Division of Apprenticeship Standards (DAS)

Apprenticeship Program Summary Sheet

To: Adele Burnes, Chief
From: Kelenia Olsen
CC: DAS, Program Planning & Review Unit
Date: January 28, 2026

Program Name: IWSI Apprenticeship Program
Industry: Business Services
DAS File No.: 101529
Grant Awardee: ☐ No ☒ Yes COYA 2023

Action(s):

- ☒ Proposed new apprentice program
- ☐ Existing apprenticeship program adding new occupations
- ☐ Existing apprenticeship program expanding area of operations
- ☐ Existing apprenticeship program changing work processes on approved occupations

Labor Organization(s) Representing Apprentices:

None

Request for Approval under Labor Code 3075:

IWSI Apprenticeship Program is not intended to train in the building and construction trades and is not eligible to dispatch apprentices to projects with public works, prevailing wage or skilled and trained workforce requirements within the meaning of Labor Code sections 1720 and 3075 and will not train or dispatch apprentices in the building and construction trades or firefighters occupations.

Comments:

At IWSI Apprenticeship Program, we believe in the power of unity, integrity and the indomitable human spirit. Our commitment goes beyond traditional business strategies - we aim to illuminate paths of success for organizations, championing an ethos where collective strength and individual talent converge to create unparalleled synergy. Our core mission centers on sparking collaboration and harnessing the innovative spirit inherent in all of us. Our unique method bolsters business strategies, enabling organizations to not only meet their objectives, but to redefine them in ways they never thought possible.

IWSI Apprenticeship Program will oversee the apprenticeship program herein and seeks approval from the Department of Industrial Relations, Division of Apprenticeship Standards for the following:

Proposed Occupation, Wage Rate & O*Net Code:

- Business Services Specialist O*Net: 43-9061

Professional Worker Wage:	$23.50 per hour + benefits
Proposed Apprentice Wage:	$22.43 per hour
Proposed No. of Apprentices:	10

Proposed Employers:

- West Valley College, College of Adaptive Arts, 14000 Fruitvale Ave., Saratoga CA, 95628
    - Occupation(s): Business Services Specialist

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IWSI Apprenticeship Program Standards

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Article I Purpose and Policy

The parties hereto declare it to be their purpose and policy to establish an organized, planned system of apprenticeship, conducted as an education-sponsored, employer-based undertaking.

These standards have, therefore, been adopted and agreed upon under the Shelley-Maloney Apprentice Labor Standards Act of 1939, as amended, to govern the employment and training of apprentices in the trade, craft or occupation defined herein, to become effective upon their approval.

Article II Craft, Trade or Occupation, Related and Supplemental Instruction, Term of Apprenticeship, Ratio, Wage Schedule and Work Training

Occupation: Business Services Specialist
O*Net Code: 43-9061
Attachment: B

Article III Organization

For each employer participating in this program, an “Employer Agreement” (See Attachment D) will be provided to specify the information particular to that employer as noted herein, including the option to waive or offer participation on the committee, employer committee members will be selected as outlined in the rules & regulations.

Article IV Jurisdiction

These standards shall apply to the employer and employee organizations signatory hereto; their members, to other employers who subscribe hereto or who are party to a collective bargaining agreement with an employee organization(s) signatory hereto, and to all apprentice agreements hereunder.

Area Covered by Standards: All CA Counties

Article V Functions

The functions of the apprenticeship committee shall be to:

1) develop an efficient program of apprenticeship through systematic on-the-job training with related and supplemental instruction and periodic evaluation of each apprentice;
2) serve in an advisory capacity with employers and employees in matters pertaining to these standards;

3) ensure the program's ability, including financial ability, and commitment to meet and carry out its responsibilities under federal and state law and regulations applicable to the apprenticeable occupation and for the welfare of the apprentice;
4) aid in the adjustment of apprenticeship disputes;
5) develop fair and impartial selection procedures and an affirmative action plan in accordance with existing laws and regulations and apply them uniformly in the selection of applicants for apprenticeship.

Article VI Responsibilities

The responsibilities of the apprenticeship committee shall be to:

1) supervise the administration and enforcement of these standards;
2) adopt such rules and regulations as are necessary to govern the program provided that the rules and regulations do not conflict with these standards;
3) conduct orientations, workshops or other educational sessions for employers to explain the apprenticeship program's standards and the operation of the apprenticeship program;
4) pass upon the qualification of employers and, when appropriate, to suspend or withdraw approval;
5) conduct on-going evaluation of the interest and capacity of employers to participate in the apprenticeship program and to train apprentices on the job;
6) make periodic evaluations of each apprentice's on-the-job training and related and supplemental instruction;
7) ensure safe work site facilities, skilled workers as trainers at the work site, and safe equipment sufficient to train apprentices;
8) determine the qualifications of apprentice applicants and ensure fair and impartial treatment of applicants for apprenticeship selected through uniform selection procedures;
9) file a signed copy, written or electronic, of each apprentice agreement with the Division of Apprenticeship Standards, within 30 days of execution, with copies to all parties to the agreement;
10) establish and utilize a procedure to record and maintain all records of the apprentice's worksite job progress and progress in related and supplemental instruction;
11) establish and utilize a system for the periodic review and evaluation of the apprentice's progress in job performance and related instruction;
12) discipline apprentices, up to and including termination, for failure to fulfill their obligations on-the-job or in related instruction, including provisions for fair hearings;
13) annually prepare and submit a Self-Assessment Review as well as a Program Improvement Plan to the Chief of the Division of Apprenticeship Standards;

14) ensure training and supervision, both on the job and in related instruction, in first aid, safe working practices and the recognition of occupational health and safety hazards;
15) ensure training in the recognition of illegal discrimination and sexual harassment;
16) establish an adequate mechanism to be used for the rotation of the apprentice from work process to work process to ensure the apprentice of complete training in the apprenticeable occupation including mobility between employers when essential to provide exposure and training in various work processes in the apprenticeable occupation;
17) establish an adequate mechanism that will be used to provide apprentices with reasonably continuous employment in the event of a lay-off or the inability of one employer to provide training in all work processes as outlined in the standards;
18) comply with meaningful representation requirements for the interests of apprentices in the management of the program where apprentices are at least equally represented on an advisory panel established by the apprenticeship committee responsible for the operation of the program;
19) adopt changes to these standards, as necessary, subject to the approval of the parties hereto and the Chief of the Division of Apprenticeship Standards.

Article VII Definition of an Apprentice

An apprentice is a person at least 16 years of age, who has met the requirements for selection under the selection procedures of participating employer, who is engaged in learning a designated craft or trade and who has entered into a written apprentice agreement under the provisions of these standards.

Article VIII Duties of an Apprentice

Each apprentice shall satisfactorily perform all work and learning assignments both on the job and in related instruction and shall comply with the rules, regulations and decisions of the apprenticeship committee.

Article IX Apprentice Agreement

1) Each apprentice agreement shall conform to the State law governing apprentice agreements, and shall be signed by the employer, by the program sponsor, and by the apprentice and must be approved by the apprenticeship committee.
2) Each apprentice shall be furnished with a copy of or be given an opportunity to study these standards before registration. These standards shall be considered a part of the apprentice agreement as though expressly written therein.

3) If the apprentice is under 18 years of age, the agreement must be signed by the apprentice's parent or guardian. When the period of training extends beyond 18, the apprentice agreement shall likewise be binding to such a period as may be covered.

Article X Termination and Transfer of Agreements

1) During the probationary period, an apprentice agreement shall be terminated by the apprenticeship committee at the request in writing of either party. After such probationary period, an apprentice agreement may be terminated by the Administrator by mutual agreement of all the parties thereto or cancelled by the Administrator for good and sufficient reason.
2) If an employer is unable to fulfill his/her obligations to train under any apprentice agreement or in the event of a layoff, the apprenticeship committee may, with the approval of the Administrator, transfer such agreement to any other employer if the apprentice consents, and such other employer agrees to assume the obligation of said apprentice agreement.

Article XI Lay-off

1) If for any reason a lay-off of an apprentice occurs, the apprentice agreement shall remain in effect unless cancelled by the Administrator. However, credit for related instruction shall be given when the apprentice continues such instruction during the lay-off.
2) There shall be no liability on the part of the employer, the program, or the committee for an injury sustained by an apprentice engaged in schoolwork at a time when the apprentice is unemployed.

Article XII Controversies

All controversies or differences concerning apprentice agreements that cannot be adjusted locally by the apprenticeship committee or otherwise shall be submitted to the Administrator for determination.

Article XIII Certificate of Completion

1) In addition to previous on-the-job training and related school instruction, which is of an approved nature, the Apprentice shall have completed not less than an additional six (6) months as an apprentice under the laws of the State of California and demonstrated mastery of the skills and knowledge of the prescribed program.

2) In recognition of unusual ability and progress, the apprenticeship committee may decrease the term of apprenticeship for an individual apprentice not more than twelve and one-half percent (12½%).
3) Upon evidence of satisfactory completion of apprenticeship, and upon the recommendation of the apprenticeship committee, each apprentice will be issued a Certificate of Completion by the authority of the Chief of the Division of Apprenticeship Standards and the Interagency Advisory Committee on Apprenticeship.

Article XIV Equal Opportunity in Apprenticeship

The recruitment, selection, employment and training of apprentices during their apprenticeship shall be without discrimination because of race, religious creed, color, national origin, ancestry, physical disability, mental disability, medical condition, genetic information, marital status, sex, gender, gender identity, gender expression, age, sexual orientation or veteran or military status.

IWSI Apprenticeship Program will ensure selection procedures meet objective standards and maintain a fair and equitable selection process for all applicants.

Article XV Written Applications

Applicants may apply online via our registration page

https://www.iwsiamerica.org/business-essentials-apprenticeship-program

Article XVI Records

All records will be maintained, in written or electronic form, for five (5) years and kept at:

IWSI Apprenticeship Program
120 Vantis Drive.
3rd Floor
Aliso Viejo, CA 92656

Article XVII Annual Compliance

IWSI Apprenticeship Program will submit an annual compliance report to the Division of Apprenticeship Standards as requested by the Division.

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IWSI Apprenticeship Program agrees to accept electronic signatures for these Standards and all related Division of Apprenticeship Standards documents.

The foregoing standards are hereby agreed to and adopted by IWSI Apprenticeship Program on September 2, 2025 (Committee approval date).

Employer/Organization

IWIS America

18000 Studebaker Road, 7th Floor. Cerritos, CA. 90703

_____ _____

Nicholas Winman, CEO Date

The foregoing apprenticeship standards, being in conformity with the applicable California Labor Code, California Code of Regulations and Federal Regulations, are hereby approved

_____.

(DAS approval date)

_____ _____

Adele Burnes, Chief Date

Division of Apprenticeship Standards

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Attachment B
Training Schedule and Working Conditions

IWSI Apprenticeship Program

Occupation

Occupation: Business Services Specialist
O*Net Code: 43.9061.00

Article I Term of Apprenticeship and Probation

The standard term of apprenticeship shall be a competency-based approach, with approximately 2,000 on-the-job training (OJT) hours, with a minimum of 370 related and supplemental instruction (RSI) hours and completed within approximately 12 months.

The period of probation shall be reasonable in relation to the full apprenticeship term, with full credit given for such period toward completion of the apprenticeship, and in no event shall exceed the shorter of 25 percent of the length of the program or one year. The period of probation shall be 3 months.

Article II Wage Schedule

Professional Worker Wage and Compensation:

$ 23.50 per hour effective 7/20/2026.

Professional Worker Benefits:

Health & Welfare $ 4.00 per hour

Apprentice Wage and Compensation Advancement Schedule:

In no case shall an Apprentice receive a starting wage that is less than the applicable federal, state or local entity (city or county) minimum wage, whichever is higher for the county or city where the apprentice is working. The applicable minimum wage law shall establish the effective date of the minimum wage.

To advance from one period to the next, the apprentice shall have met the following requirements:

Counties	1st Period 0-50% of Competencies	2nd Period 51-100% of Competencies
Alameda, Marin, San Mateo, Santa Clara and San Francisco	$ 22.43/hour**	$ 22.75/hour**
Contra Costa	$ 22.43/hour**	$ 22.75/hour**
Los Angeles	$ 22.43/hour**	$ 22.75/hour**
Orange	$ 22.43/hour**	$ 22.75/hour**
San Diego	$ 22.43/hour**	$ 22.75/hour**
All Other Counties	$ 22.43/hour**	$ 22.75/hour**

*** Health Care benefits for the apprentice of up to $2.50 may be used to meet the above wage requirements.*

Hours of Work and Working Conditions and Overtime Provision:

Eight hours of labor constitutes a day's work. Employment beyond eight hours in any workday or more than six days in any workweek requires the employee to be compensated for the overtime at not less than one and one-half times the employee's regular rate of pay for all hours worked in excess of eight hours, up to and including 12 hours in any workday, and for the first eight hours worked on the seventh consecutive day of work in a workweek; and double the employee's regular rate of pay for all hours worked in excess of 12 hours in any workday and for all hours worked in excess of eight on the seventh consecutive day of work in a workweek. If employers utilize an alternative workweek schedule in accordance with the California Industrial Welfare Commission Orders, the overtime will be determined and paid in accordance with the applicable alternative workweek provisions.

The workday and workweek and all other conditions of employment for apprentices shall conform to all applicable laws and regulations and shall not be greater than for those of a professional worker.

Overtime shall not be allowed if it will interfere with or impair the training or be detrimental to the health and safety of the apprentice.

Article III Work-Training

1) The employer shall see that all apprentices are under the supervision of a qualified professional worker or instructor and shall provide the necessary diversified experience and training in order to develop the apprentice into a proficiently skilled worker, as outlined herein.

2) Each apprentice shall be trained in the use of new equipment, materials and processes as they come into use in the occupation.
3) The major categories in which apprentices will be trained (although not necessarily in the order listed) are as follows:

Competency Check List
Demonstrates Fundamentals: Apprentice can perform the task with some coaching.
Proficient in Task: Apprentice performs task properly and consistently.
Completion Date: Date apprentice completes final demonstration of competency.

Competency	Initial/Date

A. Operate office machines, such as photocopiers and scanners, facsimile machines, voice mail systems, and personal computers.
B. Answer telephones, direct calls, and take messages. Confer with coworkers to coordinate work activities.
C. Communicate with customers, employees, and other individuals to answer questions, disseminate or explain information, take orders, and address complaints. Respond to customer problems or complaints.
D. Collect, count, and disburse money, do basic bookkeeping, and complete banking transactions.
E. Execute sales or other financial transactions.
F. Open, sort, route, and distribute incoming mail; answer correspondence; and prepare and send outgoing mail, information, materials, and documentation.
G. Complete and mail bills, contracts, policies, invoices, or checks.
H. Maintain and update filing, inventory, mailing, and database systems, either manually or using a computer. Compile data or documentation.
I. Compile, copy, sort, and file records of office activities, business transactions, and other activities.
J. Search and review files, databases and reference materials to obtain information to respond to requests.
K. Prepare and process documentation for contracts, transactions, or regulatory compliance and business or government forms such as expense reports.
L. Compute, record, and proofread data and other information, such as records or reports, and check data for recording errors.
M. Type, format, proofread, and edit correspondence and other documents, from notes or dictating machines, using computers or typewriters to ensure accuracy.
N. Complete work and employee schedules, manage calendars, and arrange appointments.
O. Supervise, monitor and direct the work of clerical or administrative personnel and lower-level clerks.
P. Prepare meeting agendas, attend meetings, and record and transcribe minutes and other spoken or written information from meetings or formal proceedings.
Q. Monitor inventories and order materials of materials, supplies, products, and services.
R. Provide information to coworkers, deliver messages and run errands.

S. Train personnel and other staff members to perform work activities, such as using computer applications.
T. Calculate, count, weigh, measure, or organize materials by weight, volume or other characteristics.
U. Make travel, accommodation, or entertainment arrangements for office personnel and others.
V. Maintain office equipment in proper operating condition, and perform basic troubleshoot operations with computer hardware and software.

Article IV Related Instruction

Related and supplemental instruction (RSI) will be provided and/or overseen by the Local Education Agencies (LEA) whose confirmation of such has been affixed to these Standards for this occupation.

Any significant difference in sample related and supplemental instruction (RSI) listed below, and the related and supplemental instruction (RSI) provided by the Local Education Agency (LEA) will be detailed and included with the Local Education Agency's (LEA) confirmation letter and submitted to the Division of Apprenticeship Standards for review.

Time spent in related and supplemental instruction may not be compensated.

The Business Information Worker (BIW) Certificate guides students toward successful employment in business and government. The BIW certificate of achievement for office workers, developed in conjunction with local employers, provides students with a broad range of entry-level office skills and applications which promote success in a variety of office environments. With a solid foundation in Microsoft Windows and Office as well as strong digital and web literacy skills, the Business Information Worker brings efficiency and productivity to the workplace. Completion of the Business Information Worker pathway also brings indispensable critical thinking, problem solving, and interpersonal skills to the workplace. Students who complete the certificate will be ready for the workforce and the certificate provides a steppingstone to continue their education and complete an A.S. in Business or an AS-T in Business Administration.

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Sample Minimum Required RSI Courses Hours 360

Sample Course Title	RSI Hours

Introductory Keyboarding **45**

An introductory keyboarding course which emphasizes operating alphabetic, numeric, and symbol keys by touch. Includes computer keyboarding information. BUS 002 is a prerequisite to BUS 003.

Intermediate Keyboarding **45**

Provides basic formatting and skill development for employment or personal use. The course builds upon skills learned in BUS 2 and develops additional computer keyboarding skills in the creation of word processing documents. Formatting applications include business correspondence, reports, and tables. Basic document formatting, grammar, spelling, punctuation, and proofreading are reinforced throughout. Students will use basic features of an office-level word processing program.

Word for Windows I and II **45**

Teaches basic features of Word for Windows for the non-office occupations major. The course is designed to equip students with the skills to prepare personal correspondence and reports. This course, along with Word for Windows II, is required for the Office Technology major. While also Teaching the advanced features of Word for Windows. The course is designed for office personnel using Microsoft Word on the job. This course, along with Word for Windows I, is required for the Office Technology major.

Computer Concepts **45**

An examination of information systems and their role in business. The course focuses on information systems, database management systems, networking, e-commerce, ethics and security, computer systems hardware and software components. The course includes application of these concepts and methods through hands-on projects developing computer-based solutions to business problems.

Microcomputer Operating Environment **15**

Provides an overview of the Windows operating system on microcomputers including interface, using programs, working with disks and files, customizing the desktop, creating shortcuts, and changing the way Windows looks and sounds.

Introduction to Spreadsheets **45**

An introduction to microcomputer spreadsheets using Microsoft Excel. Primary emphasis will be on the use of the command structure and operation. Topics covered will include spreadsheet design and format, graphs and database functions.

Business Communication **45**

Applies the principles of ethical and effective communication to the creation of letters, memos, emails, and written and oral reports for a variety of business situations. The course emphasizes planning, organizing, composing, and revising business documents using word processing software for written documents and presentation-graphics software to create and deliver professional-level oral reports. This course is designed for students who already have college-level writing skills.

Human Resources Management **45**
Emphasizes the importance of dealing successfully with people both in "on-the-job" situations and in other contacts through the study of positive and preventative aspects of personnel management systems, organizational behaviour, leadership and supervision, and related topics.

Filing and Records Management **30**
Provides instruction and practice in traditional records and information management as well as electronic or automated records management systems. Alphabetic, geographic, subject, and numerical filing systems are covered along with the materials, supplies, and related equipment used in the management of information in today's modern business environment.

Apprentice must complete CORE COURSE WORK shown above + At least one (1) of the following "as assigned" work processes for the apprenticeship determined by the upon assignment to the program.

Occupational **10**
This program is designed to extend occupational work opportunities through work, paid or voluntary, in the occupation of the student's major (Administration of Justice, Business, Child Development, Computer Information Systems, Health Science, Nursing and Hotel/Restaurant/Casino Management).

General Work Experience Education **24**
This program is designed to aid the student in developing desirable work habits and need not be related to the college major or career interests.

TOTAL RSI HOURS: 360 hours + an additional course of either 10 or 24 hours totaling 370 or 384 hours

Article V Ratio

The ratio of apprentices to professional workers shall be:

1) Ratio #1: Each professional worker may supervise 1 apprentice(s)