highlight what to include in the business letter if there is no form for the procedure in the file. (item’s stock number, cost, invoice number, date it was received and the reason for its return.)
5. Find and highlight what the manufacturer’s reply will include. (…authorization number from the sales representative, a sticker for you to place on the outside of the box to identify it as an authorized return, and closing date for the company’s acceptance of the returned item.)
6. Find and highlight what you should do if you do not have the sticker to place on the return box. (…obtain a new letter, authorization, sticker, and closing date.)

[View the Answer](http://www.act.org/workkeys/assess/reading/sample5.html##)

## Answer to Level 5 Sample Item

1. Although it is correct that returned boxes should be sent to the manufacturer's shipping address, the box will be refused if it does not have an authorization sticker.
2. Returned boxes should not be sent to the manufacturer's corporate address, and the box would be refused without an authorization sticker.
3. The passage states, "If you do not attach the provided sticker, your returned box will be refused by the manufacturer as unauthorized, and you will need to obtain a new letter, authorization, sticker, and closing date." Therefore, if you lose the original authorization sticker, you will have to repeat the standard procedure to get a new letter, etc.  Correct



1. An authorization sticker from another company would not have the correct authorization number from the manufacturer's sales representative.
2. The sales representative provides the authorization number, but the rejected part goes to the manufacturer's shipping address after the authorization sticker has been received. The rejected parts do not go to the sales representative.

## Why this is a Level 5 item:

* Sentences are longer and more complex.
* The document contains many steps to be followed and details to be considered.
* The vocabulary includes some jargon and specialized terms.
* Instructions include conditionals.
* Individuals must apply straightforward instructions to a new situation that is similar to the one described in the material.

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