Division of Apprenticeship Standards (DAS)
Apprenticeship Program Summary Sheet

To: Eric Rood, Chief
From: Adriana Salmoran
CC: Program Planning and Review
Date: May 10, 2022

Program Name: Bitwise Industries Apprenticeship Program
Industry: Information Technology
DAS File No.: 100937
CAI Grant Awardee: No

Actions:
☒ 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 Organizations Representing Any of the Apprentices:
N/A

Disclaimer of Interest in the Building Trades and Dispatch Restriction:
Bitwise Industries 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:
Bitwise Industries Apprenticeship Program offers rigorous and relevant technology training to teach apprentices skills in a multitude of occupations across the IT industry. The program’s goal is to create a diverse army of developers and technology professionals who will contribute to the growing technology industry in underestimated cities, to the apprentices’ families’ well-being, and to the success of others. Bitwise Workforce Training, the education and workforce arm of Bitwise Industries, believes that exciting and industry-relevant curriculum is important, but isn’t enough without the supportive teachers and inclusive environment we provide as part of our workforce programs. Apprentices are surrounded by support in a collaborative, diverse, equitable and inclusive working environment. Because we are located in underestimated cities, the individuals we work with in our apprenticeship programs have all the talent in the world, but often have too few opportunities to showcase that potential in rewarding work. The training and skills they gain in our program leads them to opportunities in the high-growth, high-wage tech industry and can transform their economic prospects for themselves and their families for generations to come. Additionally, Bitwise Industries’ technology services firm, Bitwise Technology Consulting, affords us the ability to chase after challenging client work that apprentices can use to learn
hands-on, relevant skills in the industry. Apprentices will not do simulations of real-world work, but instead they will get first-hand experience by working with clients in a technology services company doing work across the country. The work that students complete for clients will be published on the web and can be added to a portfolio of work. We are quickly growing our apprenticeship program, both in the number of apprenticeship occupations we're offering and in the quantity of apprentices we're looking to bring on at a time. We're looking to bring on 500 apprentices in California across our 9 apprenticeship occupations over the next year. We have seen a need for these IT roles in our technology services firm, and we plan to hire most of these apprentices from our communities as full-time employees to Bitwise.

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

**Proposed Occupation, Wage Rate & O*Net Code:**

<table>
<thead>
<tr>
<th>Occupation</th>
<th>O*Net</th>
<th>Wage Rate &amp; Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Application Developer*</td>
<td>15-1252.00</td>
<td>Journeyperson Wage: $25.00 per hour</td>
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<tr>
<td></td>
<td></td>
<td>Proposed Apprentice Wage: $17.00 per hour</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Proposed No. of Apprentices: 125</td>
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<tr>
<td>Salesforce Administrator</td>
<td>15-1242.00</td>
<td>Journeyperson Wage: $25.00 per hour</td>
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<td></td>
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<td>Proposed Apprentice Wage: $17.00 per hour</td>
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<tr>
<td></td>
<td></td>
<td>Proposed No. of Apprentices: 70</td>
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<tr>
<td>Cyber Security Technician</td>
<td>15-1212.00</td>
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<td></td>
<td></td>
<td>Proposed Apprentice Wage: $17.00 per hour</td>
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<tr>
<td></td>
<td></td>
<td>Proposed No. of Apprentices: 50</td>
</tr>
<tr>
<td>Project Manager</td>
<td>15-1299.09</td>
<td>Journeyperson Wage: $25.00 per hour</td>
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<tr>
<td></td>
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<td>Proposed Apprentice Wage: $17.00 per hour</td>
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<tr>
<td></td>
<td></td>
<td>Proposed No. of Apprentices: 25</td>
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<tr>
<td>Tech Support Specialist</td>
<td>15-1232.00</td>
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<td></td>
<td></td>
<td>Proposed Apprentice Wage: $17.00 per hour</td>
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<tr>
<td></td>
<td></td>
<td>Proposed No. of Apprentices: 50</td>
</tr>
<tr>
<td>Inside Salesperson</td>
<td>41-4011.00</td>
<td>Journeyperson Wage: $25.00 per hour</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Proposed Apprentice Wage: $17.00 per hour</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Proposed No. of Apprentices: 50</td>
</tr>
</tbody>
</table>
Journeyperson Wage: $25.00 per hour
Proposed Apprentice Wage: $17.00 per hour
Proposed No. of Apprentices: 45

- Call Center Agent
  
  Journeyperson Wage: $25.00 per hour
  Proposed Apprentice Wage: $17.00 per hour
  Proposed No. of Apprentices: 50
  
  O*Net: 41-4011.00

- Online Marketing Specialist
  
  Journeyperson Wage: $25.00 per hour
  Proposed Apprentice Wage: $17.00 per hour
  Proposed No. of Apprentices: 50
  
  O*Net: 13-1161.00

- UX Designer
  
  Journeyperson Wage: $25.00 per hour
  Proposed Apprentice Wage: $17.00 per hour
  Proposed No. of Apprentices: 35
  
  O*Net: 15-1255.00

Proposed Employers:

- Alpha Works Technologies, LLC dba Bitwise Industries, 700 Van Ness Ave, Fresno, CA 93721

* Application Developer is an existing, approved, occupation. This submission seeks to update to the new Federal O*Net Code as shown on www.onetonline.org and updated RSI only.
Bitwise Industries
Apprenticeship Program
Program Standards
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1. **Purpose and Policy** – Labor Code §3075.1; CCR §205 (e & g), §206, §212.2, §218

The parties hereto declare it their purpose and policy to incorporate the attached standards approved by U.S. Department of Labor Office of Apprenticeship to establish an organized, planned system of apprenticeship, conducted as an education-sponsored, employer-based undertaking. All provisions in the U.S. Department of Labor Office of Apprenticeship Standards attached hereto, that do not conflict with California law or create a higher standard than the California Apprenticeship laws and regulations shall be incorporated, adopted and agreed upon under the California Apprenticeship 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 under the California standards. In case of conflict of law, California Law shall prevail. No Section of these Standards of Apprenticeship shall be construed as permitting violation of any Federal Law or Regulations and the State of California Law or Regulations.

When required by California Statute or Regulation, or by Section I – Program Administration of the attached U.S. Department of Labor Office of Apprenticeship Standards, there is hereby established a master apprenticeship committee. In addition, there shall be advisors of the committee, which shall consist of one apprenticeship consultant representing the Division of Apprenticeship Standards, one advisor from the Local Education Agency, and such other advisors as the committee shall determine. Such advisors and the apprenticeship consultant shall act without vote.

2. **Craft, Trade, Occupation** – Labor Code §3078 (c); CCR §212 (a,1)

The approved occupations are set forth in the U.S. Department of Labor Office of Apprenticeship Standards attached to this California State standard. Additional occupations may be added or deleted by the above named sponsor by first submitting the proposed change(s) to the U.S. Department of Labor Office of Apprenticeship Standards. Once the U.S. Department of Labor Office of Apprenticeship Standards approves the change, the revised standards may be submitted to the California Division of Apprenticeship Standards (DAS) for approval of the Administrator of Apprenticeship.

3. **Occupations**

The occupational supplement(s) included in the attached U.S. Department of Labor Office of Apprenticeship Standards set forth the terms of the occupation, ratio, work processes, and related supplemental instruction for each individual occupation.

4. **Responsibilities of Program Sponsor** – CCR §212

The program sponsors are responsible for the administration and enforcement of all aspects of a Registered Apprenticeship program. Sponsor means any person, association, committee, or organization operating an apprenticeship program and in whose name the program is (or is to be) registered or approved. Sponsors will carry out the responsibilities and duties required of a Program Sponsor as described in Section I – Program Administration of the attached U.S. Department of Labor Office of Apprenticeship Standards.

In addition, the Sponsor(s) agree to:

1) administer and enforce the standards as approved;
2) establish rules and regulations governing the program;
3) 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. The sponsor will take affirmative action to provide equal opportunity in apprenticeship for both minorities and women as required under Title 29 of the Code of Federal Regulations, Part 30, and by the California Plan for Equal Opportunity in Apprenticeship and by the California Code of Regulations, Title 8, Chapter 2;
4) provide reasonably continuous employment to all apprentices in its employ;
5) provide training scheduled herein under competent trainers, including safety training through the program and first aid training, either in conjunction with the apprentices, related instruction classes or otherwise as appropriate;
6) arrange for Related and Supplemental Instruction pursuant to LC 3074;
7) have a Local Education Agency (L.E.A.) provide a letter approving the Related and Supplemental Instruction pursuant to LC 3074, 210212 (a, 7) (proof attached);
8) maintain a record of each apprentice’s work training, related instruction and progress therein;
9) file a copy of each apprentice agreement with the Secretary of the Interagency Advisory Committee on Apprenticeship;
10) provide training in the recognition of illegal discrimination and sexual harassment;
11) annually prepare and submit a Self-Assessment Review as well as a Program Improvement Plan to the Chief DAS;
12) provide the diversified work training scheduled herein under competent trainers, including safety training through the program and first aid training, either in conjunction with the apprentices, related instruction classes or otherwise as appropriate;
13) maintain a record of each apprentice’s work training, related instruction and progress therein;
14) file a copy of each apprentice agreement with the Secretary of the Interagency Advisory Committee on Apprenticeship;
15) grant apprentices credit for previous experience.

5. **Apprentice Agreements Labor Code** – Labor Code § 3077, 3078; CCR § 206

Apprentices shall be at least 16 years of age. If the apprentice is under 18 years of age, the apprentice’s parent or guardian must sign the agreement. When the period of training extends beyond the age of 18, the apprentice agreement shall likewise be binding to such a period as may be covered. An apprentice is one who has been qualified and approved by the apprenticeship committee, signed an individual apprentice agreement with the program sponsor under these standards, which agreement has been approved by the Administrator or his duly authorized representative and filed with the Interagency Advisory Committee on Apprenticeship. The standards shall be a part of the apprenticeship agreement. Apprentices shall be furnished a copy of the standards or given an opportunity to read them before indenture. The Administrator shall cancel apprentice agreements during the probationary period at the request in writing of either party; after the probationary period, agreements may be terminated by the Administrator by mutual consent of all the parties or cancelled for good and sufficient reason. An apprentice agreement shall remain in effect during a lay-off unless cancelled.

6. **Hours and Working Conditions** – CCR §208 (b) (c, 4, 6), §212

The regular workday, workweek and other working conditions for apprentices shall conform to all applicable California laws and regulations. Overtime shall not interfere with or impair training or schooling nor be detrimental to the health and safety of the apprentice. There will be an established mechanism to rotate apprentices between work processes to assure complete training.

7. **Wages and Wage Progression** – Labor Code §3078; CCR §208 (a) (c-1, 2, 5, 6), §212 (a 5)

The wages shall be a progressively increasing wage, employee benefits and other compensation as set by Section CCR §208. The employers must pay the higher hourly wage of either the Federal minimum wage, State minimum wage or the Living wage enacted in the County or City where the employer is located. Hours of related instruction and required school time need not be compensated.

8. **Responsibilities of Apprentices** – CCR §205 (c, e, i, m), § 212(3), 224- CCR 212 (3)

Each apprentice shall satisfactorily perform all work and learning assignments, and complete a course of related instruction, as determined in accordance with California Labor Code Section 3078(d). There shall be no liability on the part of the employer for an injury sustained by an apprentice engaged in work as a trainee at a time when the employment of the apprentice has been temporarily or permanently terminated.

9. **Disciplining of Apprentice** – Labor Code §3071; CCR §212 (b, 8), §213, § 218

All controversies or differences concerning the apprentice agreement, which cannot be adjusted locally, shall be submitted to the Administrator of Apprenticeship for determination.

10. **Certificate of Completion** - Labor Code §3071, §3078, §3092; CCR §§ 212, 224

The Interagency Advisory Committee on Apprenticeship will issue a Certificate of Completion to apprentices upon receipt of competent evidence of their satisfactory completion of apprenticeship hereunder.

11. **Modification of Standards** - Labor Code § 3073, 3078; CCR § 212 (b) (13)

These Standards shall be modified to conform to any changes in prevailing practices, conditions and wages in the area and the industry when such changes occur. Requests of the program sponsor for modification are subject to the approval of the Administrator of Apprenticeship.

12. Where the program sponsors establish rules and regulations for governing of the apprentices in the program, a copy of such shall be provided to each apprentice.

13. Where applicable if an employer has a collective bargaining agreement with a labor organization applicable to these occupation(s), approval by the labor organization will be affixed to the Employer Subscription Agreement (DAS-852).
The foregoing standards are hereby agreed to and adopted on: ____________ (date)

Sponsoring Organization Designee:

By ______________________________ Title ______________________________ Date

Printed Name: Bethany Mily

Sponsors designee authorized to administer the apprenticeship program:

Coordinator

Printed Name: Stephanie Moreno

Title

The foregoing standards, being in conformity with the rules and regulations of the Division of Apprenticeship Standards and the California Code of Regulations, and applicable Federal Regulations are hereby approved on effective ____________ (date) Date

By

Apprenticeship Consultant Date

Apprenticeship Consultant Date

Eric Rood, Chief, Division of Apprenticeship Standards Date

Address:

Department of Industrial Relations
Division of Apprenticeship Standards
1515 Clay St., Suite 301
Oakland, CA 94612

Phone: (415) 703-4920
Attachment A
Approved DOL Standards
Bitwise Industries Apprenticeship Program
Attachment B
Local Education Agency Letter
Bitwise Industries Apprenticeship Program
Registered Apprenticeship Standards

Alpha Works Technologies, LLC
(a subsidiary of Bitwise Industries, Inc. DE)

All occupations listed in Appendix A

O*NET-SOC Code: See Appendix A  RAPIDS Code: See Appendix A

Developed in Cooperation with the
U.S. Department of Labor
Office of Apprenticeship

Approved by the
U.S. Department of Labor
Office of Apprenticeship

Registered By: JOHN V. LADD

Signature: John V. Ladd

Title: Administrator
Office of Apprenticeship

Date: October 12, 2021

Registration Number: 2022-ZA-104182

☐ Check here if these are revised standards
A. Responsibilities of the sponsor:  

*Alpha Works Technologies, LLC* must conduct, operate, and administer this program in accordance with all applicable provisions of Title 29 Code of Federal Regulations (CFR) part 29, subpart A and part 30, and all relevant guidance issued by the Office of Apprenticeship (OA). The sponsor must fully comply with the requirements and responsibilities listed below and with the requirements outlined in the document “Requirements for Apprenticeship Sponsors Reference Guide.”

**Sponsors shall:**

- Ensure adequate and safe equipment and facilities for training and supervision and provide safety training for apprentices on-the-job and in related instruction.
- Ensure there are qualified training personnel and adequate supervision on the job.
- Ensure that all apprentices are under written apprenticeship agreements incorporating, directly or by reference, these standards and the document “Requirements for Apprenticeship Sponsors,” and that meets the requirements of 29 CFR § 29.7. Form ETA 671 may be used for this purpose and is available upon logging into RAPIDS.
- Register all apprenticeship standards with the U.S. Department of Labor, including local variations, if applicable.
- Submit apprenticeship agreements within 45 days of enrollment of apprentices.
- Arrange for periodic evaluation of apprentices’ progress in skills and technical knowledge, and maintain appropriate progress records.
- Notify the U.S. Department of Labor within 45 days of all suspensions for any reason, reinstatements, extensions, transfers, completions and cancellations with explanation of causes. Notification may be made in RAPIDS or using the contact information in Section K.
- Provide each apprentice with a copy of these standards, Requirements for Apprenticeship Sponsors Reference Guide, and Appendix A, any applicable written rules and policies, and require apprentices to sign an acknowledgment of their receipt. If the sponsor alters these standards or any Appendices to reflect changes it has made to the apprenticeship program, the sponsor will obtain approval of all
modifications from the Registration Agency, then provide apprentices a copy of the updated standards and Appendices and obtain another acknowledgment of their receipt from each apprentice.

B. Minimum Qualifications - 29 CFR §29.5(b)(10)
An apprentice must be at least 16 years of age, except where a higher age is required by law, and must be employed to learn an apprenticeable occupation. Please include any additional qualification requirements as appropriate (optional):

☒ There is an educational requirement of a high school diploma, General Educational Development (GED) equivalency or other high school equivalency credential is required. Applicants affiliated with recognized quality pre-apprenticeship or school-to-apprenticeship programs recognized by this program will be given priority review.
☒ There is a physical requirement of Applicants will be physically capable of performing the essential functions of the apprenticeship program, with or without a reasonable accommodation, and without posing a direct threat to the health and safety of the individual or others. Applicants will be screened for the current illegal use of drugs on acceptance into the program and prior to being employed.
☐ The following aptitude test(s) will be administered
☐ A valid driver’s license is required.
☒ Other Applicants must possess such speaking, reading, and comprehension abilities as may be essential for reading and understanding written and oral instructions applicable to their occupation.

C. Apprenticeship Approach and Term - 29 CFR §29.5(b)(2)
The apprenticeship program(s) will select an apprenticeship training approach. See Appendix A to select approach.

D. Work Process Schedule and Related Instruction Outline - 29 CFR §29.5(b)(4)
Every apprentice is required to participate in related instruction in technical subjects related to the occupation. Apprentices ☒ will not be paid for hours spent attending related instruction classes. See Appendix A for Work Process Schedule and Related Instruction Outline.

E. Credit for Previous Experience - 29 CFR §29.5(b)(12)
Apprentice applicants seeking credit for previous experience gained outside the apprenticeship program must furnish such transcripts, records, affidavits, etc. that may be appropriate to substantiate the claim. Alpha Works Technologies, LLC will evaluate the request for credit and make a determination during the apprentice’s probationary period.
F. **Probationary Period - 29 CFR § 29.5(b)(8) and (20)**

Every applicant selected for apprenticeship will serve a probationary period which may not exceed 25 percent of the length of the program or 1 year whichever is shorter. See Appendix A for Probationary Period.

G. **Ratio of Apprentices to Journeyworkers - 29 CFR § 29.5(b)(7)**

Every apprenticeship program is required to provide an apprenticeship ratio of apprentices to journeyworkers for adequate supervision. See Appendix A for Apprentices to Journeyworkers ratio.

H. **Apprentice Wage Schedule - 29 CFR § 29.5(b)(5)**

Apprentices must be paid a progressively increasing schedule of wages based on either a percentage or a dollar amount of the current hourly journeyworker wage rate. See Appendix A for Wage Schedule.

I. **Equal Employment Opportunity and Affirmative Action**

1. **Equal Opportunity Pledge - 29 CFR §§ 29.5(b)(21) and 30.3(c)(1)**

   *Alpha Works Technologies, LLC* will not discriminate against apprenticeship applicants or apprentices based on race, color, religion, national origin, sex (including pregnancy and gender identity), sexual orientation, genetic information, or because they are an individual with a disability or a person 40-years old or older.

   *Alpha Works Technologies, LLC* will take affirmative action to provide equal opportunity in apprenticeship and will operate the apprenticeship program as required under Title 29 of the Code of Federal Regulations, part 30.

2. **Affirmative Action Program - 29 CFR §§ 29.5(b)(21), 30.4-30.9**

   *Alpha Works Technologies, LLC* acknowledges that it will adopt an affirmative action plan in accordance with 29 CFR § 30.4-30.9 (required for sponsors with five or more registered apprentices by two years from the date of the sponsor’s registration or by two years from the date of registration of the program’s fifth (5th) apprentice). Information and technical assistance materials relating to the creation and maintenance of an affirmative action plan will be made available on the Office of Apprenticeship’s website.
3. **Selection Procedures - 29 CFR § 30.10**

   Every sponsor will adopt selection procedures for their apprenticeship programs, consistent with the requirements set forth in 29 CFR § 30.10(b). See Appendix A to enter your selection procedures for each occupation for which the sponsor intends to train apprentices.

J. **Complaint Procedures - 29 CFR §§ 29.5(b)(22), 29.7(k), 29.12, and 29 CFR § 30.14**

If an applicant or an apprentice believes an issue exists that adversely affects the apprentice’s participation in the apprenticeship program or violates the provisions of the apprenticeship agreement or standards, the applicant or apprentice may seek relief. Nothing in these complaint procedures precludes an apprentice from pursuing any other remedy authorized under another Federal, State, or local law. Below are the methods by which apprentices may send a complaint:

1. **Complaints regarding discrimination.** Complaints must contain the complainant’s name, address, telephone number, and signature, the identity of the respondent, and a short description of the actions believed to be discriminatory, including the time and place. Generally, a complaint must be filed within 300 days of the alleged discrimination. Complaints of discrimination should be directed to the following contact:

   **U.S. Department of Labor, Office of Apprenticeship**
   200 Constitution Ave. NW, Washington, DC 20210
   Telephone Number: (202) 693-2796
   Email Address: ApprenticeshipEEOcomplaints@dol.gov
   Point of Contact: Director, Division of Registered Apprenticeship and Policy
   Attn: Apprenticeship EEO Complaints

   You may also be able to file complaints directly with the EEOC, or State fair employment practices agency.

2. **Other General Complaints.** The sponsor will hear and attempt to resolve the matter locally if written notification from the apprentice is received within 15 days of the alleged violation(s). The sponsor will make such rulings as it deems necessary in each individual case within 30 days of receiving the written notification:

   Name: *Alpha Works Technologies, LLC, attn: Bethany Mily*
   Address: *700 Van Ness Ave*  
   *Fresno, CA 93721*  
   Telephone Number: *(559) 905-2189*  
   Email Address: *bmily@bitwiseindustries.com*
Any complaint described above that cannot be resolved by the program sponsor to the satisfaction of all parties may be submitted to the Registration Agency provided below in Section K.

K. Registration Agency General Contact Information 29 CFR § 29.5(b)(17)
The Registration Agency is the United States Department of Labor’s Office of Apprenticeship. General inquiries, notifications and requests for technical assistance may be submitted to the Registration Agency using the contact information below:

Name: Harry Dispensa, Apprenticeship & Training Consultant
Address: 90 – 7th St. Suite 17-100
San Francisco, Ca. 94103
Telephone Number: (415) 625-2230
Email Address: dispensa.harry@dol.gov

L. Reciprocity of Apprenticeship Programs 29 CFR § 29.13(b)(7)
States must accord reciprocal approval for Federal purposes to apprentices, apprenticeship programs and standards that are registered in other States by the Office of Apprenticeship or a Registration Agency if such reciprocity is requested by the apprenticeship program sponsor.

Program sponsors seeking reciprocal approval must meet the wage and hour provisions and apprentice ratio standards of the reciprocal State.

SECTION II - APPENDICES AND ATTACHMENTS

☒ Appendix A – Work Process Schedule, Related Instruction Outline, Apprentice Wage Schedule, Ratio of Apprentices to Journeyworkers, Type of Occupation, Term of Apprenticeship, Selection Procedures, and Probationary Period
☒ Appendix B – ETA 671 - Apprenticeship Agreement and Application for Certification of Completion of Apprenticeship (To be completed after registration)
☐ Appendix C – Affirmative Action Plan (Required within two years of registration unless otherwise exempt per 29 CFR §30.4(d))
☐ Appendix D – Employer Acceptance Agreement (For programs with multiple-employers only)
☒ Attachment – Additional Information
☒ Attachment – Requirements for Apprenticeship Sponsors Reference Guide
Pursuant to section 2(b)(1) of the Support for Veterans in Effective Apprenticeships Act of 2019 (Pub. L. 116-134, 134 Stat. 276), by signing these program standards, the program sponsor official whose name is subscribed below assures and acknowledges to the U.S. Department of Labor’s Office of Apprenticeship the following regarding certain G.I. Bill and other VA-administered educational assistance referenced below (and described in greater detail at the VA’s website at: https://www.va.gov/education/eligibility) for which current apprentices and/or apprenticeship program candidates may be eligible:

(1) The program sponsor is aware of the availability of educational assistance for a veteran or other eligible individual under chapters 30 through 36 of title 38, United States Code, for use in connection with a registered apprenticeship program;

(2) The program sponsor will make a good faith effort to obtain approval for educational assistance described in paragraph (1) above for, at a minimum, each program location that employs or recruits an veteran or other eligible individual for educational assistance under chapters 30 through 36 of title 38, United States Code; and

(3) The program sponsor will not deny the application of a qualified candidate who is a veteran or other individual eligible for educational assistance described in paragraph (1) above for the purpose of avoiding making a good faith effort to obtain approval as described in paragraph (2) above.

NOTE: The aforementioned requirements of Public Law 116-134 shall apply to “any program applying to become a registered apprenticeship program on or after the date that is 180 days after the date of enactment of this Act” (i.e., September 22, 2020). Accordingly, apprenticeship programs that were registered by a Registration Agency before September 22, 2020, are not subject to these requirements.
OFFICIAL ADOPTION OF APPRENTICESHIP STANDARDS

The undersigned sponsor hereby subscribes to the provisions of the foregoing Apprenticeship Standards formulated and registered by Alpha Works Technologies, LLC, on this 15th day of September, 2021.

The signatories acknowledge that they have read and understand the document titled “Requirements for Apprenticeship Sponsors Reference Guide” and that the provisions of that document are incorporated into this agreement by reference unless otherwise noted.

Bethany Mily, President, BW Industries, Inc. DE
Printed Name

I, ____________________________, acting on behalf of ____________________________, authorize OA to share the Work Process Schedule and Related Instruction Outline in Appendix A with other potential apprenticeship sponsors.

Signature
Date

Printed Name
WORK PROCESS SCHEDULE

AND

RELATED INSTRUCTION OUTLINE

DEVELOPED BY

Alpha Works Technologies, LLC
(a subsidiary of BW Industries, Inc. DE)

FOR THE OCCUPATION OF

APPLICATION DEVELOPER
(Existing Title: Application Developer)
O*NET-SOC CODE: 15-1252.00   RAPIDS CODE: 1129CB
Appendix A-1

WORK PROCESS SCHEDULE
APPLICATION DEVELOPER
O*NET-SOC CODE: 15-1252.00   RAPIDS CODE: 1129CB

This schedule is attached to and a part of these Standards for the above identified occupation.

1. APPRENTICESHIP APPROACH

☐ Time-based  ☒ Competency-based  ☐ Hybrid

2. TERM OF APPRENTICESHIP

The term of the apprenticeship is reasonably expected to be completed in one year with an OJL attainment of all competencies of the position, supplemented by the minimum required 144 hours of related instruction.

3. RATIO OF APPRENTICES TO JOURNEYWORKERS

The apprentice to journeyworker ratio is: 5 Apprentices to 1 Journeyworker.

4. APPRENTICE WAGE SCHEDULE

Apprentices shall be paid a progressively increasing schedule of wages based on either a percentage or a dollar amount of the current hourly journeyworker wage rate, which is: $25.00 per hour.

Wage Schedule: 1st 6 months $17.00 per hour
               2nd 6 months $17.50 per hour

Completion of Apprenticeship: $25.00 per hour

Periodic review and evaluation of the apprentice’s on-the-job learning and related technical instruction will be conducted in alignment with the wage schedule established. Once the sponsor determines that an apprentice has reached full competency, the apprentice can become a journeyworker and will be compensated at least at the minimum journeyworker wage. The minimum annual wage rates may be adjusted based on regional wage scales.

5. PROBATIONARY PERIOD

Every applicant selected for apprenticeship will serve a probationary period of 500 hours.

6. SELECTION PROCEDURES

Please see page A1-12.
Description: Design, develop, and maintain computer software applications or specialized utility programs. Analyze user needs and develop software solutions, applying principles and techniques of computer science and engineering. Update software or enhance existing software capabilities. Develop specifications and performance requirements.

The term of the apprenticeship shall be defined by the attainment of competencies, both technical and behavioral, of the apprenticeship as listed in the tables reasonably within one year of OJL.

Competency in the work processes outlined herein can be demonstrated through a variety of venues including: observation, proficiency demonstration/aptitude exam, questions and answers, learner’s products, simulations, project work, and/or mentor testimony or evidence as demonstrated on the job.

Alpha Works will assess each apprentice’s prior experience to determine what credit for advanced standing will be awarded for work processes schedule (WPS) and Related Instruction (RI). Prior experience will be assessed through resumes, interviews, Alpha Works job assignments and/or demonstration of competencies. Assigned mentors will assess apprentices for credit for prior experience at any time during the probationary period.

Apprenticeship Competencies – Technical

Evaluation Matrix
Work Processes Assessment

The following is a sample recommended rating system to determine competency. Mentors may utilize an equivalent tool, such as a learning plan, for documenting competency. Assessments will occur not less frequently than the wage schedule periods indicated.

<table>
<thead>
<tr>
<th>Rating System</th>
<th>Description</th>
<th>Points</th>
</tr>
</thead>
<tbody>
<tr>
<td>Exceeds All Expectations</td>
<td>Consistently exceeds performance standard established for the time in position. Achieves results above and beyond what is required. Extends themselves in their roles to exceed personally and as a team to achieve exceptional results.</td>
<td>5</td>
</tr>
<tr>
<td>Meets &amp; Exceeds Some Expectations</td>
<td>Employee not only meets all expectations in a fully satisfactory way but exceeds some of the objectives.</td>
<td>4</td>
</tr>
<tr>
<td>Meets Expectations</td>
<td>Consistently meets the performance standards established for time in position. Handles routine tasks &amp; some unexpected situation with the usual amount of supervision. Can continue to develop with coaching, advanced training or more experience</td>
<td>3</td>
</tr>
<tr>
<td>Meets Some Expectations</td>
<td>Employee occasionally meets some of the objectives related to this goal but does not meet others in a fully satisfactory way. This performance level generally indicates the need for additional coaching, training or other plan for performance improvements.</td>
<td>2</td>
</tr>
</tbody>
</table>
Does Not Meet / Meets Some Expectations

Does not consistently meet performance standards established for time in position. Requires basic training, coaching or experience to improve performance and become consistent. Additional follow up will be necessary.

<table>
<thead>
<tr>
<th>Does Not Meet Expectations</th>
<th>Clearly and repeatedly does not meet the performance standards established for time in position. Additional follow up and specific suggestions for improvement mandatory.</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>0</td>
</tr>
</tbody>
</table>

Apprentices need to at least receive an average ranking of “3” across all applicable competency categories when evaluated at each of their reviews during the apprenticeship in order to be considered for any merit-based wage increases. Apprentices need to receive a “3” or better in each competency in order to complete the apprenticeship.

**WORK PROCESS SCHEDULE**

The following are the core Application Developer related work processes for the apprenticeship.

<table>
<thead>
<tr>
<th>Item</th>
<th>Core Work Process</th>
<th>Rating</th>
<th>Date</th>
<th>Sign-off By</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td><strong>Analyze and Design Applications</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>- Identify the organization's design principles used for application development</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>- Identify the process to review and provide input to design specifications</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td><strong>Develop Applications</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>- Demonstrate ability to program in coding languages used by the organization</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>- Perform the application development process including coding, documentation, and testing</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>- Demonstrate ability to review of an application's code as part of a peer group</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>- Demonstrate ability to revise and adapt existing code to meet emerging requirements</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>- Write and document the code used by the organization for application development</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>- Integrates application subsystems</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>- Demonstrate ability to understand log monitoring and carry out preventative health checks</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3</td>
<td><strong>Implement, Support &amp; Maintain Applications</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>- Develop release plans for applications</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>- Develop user training plans for applications</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>- Transition an application to a new system</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>- Maintain and support applications</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>- Evaluate, implement, and document application enhancements</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>- Perform system maintenance for application security</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>- Identify common information security risks and threats</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
The following are the additional “as-assigned” Application Developer related work processes for the apprenticeship.

<table>
<thead>
<tr>
<th>Item</th>
<th>As-Assigned Work Process</th>
<th>Rating</th>
<th>Date</th>
<th>Sign-off By</th>
</tr>
</thead>
<tbody>
<tr>
<td>4</td>
<td><strong>Test &amp; Validate Applications</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>- Perform unit testing and rework code</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>- Conduct a peer review of an application’s code</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>- Create and test prototypes as part of the development process</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>- Identify the process for developing a test plan for an application</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>- Perform validation testing on new applications</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>- Identify how to validate user documentation</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>- Interpret test results and make recommendations</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>- Demonstrate ability to support user acceptance testing</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>5</td>
<td><strong>Design and Develop Solutions to Complex Applications Problems</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>- Communicate and collaborate with clients and software developers to determine design specifications and project resource requirements</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>- Provide advice on project costs, design concepts, or design changes</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>- Document design specifications, installation instructions, and other system-related information</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>- Evaluate current or emerging technologies to consider factors such as cost, portability, compatibility, or usability</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

A combination of the above work processes will equate to approximately one year of OJL in the apprenticeship. Based on the apprentice’s work assignment, the time spent in each of the work processes will vary.

The above on-the-job-learning (OJL) work process schedule is intended as a guide. The WPS need not be followed in any particular sequence, and it is understood that some adjustments may be necessary in the percentage of time spent in each of the work processes to allow for different work experiences. In all cases, the apprentice is to receive sufficient work experiences to make them fully competent and use good workmanship in all work processes, which are a part of the industry. In addition, the apprentice shall be fully instructed in safety requirements.
Apprenticeship Competencies – Behavioral

In addition to mastering all of the essential technical competencies, an apprentice must consistently demonstrate at an acceptable level the following behavioral competencies in order to complete the apprenticeship.

<table>
<thead>
<tr>
<th>Item #</th>
<th>Behavioral Competencies</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Participation in team discussions/meetings</td>
</tr>
<tr>
<td>2</td>
<td>Focus in team discussions/meetings</td>
</tr>
<tr>
<td>3</td>
<td>Focus during independent work</td>
</tr>
<tr>
<td>4</td>
<td>Openness to new ideas and change</td>
</tr>
<tr>
<td>5</td>
<td>Ability to deal with ambiguity by exploring, asking questions, etc.</td>
</tr>
<tr>
<td>6</td>
<td>Knows when to ask for help</td>
</tr>
<tr>
<td>7</td>
<td>Able to demonstrate effective group presentation skills</td>
</tr>
<tr>
<td>8</td>
<td>Able to demonstrate effective one-on-one communication skills</td>
</tr>
<tr>
<td>9</td>
<td>Maintains an acceptable attendance record</td>
</tr>
<tr>
<td>10</td>
<td>Reports to work on time</td>
</tr>
<tr>
<td>11</td>
<td>Completes assigned tasks on time</td>
</tr>
<tr>
<td>12</td>
<td>Uses appropriate language</td>
</tr>
<tr>
<td>13</td>
<td>Demonstrates respect for clients, co-workers and supervisors</td>
</tr>
<tr>
<td>14</td>
<td>Demonstrates trust, honesty and integrity</td>
</tr>
<tr>
<td>15</td>
<td>Requests and performs work assignments without prompting</td>
</tr>
<tr>
<td>16</td>
<td>Appropriately cares for personal dress, grooming and hygiene</td>
</tr>
<tr>
<td>17</td>
<td>Maintains a positive attitude</td>
</tr>
<tr>
<td>18</td>
<td>Cooperates with and assists co-workers</td>
</tr>
<tr>
<td>19</td>
<td>Follows instructions/directions</td>
</tr>
<tr>
<td>20</td>
<td>Able to work under supervision</td>
</tr>
<tr>
<td>21</td>
<td>Able to accept constructive feedback and criticism</td>
</tr>
<tr>
<td>22</td>
<td>Able to follow safety rules</td>
</tr>
<tr>
<td>23</td>
<td>Able to take care of equipment and workplace</td>
</tr>
<tr>
<td>24</td>
<td>Able to keep work area neat and clean</td>
</tr>
<tr>
<td>25</td>
<td>Able to meet supervisor’s work standards</td>
</tr>
<tr>
<td>26</td>
<td>Able to not let personal life interfere with work</td>
</tr>
<tr>
<td>27</td>
<td>Adheres to work policies/rules/regulations</td>
</tr>
</tbody>
</table>
RELATED INSTRUCTION OUTLINE
APPLICATION DEVELOPER
O*NET-SOC CODE: 15-1252.00   RAPIDS CODE: 1129CB

The related instruction has been developed by the employer as part of the Application Developer apprenticeship. This instruction shall include a minimum recommended 144 hours of related instruction (RI) throughout the apprenticeship including at least two as-assigned related instruction course topics. The curriculum is defined as a variety of courses, including self-directed web-based courses with oversight by a trainer, around which the projects and assessments are based. By defining the RI this way, all competencies required of the apprentices are met, through project work.

Alpha Works will assess each apprentice's prior learning to determine what credit will be awarded for the RI, as well as for meeting the prerequisite and completion requirements of the apprenticeship. Prior learning will be assessed through transcripts, certifications, course credits, and/or demonstrated skills. Assigned mentors will assess apprentices for credit for prior learning at any time during the probationary period.

COURSE TOPICS

The following are the core technical course topics for the apprenticeship.

<table>
<thead>
<tr>
<th>CORE COURSE TOPICS</th>
<th>HOURS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Application Developer Apprenticeship Orientation and Safety</td>
<td>8</td>
</tr>
<tr>
<td>Websites for Beginners</td>
<td>34</td>
</tr>
<tr>
<td>Mobile-Friendly Websites</td>
<td>34</td>
</tr>
<tr>
<td><strong>Total Core Hours</strong></td>
<td><strong>76</strong></td>
</tr>
</tbody>
</table>

An Alpha Works site or program will require a minimum of two additional as-assigned course topics as part of a program-specific assignment. The following are the as-assigned technical course topics for the apprenticeship.

<table>
<thead>
<tr>
<th>AS-ASSIGNED COURSE TOPICS</th>
<th>HOURS</th>
</tr>
</thead>
<tbody>
<tr>
<td>JavaScript for Beginners</td>
<td>34</td>
</tr>
<tr>
<td>Angular 2</td>
<td>34</td>
</tr>
<tr>
<td>Computer Programming, Specific Applications</td>
<td>34</td>
</tr>
<tr>
<td>Computer Graphics</td>
<td>34</td>
</tr>
<tr>
<td>Computer Software Technology/Technician</td>
<td>34</td>
</tr>
<tr>
<td>Computer Programming, Vendor/Product Certification</td>
<td>34</td>
</tr>
<tr>
<td>ReactJS</td>
<td>34</td>
</tr>
<tr>
<td>WordPress</td>
<td>34</td>
</tr>
<tr>
<td>WordPress SEO</td>
<td>34</td>
</tr>
</tbody>
</table>

The above related instruction (RI) outline is intended as a guide. The course topics need not be followed in any particular sequence, and it is understood that some adjustments in course topics/subtopics may be necessary to allow for different learning experiences. In all cases, the apprentice is to receive sufficient RI to allow them to obtain the knowledge necessary to perform the
relevant competencies using good workmanship in all work processes which are a part of the industry. In addition, the apprentice shall be fully instructed in safety requirements.

**CORE COURSE TOPIC DESCRIPTIONS**

**Application Developer Apprenticeship Orientation and Safety**

This orientation course ensures that students recognize and know how to participate in a safe environment free from harassment and one that supports diversity, acceptance and inclusion. This course will cover the topics listed below.

**Learning Objectives:**
- Workplace Safety
- Anti-Harassment
- Diversity & Inclusive Culture

**Websites for Beginners**

In this course, students will learn basic web development using web markup languages. Students will build websites and pages using the best practices of website developers. This course topic will cover the topics listed below.

**Learning Objectives:**
- Programming & Coding Basics
- Introduction to Front-End Coding Languages
- Website Construction Basics
- Industry Tools
- Industry Terminology

**Mobile-Friendly Websites**

This course will cover development of dynamic websites that are adaptable and responsive to different sized devices. Students will learn how to build websites and pages that are optimized for mobile devices and various screen sizes. This course topic will cover the topics listed below.

**Learning Objectives:**
- Website Coding Frameworks
- Design Principles
- Advanced Layout Techniques
- Responsive Design
- Code Repository Basics
AS-ASSIGNED COURSE TOPIC DESCRIPTIONS

JavaScript for Beginners  
Hours: 34

In this course, students will learn the basics of programming through the language of JavaScript. Students will build interactive applications and webpages. This course topic will cover the topics listed below.

Learning Objectives:
- Programming & Logic Fundamentals
- Build Interactive Webpages
- Application Testing
- Review an Application's Code
- Code Peer Review

Angular 2  
Hours: 34

In this course, students will build on their knowledge of JavaScript by using the Angular2 framework to enhance and develop a variety of web applications. This course topic will cover the topics listed below.

Learning Objectives:
- Develop Applications
- Enhance Applications
- Application Subsystems
- Coding Documentation

Computer Programming, Specific Applications  
Hours: 34

This course will cover frameworks specific to full-stack languages and tools and help students understand how to identify specific user-based needs and security that will aid in informing decisions around development. This course topic will cover the topics listed below.

Learning Objectives:
- Full-Stack Coding Frameworks
- Needs Assessment
- Prototypes
- Unit Testing
- Information Security Risks and Threats

Computer Graphics  
Hours: 34

In this course, students will learn the principles and fundamentals of computer design. Students will adhere to industry standard specifications in design to ensure that applications are responsive and that the design interface meets the needs and expectations of the end user. This course topic will cover the topics listed below.
**Learning Objectives:**
- Advanced Computer Design Principles
- Design Specifications
- Application Responsiveness
- Design & UI Testing

**Computer Software Technology/Technician**

Hours: 34

In this course, students will learn the fundamentals of security, testing, documentation and training as it relates to software technology. Students will conduct tests, develop training plans and apply best practices of software documentation in order to keep a clear record of procedures and changes. This course topic will cover the topics listed below.

**Learning Objectives:**
- Validation Testing
- Develop User Training Plans
- User Documentation
- Information Security Risks and Threats

**Computer Programming, Vendor/Product Certification**

Hours: 34

Students will build on their learnings of computer software and programming by understanding how to customize, maintain and troubleshoot software products. They will train to understand and apply industry standard installation of software products. This course topic will cover the topics listed below.

**Learning Objectives:**
- Software Programming
- Product Customization & Maintenance
- Product Troubleshooting
- Certified Installation

**ReactJS**

Hours: 34

In this course, students will learn how to use the JavaScript library, ReactJS, to build user interfaces and components. They will develop mobile applications that adhere to security and privacy guidelines and incorporate learnings from other applications in the full-stack framework. This course topic will cover the topics listed below.

**Learning Objectives:**
- Develop Web and Mobile Applications
- Full-Stack Coding Frameworks
- Application Security
- Maintain Applications
- Develop Release Plans
- Project Resource Requirements
**WordPress**

In this course, students will learn the fundamentals of WordPress development to build websites and pages. They will design from scratch and customize templates to build sites that will be hosted on the web. This course topic will cover the topics listed below.

**Learning Objectives:**
- Website Design
- Design Templates
- Content Management
- Website Hosting
- Sitemaps

**WordPress SEO**

Students will learn how to optimize the WordPress sites, features and content to ensure maximum search engine optimization and will engage in marketing tests to analyze effectiveness. Students will also learn how to build custom WordPress plugins to further assist in site optimization. This course topic will cover the topics listed below.

**Learning Objectives:**
- Website Optimization
- SEO Strategies
- Keywords
- Plugins
- Online Marketing Testing
SELECTION PROCEDURES

When an apprenticeship opening occurs, the following procedure will be followed:

A. **Alternative selection method**

   The sponsor may select apprentices by any other method, including its present selection method, provided that the sponsor meets the requirements listed in 29 CFR §§ 30.10(b). This may include one or more of the following steps:

   A. Sponsor will schedule an interview and evaluation session. All applicants who have met the minimum qualifications and have submitted the required documents will be notified of the date, time, place and/or method for the conduct of the interview. The recruiter/interviewer will record the questions asked and the general nature of the applicant’s answers during this interview process. The sponsor’s selecting official will evaluate each applicant interviewed on like factors taking into account the information on the application and required documents, as applicable using an Interview Guide.

   B. Upon completing all interviews and analyzing the applicants’ qualifications the sponsor’s selecting official will make a determination using the annotated Interview Guides. Applicant(s) with the highest evaluation will be selected first. The selected applicant(s), depending on the number of vacancies offered by the advertised announcement, will be offered employment in order of evaluation and upon acceptance of employment will be placed in the apprenticeship program.

   C. After all offers of employment have been extended and accepted by the selectee(s), as applicable, the remaining applicants in the pool of eligibles will be notified of their non-selection under this vacancy announcement. The non-selection notice will also include instructions on how they can apply for any future openings.

   D. Qualified applicants remaining in the pool of eligibles will be kept on file for a period of two (2) years, unless the applicant is removed from the pool by their own written request or following failure to respond to an offer of employment.

   E. During the two (2) year period, to update their status in the pool of eligibles, applicants who feel that their qualifications have improved since their original placement in the pool may submit evidence of such additional experience and/or training by updating their candidate profile and request reevaluation or by simply submitting a new application for subsequent vacancy announcements.

   The decision of the Company with respect to the selection of apprentices is final.
Appendix A-2

WORK PROCESS SCHEDULE

AND

RELATED INSTRUCTION OUTLINE

DEVELOPED BY

Alpha Works Technologies, LLC
(a subsidiary of BW Industries, Inc. DE)

FOR THE OCCUPATION OF

SALESFORCE ADMINISTRATOR
(Existing Title: Database Technician)
O*NET-SOC CODE: 15-1242.00  RAPIDS CODE: 1130CB
Appendix A-2

SALESFORCE ADMINISTRATOR
(Existing Title: Database Technician)
O*NET-SOC CODE: 15-1242.00  RAPIDS CODE: 1130CB

This schedule is attached to and a part of these Standards for the above identified occupation.

1. APPRENTICESHIP APPROACH

☐ Time-based  ☒ Competency-based  ☐ Hybrid

2. TERM OF APPRENTICESHIP

The term of the apprenticeship is reasonably expected to be completed in one year with an OJL attainment of all competencies of the position, supplemented by the minimum required 144 hours of related instruction.

3. RATIO OF APPRENTICES TO JOURNEYWORKERS

The apprentice to journeyworker ratio is: 5 Apprentices to 1 Journeyworker.

4. APPRENTICE WAGE SCHEDULE

Apprentices shall be paid a progressively increasing schedule of wages based on either a percentage or a dollar amount of the current hourly journeyworker wage rate, which is: $25.00 per hour.

Wage Schedule:
- 1st 6 months: $17.00 per hour
- 2nd 6 months: $17.50 per hour
- Completion of Apprenticeship: $25.00 per hour

Periodic review and evaluation of the apprentice’s on-the-job learning and related technical instruction will be conducted in alignment with the wage schedule established. Once the sponsor determines that an apprentice has reached full competency, the apprentice can become a journeyworker and will be compensated at least at the minimum journeyworker wage. The minimum annual wage rates may be adjusted based on regional wage scales.

5. PROBATIONARY PERIOD

Every applicant selected for apprenticeship will serve a probationary period of 500 hours.

6. SELECTION PROCEDURES

Please see page A2-10.
WORK PROCESS SCHEDULE
SALESFORCE ADMINISTRATOR
(Existing Title: Database Technician)
O*NET-SOC CODE: 15-1242.00 RAPIDS CODE: 1130CB

Description: Administer, test, and implement computer databases, applying knowledge of database management systems. Coordinate changes to computer databases. Identify, investigate, and resolve database performance issues, database capacity, and database scalability. May plan, coordinate, and implement security measures to safeguard computer databases.

The term of the apprenticeship shall be defined by the attainment of competencies, both technical and behavioral, of the apprenticeship as listed in the tables reasonably within one year of OJL.

Competency in the work processes outlined herein can be demonstrated through a variety of venues including: observation, proficiency demonstration/aptitude exam, questions and answers, learner’s products, simulations, project work, and/or mentor testimony or evidence as demonstrated on the job.

Alpha Works will assess each apprentice’s prior experience to determine what credit for advanced standing will be awarded for work processes schedule (WPS) and Related Instruction (RI). Prior experience will be assessed through resumes, interviews, Alpha Works job assignments and/or demonstration of competencies. Assigned mentors will assess apprentices for credit for prior experience at any time during the probationary period.

Apprenticeship Competencies – Technical

Evaluation Matrix
Work Processes Assessment

The following is a sample recommended rating system to determine competency. Mentors may utilize an equivalent tool, such as a learning plan, for documenting competency. Assessments will occur not less frequently than the wage schedule periods indicated.

<table>
<thead>
<tr>
<th>Rating System</th>
<th>Description</th>
<th>Points</th>
</tr>
</thead>
<tbody>
<tr>
<td>Exceeds All Expectations</td>
<td>Consistently exceeds performance standard established for the time in position. Achieves results above and beyond what is required. Extends themselves in their roles to exceed personally and as a team to achieve exceptional results.</td>
<td>5</td>
</tr>
<tr>
<td>Meets &amp; Exceeds Some Expectations</td>
<td>Employee not only meets all expectations in a fully satisfactory way but exceeds some of the objectives.</td>
<td>4</td>
</tr>
<tr>
<td>Meets Expectations</td>
<td>Consistently meets the performance standards established for time in position. Handles routine tasks &amp; some unexpected situation with the usual amount of supervision. Can continue to develop with coaching, advanced training or more experience</td>
<td>3</td>
</tr>
<tr>
<td>Meets Some Expectations</td>
<td>Employee occasionally meets some of the objectives related to this goal but does not meet others in a fully satisfactory way. This performance level generally indicates the need for additional coaching, training or other plan for performance improvements.</td>
<td>2</td>
</tr>
<tr>
<td>Does Not Meet / Meets Some Expectations</td>
<td>Does not consistently meet performance standards established for time in position. Requires basic training, coaching or experience to improve performance and become consistent. Additional follow up will be necessary.</td>
<td>1</td>
</tr>
<tr>
<td>Does Not Meet Expectations</td>
<td>Clearly and repeatedly does not meet the performance standards established for time in position. Additional follow up and specific suggestions for improvement mandatory.</td>
<td>0</td>
</tr>
</tbody>
</table>

Apprentices need to at least receive an average ranking of “3” across all applicable competency categories when evaluated at each of their reviews during the apprenticeship in order to be considered for any merit-based wage increases. Apprentices need to receive a “3” or better in each competency in order to complete the apprenticeship.

WORK PROCESS SCHEDULE

The following are the core Salesforce Administrator related work processes for the apprenticeship.

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<thead>
<tr>
<th>Item</th>
<th>Core Work Process</th>
<th>Rating</th>
<th>Date</th>
<th>Sign-off By</th>
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</table>
| 1    | **Create Databases to Store Electronic Data.**  
- Write and code logical and physical database descriptions and specify identifiers of database to management system or direct others in coding descriptions.  
- Plan and install upgrades of database management system software to enhance database performance.  
- Review workflow charts developed by programmer analyst to understand tasks computer will perform, such as updating records. | | | |
| 2    | **Update Computer Database Information**  
- Modify existing databases and database management systems or direct programmers and analysts to make changes.  
- Select and enter codes to monitor database performance and to create production databases. | | | |
| 3    | **Assess Database Performance and Make Modifications to Software Programs to Improve Performance**  
- Test programs or databases, correct errors, and make necessary modifications.  
- Test changes to database applications or systems.  
- Plan and install upgrades of database management system software to enhance database performance.  
- Approve, schedule, plan, and supervise the installation and testing of new products and improvements to computer systems, such as the installation of new databases.  
- Review procedures in database management system manuals for making changes to database.  
- Identify and evaluate industry trends in database systems to serve as a source of information and advice.  
- Identify, evaluate and recommend hardware or software technologies to achieve desired database performance. | | | |
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<thead>
<tr>
<th></th>
<th>Develop and Implement Computer or Information Security Policies or Procedures</th>
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<tr>
<td></td>
<td>Plan, coordinate, and implement security measures to safeguard information in computer files against accidental or unauthorized damage, modification or disclosure.</td>
</tr>
<tr>
<td></td>
<td>Specify users and user access levels for each segment of database.</td>
</tr>
<tr>
<td></td>
<td>Develop standards and guidelines to guide the use and acquisition of software and to protect vulnerable information.</td>
</tr>
<tr>
<td>5</td>
<td>Train Others in Computer Interface or Software Use</td>
</tr>
<tr>
<td></td>
<td>Train users and answer questions.</td>
</tr>
<tr>
<td></td>
<td>Provide technical support to staff or clients.</td>
</tr>
</tbody>
</table>

The above work processes will equate to approximately one year of OJT in the apprenticeship. Based on the apprentice's work assignment, the time spent in each of the work processes will vary.

The above on-the-job-training (OJT) work process schedule is intended as a guide. The WPS need not be followed in any particular sequence, and it is understood that some adjustments may be necessary in the percentage of time spent in each of the work processes to allow for different work experiences. In all cases, the apprentice is to receive sufficient work experiences to make them fully competent and use good workmanship in all work processes, which are a part of the industry. In addition, the apprentice shall be fully instructed in safety requirements.
Apprenticeship Competencies – Behavioral

In addition to mastering all of the essential technical competencies, an apprentice must consistently demonstrate at an acceptable level the following behavioral competencies in order to complete the apprenticeship.

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<td>Focus in team discussions/meetings</td>
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<td>Focus during independent work</td>
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<td>Openness to new ideas and change</td>
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<td>Ability to deal with ambiguity by exploring, asking questions, etc.</td>
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<td>Knows when to ask for help</td>
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<td>7</td>
<td>Able to demonstrate effective group presentation skills</td>
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<td>Able to demonstrate effective one-on-one communication skills</td>
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<td>Maintains an acceptable attendance record</td>
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<td>Completes assigned tasks on time</td>
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<td>13</td>
<td>Demonstrates respect for clients, co-workers and supervisors</td>
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<td>14</td>
<td>Demonstrates trust, honesty and integrity</td>
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<td>15</td>
<td>Requests and performs work assignments without prompting</td>
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<td>16</td>
<td>Appropriately cares for personal dress, grooming and hygiene</td>
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<td>Maintains a positive attitude</td>
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<td>Able to not let personal life interfere with work</td>
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<td>Adheres to work policies/rules/regulations</td>
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The related instruction has been developed by the employer as part of the Salesforce Administrator apprenticeship. This instruction shall include a minimum recommended 144 hours of related instruction (RI) throughout the apprenticeship including the 5 core related instruction course topics. The curriculum is defined as a variety of courses, including self-directed web-based courses with oversight by a trainer, around which the projects and assessments are based. By defining the RI this way, all competencies required of the apprentices are met, through project work.

Alpha Works will assess each apprentice’s prior learning to determine what credit will be awarded for the RI, as well as for meeting the prerequisite and completion requirements of the apprenticeship. Prior learning will be assessed through transcripts, certifications, course credits, and/or demonstrated skills. Assigned mentors will assess apprentices for credit for prior learning at any time during the probationary period.

COURSE TOPICS

The following are the core technical course topics for the apprenticeship.

<table>
<thead>
<tr>
<th>CORE COURSE TOPICS</th>
<th>HOURS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Salesforce Administrator Apprenticeship Orientation and Safety</td>
<td>8</td>
</tr>
<tr>
<td>Salesforce for Admin</td>
<td>34</td>
</tr>
<tr>
<td>Data Modeling/Warehousing and Database Administration</td>
<td>34</td>
</tr>
<tr>
<td>Computer and Information Sciences, General</td>
<td>34</td>
</tr>
<tr>
<td>Computer and Information Systems Security/Auditing/Information Assurance</td>
<td>34</td>
</tr>
<tr>
<td><strong>Total Core Hours</strong></td>
<td><strong>144</strong></td>
</tr>
</tbody>
</table>

The above related instruction (RI) outline is intended as a guide. The course topics need not be followed in any particular sequence, and it is understood that some adjustments in course topics/subtopics may be necessary to allow for different learning experiences. In all cases, the apprentice is to receive sufficient RI to allow them to obtain the knowledge necessary to perform the relevant competencies using good workmanship in all work processes which are a part of the industry. In addition, the apprentice shall be fully instructed in safety requirements.
CORE COURSE TOPIC DESCRIPTIONS

Salesforce Administrator Apprenticeship Orientation and Safety  Hours: 8

This orientation course ensures that students recognize and know how to participate in a safe environment free from harassment and one that supports diversity, acceptance and inclusion. This course will cover the topics listed below.

Learning Objectives:
- Workplace Safety
- Anti-Harassment
- Diversity & Inclusive Culture

Salesforce for Admin  Hours: 34

In this extensive and interactive course, students will learn the basics of Salesforce administration, including how to customize, configure security settings and maintain and import clean data. Students will also learn how to incorporate workflow automation. This course topic will cover the topics listed below.

Learning Objectives:
- Database Applications
- Database Programming & Logic
- Database Modification
- Workflow Charts

Data Modeling/Warehousing and Database Administration  Hours: 34

This course will cover the basics of database structure, management, configuration, storage and testing. Students will learn how to structure databases and securely store information in the system. This course topic will cover the topics listed below.

Learning Objectives:
- Production Database Structure
- Production Database Management
- Upgrade Installation
- Database Testing
Computer and Information Sciences, General

This course explores best practices for procedures, installation and testing. Students will understand the levels of testing in Salesforce (unit, system, UAT, progression, regression) and how to use them to enhance performance of the database. This course topic will cover the topics listed below.

Learning Objectives:
- Review Procedures
- Software Acquisition
- Product Installation
- Product Testing
- Database Performance Enhancement

Computer and Information Systems Security/Auditing/Information Assurance

This course covers a detailed overview of standards and guidelines related to security as it relates to user access and data reconstruction. Students will understand how to apply standards and security to ensure that data is protected. This course topic will cover the topics listed below.

Learning Objectives:
- Standards and Guidelines
- Security Measures
- User Access Levels
- Data Reconstruction
**SELECTION PROCEDURES**

When an apprenticeship opening occurs, the following procedure will be followed:

**A. Alternative selection method**

The sponsor may select apprentices by any other method, including its present selection method, provided that the sponsor meets the requirements listed in 29 CFR §§ 30.10(b). This may include one or more of the following steps:

A. Sponsor will schedule an interview and evaluation session. All applicants who have met the minimum qualifications and have submitted the required documents will be notified of the date, time, place and/or method for the conduct of the interview. The recruiter/interviewer will record the questions asked and the general nature of the applicant's answers during this interview process. The sponsor's selecting official will evaluate each applicant interviewed on like factors taking into account the information on the application and required documents, as applicable using an Interview Guide.

B. Upon completing all interviews and analyzing the applicants' qualifications the sponsor's selecting official will make a determination using the annotated Interview Guides. Applicant(s) with the highest evaluation will be selected first. The selected applicant(s), depending on the number of vacancies offered by the advertised announcement, will be offered employment in order of evaluation and upon acceptance of employment will be placed in the apprenticeship program.

C. After all offers of employment have been extended and accepted by the selectee(s), as applicable, the remaining applicants in the pool of eligibles will be notified of their non-selection under this vacancy announcement. The non-selection notice will also include instructions on how they can apply for any future openings.

D. Qualified applicants remaining in the pool of eligibles will be kept on file for a period of two (2) years, unless the applicant is removed from the pool by their own written request or following failure to respond to an offer of employment.

E. During the two (2) year period, to update their status in the pool of eligibles, applicants who feel that their qualifications have improved since their original placement in the pool may submit evidence of such additional experience and/or training by updating their candidate profile and request reevaluation or by simply submitting a new application for subsequent vacancy announcements.

The decision of the Company with respect to the selection of apprentices is final.
WORK PROCESS SCHEDULE

AND

RELATED INSTRUCTION OUTLINE

DEVELOPED BY

Alpha Works Technologies, LLC
(a subsidiary of BW Industries, Inc. DE)

FOR THE OCCUPATION OF

CYBER SECURITY TECHNICIAN
(Existing Title: Cyber Security Support Technician)
O*NET-SOC CODE: 15-1212.00  RAPIDS CODE: 2050CB
Appendix A-3

CYBER SECURITY TECHNICIAN
(Existing Title: Cyber Security Support Technician)
O*NET-SOC CODE: 15-1212.00 RAPIDS CODE: 2050CB

This schedule is attached to and a part of these Standards for the above identified occupation.

1. APPRENTICESHIP APPROACH

☐ Time-based  ☒ Competency-based  ☐ Hybrid

2. TERM OF APPRENTICESHIP

The term of the apprenticeship is reasonably expected to be completed approximately in one year with an OJL attainment of all competencies of the position, supplemented by the minimum required 144 hours of related instruction.

3. RATIO OF APPRENTICES TO JOURNEYWORKERS

The apprentice to journeyworker ratio is: 5 Apprentices to 1 Journeyworker.

4. APPRENTICE WAGE SCHEDULE

Apprentices shall be paid a progressively increasing schedule of wages based on either a percentage or a dollar amount of the current hourly journeyworker wage rate, which is: $25.00 per hour.

Wage Schedule:

<table>
<thead>
<tr>
<th>Time Period</th>
<th>Wage Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>1st 6 months</td>
<td>$17.00 per hour</td>
</tr>
<tr>
<td>2nd 6 months</td>
<td>$17.50 per hour</td>
</tr>
</tbody>
</table>

Completion of Apprenticeship: $25.00 per hour

Periodic review and evaluation of the apprentice’s on-the-job learning and related technical instruction will be conducted in alignment with the wage schedule established. Once the sponsor determines that an apprentice has reached full competency, the apprentice can become a journeyworker and will be compensated at least at the minimum journeyworker wage. The minimum annual wage rates may be adjusted based on regional wage scales.

5. PROBATIONARY PERIOD

Every applicant selected for apprenticeship will serve a probationary period of 500 hours.

6. SELECTION PROCEDURES

Please see page A3-10.
DESCRIPTION: Plan, implement, upgrade, or monitor security measures for the protection of computer networks and information. Assess system vulnerabilities for security risks and propose and implement risk mitigation strategies. May ensure appropriate security controls are in place that will safeguard digital files and vital electronic infrastructure. May respond to computer security breaches and viruses.

The term of the apprenticeship shall be defined by the attainment of competencies, both technical and behavioral, of the apprenticeship as listed in the tables reasonably within one year of OJL.

Competency in the work processes outlined herein can be demonstrated through a variety of venues including: observation, proficiency demonstration/aptitude exam, questions and answers, learner's products, simulations, project work, and/or mentor testimony or evidence as demonstrated on the job.

Alpha Works will assess each apprentice’s prior experience to determine what credit for advanced standing will be awarded for work processes schedule (WPS) and Related Instruction (RI). Prior experience will be assessed through resumes, interviews, Alpha Works job assignments and/or demonstration of competencies. Assigned mentors will assess apprentices for credit for prior experience at any time during the probationary period.

Apprenticeship Competencies – Technical

Evaluation Matrix
Work Processes Assessment

The following is a sample recommended rating system to determine competency. Mentors may utilize an equivalent tool, such as a learning plan, for documenting competency. Assessments will occur not less frequently than the wage schedule periods indicated.

<table>
<thead>
<tr>
<th>Rating System</th>
<th>Description</th>
<th>Points</th>
</tr>
</thead>
<tbody>
<tr>
<td>Exceeds All Expectations</td>
<td>Consistently exceeds performance standard established for the time in position. Achieves results above and beyond what is required. Extends themselves in their roles to exceed personally and as a team to achieve exceptional results.</td>
<td>5</td>
</tr>
<tr>
<td>Meets &amp; Exceeds Some Expectations</td>
<td>Employee not only meets all expectations in a fully satisfactory way but exceeds some of the objectives.</td>
<td>4</td>
</tr>
<tr>
<td>Meets Expectations</td>
<td>Consistently meets the performance standards established for time in position. Handles routine tasks &amp; some unexpected situation with the usual amount of supervision. Can continue to develop with coaching, advanced training or more experience</td>
<td>3</td>
</tr>
<tr>
<td>Meets Some Expectations</td>
<td>Employee occasionally meets some of the objectives related to this goal but does not meet others in a fully satisfactory way. This performance level generally indicates the need for additional coaching, training or other plan for performance improvements.</td>
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Does Not Meet / Meets Some Expectations

Does not consistently meet performance standards established for time in position. Requires basic training, coaching or experience to improve performance and become consistent. Additional follow up will be necessary.

Does Not Meet Expectations

Clearly and repeatedly does not meet the performance standards established for time in position. Additional follow up and specific suggestions for improvement mandatory.

Apprentices need to at least receive an average ranking of “3” across all applicable competency categories when evaluated at each of their reviews during the apprenticeship in order to be considered for any merit-based wage increases. Apprentices need to receive a “3” or better in each competency in order to complete the apprenticeship.

WORK PROCESS SCHEDULE

The following are the core Cyber Security Technician related work processes for the apprenticeship.

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<tr>
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| 1    | *Develop and implement security measures, policies, or procedures.*  
- Develop plans to safeguard computer files against accidental or unauthorized modification, destruction, or disclosure and to meet emergency data processing needs.  
- Document computer security and emergency measures policies, procedures, and tests.  
- Encrypt data transmissions and erect firewalls to conceal confidential information as it is being transmitted and to keep out tainted digital transfers.  
- Monitor use of data files and regulate access to safeguard information in computer files.  
- Modify computer security files to incorporate new software, correct errors, or change individual access status.  
- Review violations of computer security procedures and discuss procedures with violators to ensure violations are not repeated. | | | |
| 2    | *Test computer system operations to ensure proper functioning.*  
- Perform risk assessments and execute tests of data processing system to ensure functioning of data processing activities and security measures. | | | |
| 3    | *Collaborate with others to troubleshoot and resolve information technology issues.*  
- Confer with users to discuss issues such as computer data access needs, security violations, and programming changes.  
- Coordinate implementation of computer system plans with establishment personnel and outside vendors. | | | |
Update knowledge about emerging technology trends and train others in secure practices of computer interface or software use.
- Monitor current reports of computer viruses to determine when to update virus protection systems.
- Train users and promote security awareness to ensure system security and to improve server and network efficiency.

The above work processes will equate to approximately one year of OJL in the apprenticeship. Based on the apprentice’s work assignment, the time spent in each of the work processes will vary.

The above on-the-job-training (OJT) work process schedule is intended as a guide. The WPS need not be followed in any particular sequence, and it is understood that some adjustments may be necessary in the percentage of time spent in each of the work processes to allow for different work experiences. In all cases, the apprentice is to receive sufficient work experiences to make them fully competent and use good workmanship in all work processes, which are a part of the industry. In addition, the apprentice shall be fully instructed in safety requirements.
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COURSE TOPICS

The following are the core technical course topics for the apprenticeship.

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</thead>
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</tr>
<tr>
<td>Computer Systems Networking and Telecommunications</td>
<td>34</td>
</tr>
<tr>
<td>Healthcare Information Privacy Assurance and Security</td>
<td>34</td>
</tr>
<tr>
<td>Network and System Administration/Administrator</td>
<td>34</td>
</tr>
<tr>
<td>Information Technology</td>
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The above related instruction (RI) outline is intended as a guide. The course topics need not be followed in any particular sequence, and it is understood that some adjustments in course topics/subtopics may be necessary to allow for different learning experiences. In all cases, the apprentice is to receive sufficient RI to allow them to obtain the knowledge necessary to perform the relevant competencies using good workmanship in all work processes which are a part of the industry. In addition, the apprentice shall be fully instructed in safety requirements.
CORE COURSE TOPIC DESCRIPTIONS

Cyber Security Technician Apprenticeship Orientation and Safety  
Hours: 8

This orientation course ensures that students recognize and know how to participate in a safe environment free from harassment and one that supports diversity, acceptance and inclusion. This course will cover the topics listed below.

Learning Objectives:
- Workplace Safety
- Anti-Harassment
- Diversity & Inclusive Culture

Computer Systems Networking and Telecommunications  
Hours: 34

In this course, students will learn a fundamental understanding of information systems as it relates to networking and telecommunications. Students will learn how to protect secure files, assess the various risks to users, and collaborate with others to discover problems and find solutions for them. This course topic will cover the topics listed below.

Learning Objectives:
- Information Systems
- Security Files
- Emergency Data Processing
- Risk Assessment
- Troubleshooting Issues

Healthcare Information Privacy Assurance and Security  
Hours: 34

In this course, students will learn about data privacy regulations in the healthcare industry and different methods for safeguarding personal information. Students will learn how to encrypt data, how to manage various levels of file permissions, and how to implement best practices around HIPAA compliance. This course topic will cover the topics listed below.

Learning Objectives:
- Information Security Measures, Policies, & Procedures
- Safeguard Computer Files
- Confidential Information
- Secure Practices
- Encrypt Data Transmissions

Network and System Administration/Administrator  
Hours: 34

In this course, students will learn how to manage and oversee computer systems and networks. Students will learn how to build firewalls, how to regulate user access, how to implement network
and system plans, and will build skills around troubleshooting IT issues and training users on best practices. This course topic will cover the topics listed below.

**Learning Objectives:**
- Computer & Information Security
- Firewalls
- Data Encryption
- Regulating User Access
- Computer Security Procedures Violations
- Troubleshoot and Resolve IT Issues
- Implementing Computer System Plans
- Training Users

**Information Technology**

**Hours: 34**

In this course, students will learn about the myriad of potential issues that can arise across the IT industry, including viruses, security violations, and other risks. Students will engage with emerging best practices to be able to guard against new risks that are constantly evolving. This course topic will cover the topics listed below.

**Learning Objectives:**
- Information Systems
- Networks
- Risk Assessment
- Viruses
- Data Processing Systems
- Security Violations
- Emerging Industry and Technology Trends
**SELECTION PROCEDURES**

When an apprenticeship opening occurs, the following procedure will be followed:

**A. Alternative selection method**

The sponsor may select apprentices by any other method, including its present selection method, provided that the sponsor meets the requirements listed in 29 CFR §§ 30.10(b). This may include one or more of the following steps:

A. Sponsor will schedule an interview and evaluation session. All applicants who have met the minimum qualifications and have submitted the required documents will be notified of the date, time, place and/or method for the conduct of the interview. The recruiter/interviewer will record the questions asked and the general nature of the applicant's answers during this interview process. The sponsor's selecting official will evaluate each applicant interviewed on like factors taking into account the information on the application and required documents, as applicable using an Interview Guide.

B. Upon completing all interviews and analyzing the applicants' qualifications the sponsor's selecting official will make a determination using the annotated Interview Guides. Applicant(s) with the highest evaluation will be selected first. The selected applicant(s), depending on the number of vacancies offered by the advertised announcement, will be offered employment in order of evaluation and upon acceptance of employment will be placed in the apprenticeship program.

C. After all offers of employment have been extended and accepted by the selectee(s), as applicable, the remaining applicants in the pool of eligibles will be notified of their non-selection under this vacancy announcement. The non-selection notice will also include instructions on how they can apply for any future openings.

D. Qualified applicants remaining in the pool of eligibles will be kept on file for a period of two (2) years, unless the applicant is removed from the pool by their own written request or following failure to respond to an offer of employment.

E. During the two (2) year period, to update their status in the pool of eligibles, applicants who feel that their qualifications have improved since their original placement in the pool may submit evidence of such additional experience and/or training by updating their candidate profile and request reevaluation or by simply submitting a new application for subsequent vacancy announcements.

The decision of the Company with respect to the selection of apprentices is final.
Appendix A-4

WORK PROCESS SCHEDULE

AND

RELATED INSTRUCTION OUTLINE

DEVELOPED BY

Alpha Works Technologies, LLC
(a subsidiary of BW Industries, Inc. DE)

FOR THE OCCUPATION OF

PROJECT MANAGER
(Existing Title: IT Project Manager)
O*NET-SOC CODE: 15-1299.09  RAPIDS CODE: 1048CB
Appendix A-4

PROJECT MANAGER
(Existing Title: IT Project Manager)
O*NET-SOC CODE: 15-1299.09  RAPIDS CODE: 1048CB

This schedule is attached to and a part of these Standards for the above identified occupation.

1. APPRENTICESHIP APPROACH

☐ Time-based  ✑ Competency-based  □ Hybrid

2. TERM OF APPRENTICESHIP

The term of the apprenticeship is reasonably expected to be completed approximately in one year with an OJL attainment of all competencies of the position, supplemented by the minimum required 144 hours of related instruction.

3. RATIO OF APPRENTICES TO JOURNEYWORKERS

The apprentice to journeyworker ratio is: 5 Apprentices to 1 Journeyworker.

4. APPRENTICE WAGE SCHEDULE

Apprentices shall be paid a progressively increasing schedule of wages based on either a percentage or a dollar amount of the current hourly journeyworker wage rate, which is: $25.00 per hour.

Wage Schedule: 1st 6 months $17.00 per hour
                2nd 6 months $17.50 per hour

Completion of Apprenticeship: $25.00 per hour

Periodic review and evaluation of the apprentice’s on-the-job learning and related technical instruction will be conducted in alignment with the wage schedule established. Once the sponsor determines that an apprentice has reached full competency, the apprentice can become a journeyworker and will be compensated at least at the minimum journeyworker wage. The minimum annual wage rates may be adjusted based on regional wage scales.

5. PROBATIONARY PERIOD

Every applicant selected for apprenticeship will serve a probationary period of 500 hours.

6. SELECTION PROCEDURES

Please see page A4-10.
WORK PROCESS SCHEDULE
PROJECT MANAGER
(Existing Title: IT Project Manager)
O*NET-SOC CODE: 15-1299.09  RAPIDS CODE: 1048CB

Description: Plan, initiate, and manage information technology (IT) projects. Lead and guide the work of technical staff. Serve as liaison between business and technical aspects of projects. Plan project stages and assess business implications for each stage. Monitor progress to assure deadlines, standards, and cost targets are met.

The term of the apprenticeship shall be defined by the attainment of competencies, both technical and behavioral, of the apprenticeship as listed in the tables reasonably within one year of OJL.

Competency in the work processes outlined herein can be demonstrated through a variety of venues including: observation, proficiency demonstration/aptitude exam, questions and answers, learner’s products, simulations, project work, and/or mentor testimony or evidence as demonstrated on the job.

Alpha Works will assess each apprentice’s prior experience to determine what credit for advanced standing will be awarded for work processes schedule (WPS) and Related Instruction (RI). Prior experience will be assessed through resumes, interviews, Alpha Works job assignments and/or demonstration of competencies. Assigned mentors will assess apprentices for credit for prior experience at any time during the probationary period.

Apprenticeship Competencies – Technical

Evaluation Matrix
Work Processes Assessment

The following is a sample recommended rating system to determine competency. Mentors may utilize an equivalent tool, such as a learning plan, for documenting competency. Assessments will occur not less frequently than the wage schedule periods indicated.

<table>
<thead>
<tr>
<th>Rating System</th>
<th>Description</th>
<th>Points</th>
</tr>
</thead>
<tbody>
<tr>
<td>Exceeds All Expectations</td>
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<td>5</td>
</tr>
<tr>
<td>Meets &amp; Exceeds Some Expectations</td>
<td>Employee not only meets all expectations in a fully satisfactory way but exceeds some of the objectives.</td>
<td>4</td>
</tr>
<tr>
<td>Meets Expectations</td>
<td>Consistently meets the performance standards established for time in position. Handles routine tasks &amp; some unexpected situation with the usual amount of supervision. Can continue to develop with coaching, advanced training or more experience</td>
<td>3</td>
</tr>
<tr>
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<td>Employee occasionally meets some of the objectives related to this goal but does not meet others in a fully satisfactory way. This performance level generally indicates the need for additional coaching, training or other plan for performance improvements.</td>
<td>2</td>
</tr>
</tbody>
</table>
Does Not Meet / Meets Some Expectations

<table>
<thead>
<tr>
<th>Rating</th>
<th>Date</th>
<th>Sign-off By</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Does Not Meet Expectations

<table>
<thead>
<tr>
<th>Rating</th>
<th>Date</th>
<th>Sign-off By</th>
</tr>
</thead>
<tbody>
<tr>
<td>0</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Apprentices need to at least receive an average ranking of “3” across all applicable competency categories when evaluated at each of their reviews during the apprenticeship in order to be considered for any merit-based wage increases. Apprentices need to receive a “3” or better in each competency in order to complete the apprenticeship.

**WORK PROCESS SCHEDULE**

The following are the core Project Manager related work processes for the apprenticeship.

<table>
<thead>
<tr>
<th>Item</th>
<th>Core Work Process</th>
<th>Rating</th>
<th>Date</th>
<th>Sign-off By</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td><strong>Manage information technology projects or system activities.</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>- Manage project execution to ensure adherence to budget, schedule, and scope.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>- Schedule and facilitate meetings related to information technology projects.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>- Direct or coordinate activities of project personnel.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>- Prepare project status reports by collecting, analyzing, and summarizing information and trends.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>- Negotiate with project stakeholders or suppliers to obtain resources or materials.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td><strong>Collect data about customer needs.</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>- Identify need for initial or supplemental project resources.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>- Assess current or future customer needs and priorities by communicating directly with customers, conducting surveys, or other methods.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3</td>
<td><strong>Develop detailed project plans.</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>- Initiate, review, or approve modifications to project plans.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>- Establish and execute a project communication plan.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>- Develop or update project plans for information technology projects including information such as project objectives, technologies, systems, information specifications, schedules, funding, and staffing.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>- Develop implementation plans that include analyses such as cost-benefit or return on investment (ROI).</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>- Develop and manage work breakdown structure (WBS) of information technology projects.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>4</td>
<td><strong>Supervise information technology personnel.</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>- Direct or coordinate activities of project personnel.</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
- Monitor the performance of project team members, providing and documenting performance feedback.
- Assign duties, responsibilities, and spans of authority to project personnel.
- Coordinate recruitment or selection of project personnel.
- Confer with project personnel to identify and resolve problems.

The above work processes will equate to approximately one year of OJL in the apprenticeship. Based on the apprentice's work assignment, the time spent in each of the work processes will vary.

The above on-the-job-training (OJT) work process schedule is intended as a guide. The WPS need not be followed in any particular sequence, and it is understood that some adjustments may be necessary in the percentage of time spent in each of the work processes to allow for different work experiences. In all cases, the apprentice is to receive sufficient work experiences to make them fully competent and use good workmanship in all work processes, which are a part of the industry. In addition, the apprentice shall be fully instructed in safety requirements.
Apprenticeship Competencies – Behavioral

In addition to mastering all of the essential technical competencies, an apprentice must consistently demonstrate at an acceptable level the following behavioral competencies in order to complete the apprenticeship.

<table>
<thead>
<tr>
<th>Item #</th>
<th>Behavioral Competencies</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Participation in team discussions/meetings</td>
</tr>
<tr>
<td>2</td>
<td>Focus in team discussions/meetings</td>
</tr>
<tr>
<td>3</td>
<td>Focus during independent work</td>
</tr>
<tr>
<td>4</td>
<td>Openness to new ideas and change</td>
</tr>
<tr>
<td>5</td>
<td>Ability to deal with ambiguity by exploring, asking questions, etc.</td>
</tr>
<tr>
<td>6</td>
<td>Knows when to ask for help</td>
</tr>
<tr>
<td>7</td>
<td>Able to demonstrate effective group presentation skills</td>
</tr>
<tr>
<td>8</td>
<td>Able to demonstrate effective one-on-one communication skills</td>
</tr>
<tr>
<td>9</td>
<td>Maintains an acceptable attendance record</td>
</tr>
<tr>
<td>10</td>
<td>Reports to work on time</td>
</tr>
<tr>
<td>11</td>
<td>Completes assigned tasks on time</td>
</tr>
<tr>
<td>12</td>
<td>Uses appropriate language</td>
</tr>
<tr>
<td>13</td>
<td>Demonstrates respect for clients, co-workers and supervisors</td>
</tr>
<tr>
<td>14</td>
<td>Demonstrates trust, honesty and integrity</td>
</tr>
<tr>
<td>15</td>
<td>Requests and performs work assignments without prompting</td>
</tr>
<tr>
<td>16</td>
<td>Appropriately cares for personal dress, grooming and hygiene</td>
</tr>
<tr>
<td>17</td>
<td>Maintains a positive attitude</td>
</tr>
<tr>
<td>18</td>
<td>Cooperates with and assists co-workers</td>
</tr>
<tr>
<td>19</td>
<td>Follows instructions/directions</td>
</tr>
<tr>
<td>20</td>
<td>Able to work under supervision</td>
</tr>
<tr>
<td>21</td>
<td>Able to accept constructive feedback and criticism</td>
</tr>
<tr>
<td>22</td>
<td>Able to follow safety rules</td>
</tr>
<tr>
<td>23</td>
<td>Able to take care of equipment and workplace</td>
</tr>
<tr>
<td>24</td>
<td>Able to keep work area neat and clean</td>
</tr>
<tr>
<td>25</td>
<td>Able to meet supervisor’s work standards</td>
</tr>
<tr>
<td>26</td>
<td>Able to not let personal life interfere with work</td>
</tr>
<tr>
<td>27</td>
<td>Adheres to work policies/rules/regulations</td>
</tr>
</tbody>
</table>
The related instruction has been developed by the employer as part of the Project Manager apprenticeship. This instruction shall include a minimum recommended 144 hours of related instruction (RI) throughout the apprenticeship including the 5 core related instruction course topics. The curriculum is defined as a variety of courses, including self-directed web-based courses with oversight by a trainer, around which the projects and assessments are based. By defining the RI this way, all competencies required of the apprentices are met, through project work.

Alpha Works will assess each apprentice’s prior learning to determine what credit will be awarded for the RI, as well as for meeting the prerequisite and completion requirements of the apprenticeship. Prior learning will be assessed through transcripts, certifications, course credits, and/or demonstrated skills. Assigned mentors will assess apprentices for credit for prior learning at any time during the probationary period.

COURSE TOPICS

The following are the core technical course topics for the apprenticeship.

<table>
<thead>
<tr>
<th>CORE COURSE TOPICS</th>
<th>HOURS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Project Manager Apprenticeship Orientation and Safety</td>
<td>8</td>
</tr>
<tr>
<td>Effective Scope Management for Project Managers</td>
<td>34</td>
</tr>
<tr>
<td>Foundations in Cost Management for Project Managers</td>
<td>34</td>
</tr>
<tr>
<td>Effective Communication for Project Managers</td>
<td>34</td>
</tr>
<tr>
<td>Scheduling Concepts for Project Managers</td>
<td>34</td>
</tr>
<tr>
<td><strong>Total Core Hours</strong></td>
<td><strong>144</strong></td>
</tr>
</tbody>
</table>

The above related instruction (RI) outline is intended as a guide. The course topics need not be followed in any particular sequence, and it is understood that some adjustments in course topics/subtopics may be necessary to allow for different learning experiences. In all cases, the apprentice is to receive sufficient RI to allow them to obtain the knowledge necessary to perform the relevant competencies using good workmanship in all work processes which are a part of the industry. In addition, the apprentice shall be fully instructed in safety requirements.
CORE COURSE TOPIC DESCRIPTIONS

Project Manager Apprenticeship Orientation and Safety

This orientation course ensures that students recognize and know how to participate in a safe environment free from harassment and one that supports diversity, acceptance and inclusion. This course will cover the topics listed below.

Learning Objectives:
- Workplace Safety
- Anti-Harassment
- Diversity & Inclusive Culture

Effective Scope Management for Project Managers

In this course, students will learn the process of scoping out required elements of a project, along with what skill sets that relevant personnel will need. Students will gain an overview of the process, including project objectives and stakeholders, building a project plan, and will learn how to manage the execution of projects. This course topic will cover the topics listed below.

Learning Objectives:
- IT Projects
- Project Objectives
- Project Execution Management
- Project Scoping
- Project Stakeholders
- Developing Project Plans

Foundations in Cost Management for Project Managers

In this course, students will learn about the various costs associated with IT projects. Students will gain experience in budgeting, determining resource and material costs, understand IT solutions and the benefits associated with each cost, as well as staffing needs for different types of projects. This course topic will cover the topics listed below.

Learning Objectives:
- Project Budgeting
- Obtaining Project Resources and Materials
- Cost-Benefit and Return on Investment (ROI)
- Technologies, Systems, and Information Specifications
- Staffing and Funding
Effective Communication for Project Managers  

In this course, students will learn best practices in communicating with client, staff, and other key personnel. Students will practice directing, coordinating, negotiating, facilitating, conducting customer surveys, and providing feedback. This course topic will cover the topics listed below.

Learning Objectives:
- Directing/Coordinating Project Personnel
- Negotiation
- Meeting Facilitation
- Collecting, Analyzing, and Summarizing Information and Trends
- Conducting Surveys
- Providing/Documenting Performance Feedback to Personnel

Scheduling Concepts for Project Managers  

In this course, students will learn about the variables and challenges in regards to scheduling out the various concurrent components of an IT project. Students will learn how to develop and implement a project plan, how to select the right personnel based on skill sets and experiences, and communicate status to both clients and team members. This course topic will cover the topics listed below.

Learning Objectives:
- Project Scheduling
- Implementation Plan Development
- Recruiting and Selecting Project Personnel
- Project Status Reports
- Customer Priorities
SELECTED PROCEDURES

When an apprenticeship opening occurs, the following procedure will be followed:

A. Alternative selection method

The sponsor may select apprentices by any other method, including its present selection method, provided that the sponsor meets the requirements listed in 29 CFR §§ 30.10(b). This may include one or more of the following steps:

A. Sponsor will schedule an interview and evaluation session. All applicants who have met the minimum qualifications and have submitted the required documents will be notified of the date, time, place and/or method for the conduct of the interview. The recruiter/interviewer will record the questions asked and the general nature of the applicant’s answers during this interview process. The sponsor’s selecting official will evaluate each applicant interviewed on like factors taking into account the information on the application and required documents, as applicable using an Interview Guide.

B. Upon completing all interviews and analyzing the applicants’ qualifications the sponsor’s selecting official will make a determination using the annotated Interview Guides. Applicant(s) with the highest evaluation will be selected first. The selected applicant(s), depending on the number of vacancies offered by the advertised announcement, will be offered employment in order of evaluation and upon acceptance of employment will be placed in the apprenticeship program.

C. After all offers of employment have been extended and accepted by the selectee(s), as applicable, the remaining applicants in the pool of eligibles will be notified of their non-selection under this vacancy announcement. The non-selection notice will also include instructions on how they can apply for any future openings.

D. Qualified applicants remaining in the pool of eligibles will be kept on file for a period of two (2) years, unless the applicant is removed from the pool by their own written request or following failure to respond to an offer of employment.

E. During the two (2) year period, to update their status in the pool of eligibles, applicants who feel that their qualifications have improved since their original placement in the pool may submit evidence of such additional experience and/or training by updating their candidate profile and request reevaluation or by simply submitting a new application for subsequent vacancy announcements.

The decision of the Company with respect to the selection of apprentices is final.
Appendix A-5

WORK PROCESS SCHEDULE

AND

RELATED INSTRUCTION OUTLINE

DEVELOPED BY

Alpha Works Technologies, LLC
(a subsidiary of BW Industries, Inc. DE)

FOR THE OCCUPATION OF

TECH SUPPORT SPECIALIST
(Existing Title: Help Desk Technician)
O*NET-SOC CODE: 15-1232.00   RAPIDS CODE: 1131CB
Appendix A-5

TECH SUPPORT SPECIALIST
(Existing Title: Help Desk Technician)
O*NET-SOC CODE: 15-1232.00   RAPIDS CODE: 1131CB

This schedule is attached to and a part of these Standards for the above identified occupation.

1. APPRENTICESHIP APPROACH

☐ Time-based   ☒ Competency-based   ☐ Hybrid

2. TERM OF APPRENTICESHIP

The term of the apprenticeship is reasonably expected to be completed approximately in one year with an OJL attainment of all competencies of the position, supplemented by the minimum required 144 hours of related instruction.

3. RATIO OF APPRENTICES TO JOURNEYWORKERS

The apprentice to journeyworker ratio is: 5 Apprentices to 1 Journeyworker.

4. APPRENTICE WAGE SCHEDULE

Apprentices shall be paid a progressively increasing schedule of wages based on either a percentage or a dollar amount of the current hourly journeyworker wage rate, which is: $25.00 per hour.

Wage Schedule:

<table>
<thead>
<tr>
<th>Period</th>
<th>Wage Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>1st 6 months</td>
<td>$17.00 per hour</td>
</tr>
<tr>
<td>2nd 6 months</td>
<td>$17.50 per hour</td>
</tr>
</tbody>
</table>

Completion of Apprenticeship: $25.00 per hour

Periodic review and evaluation of the apprentice’s on-the-job learning and related technical instruction will be conducted in alignment with the wage schedule established. Once the sponsor determines that an apprentice has reached full competency, the apprentice can become a journeyworker and will be compensated at least at the minimum journeyworker wage. The minimum annual wage rates may be adjusted based on regional wage scales.

5. PROBATIONARY PERIOD

Every applicant selected for apprenticeship will serve a probationary period of 500 hours.

6. SELECTION PROCEDURES

Please see page A5-10.
WORK PROCESS SCHEDULE
TECH SUPPORT SPECIALIST
(Existing Title: Help Desk Technician)
O*NET-SOC CODE: 15-1232.00   RAPIDS CODE: 1131CB

Description: Provide technical assistance to computer users. Answer questions or resolve computer problems for clients in person, via telephone, or electronically. May provide assistance concerning the use of computer hardware and software, including printing, installation, word processing, electronic mail, and operating systems.

The term of the apprenticeship shall be defined by the attainment of competencies, both technical and behavioral, of the apprenticeship as listed in the tables reasonably within one year of OJL.

Competency in the work processes outlined herein can be demonstrated through a variety of venues including: observation, proficiency demonstration/aptitude exam, questions and answers, learner’s products, simulations, project work, and/or mentor testimony or evidence as demonstrated on the job.

Alpha Works will assess each apprentice’s prior experience to determine what credit for advanced standing will be awarded for work processes schedule (WPS) and Related Instruction (RI). Prior experience will be assessed through resumes, interviews, Alpha Works job assignments and/or demonstration of competencies. Assigned mentors will assess apprentices for credit for prior experience at any time during the probationary period.

Apprenticeship Competencies – Technical

Evaluation Matrix
Work Processes Assessment

The following is a sample recommended rating system to determine competency. Mentors may utilize an equivalent tool, such as a learning plan, for documenting competency. Assessments will occur not less frequently than the wage schedule periods indicated.

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</tr>
<tr>
<td>Meets Expectations</td>
<td>Consistently meets the performance standards established for time in position. Handles routine tasks &amp; some unexpected situation with the usual amount of supervision. Can continue to develop with coaching, advanced training or more experience</td>
<td>3</td>
</tr>
<tr>
<td>Meets Some Expectations</td>
<td>Employee occasionally meets some of the objectives related to this goal but does not meet others in a fully satisfactory way. This performance level generally indicates the need for additional coaching, training or other plan for performance improvements.</td>
<td>2</td>
</tr>
</tbody>
</table>
Does Not Meet / Meets Some Expectations

<table>
<thead>
<tr>
<th>Does Not Meet Expectations</th>
<th>Does not consistently meet performance standards established for time in position. Requires basic training, coaching or experience to improve performance and become consistent. Additional follow up will be necessary.</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>0</td>
</tr>
</tbody>
</table>

Apprentices need to at least receive an average ranking of “3” across all applicable competency categories when evaluated at each of their reviews during the apprenticeship in order to be considered for any merit-based wage increases. Apprentices need to receive a “3” or better in each competency in order to complete the apprenticeship.

WORK PROCESS SCHEDULE

The following are the core Tech Support Specialist related work processes for the apprenticeship.

<table>
<thead>
<tr>
<th>Item</th>
<th>Core Work Process</th>
<th>Rating</th>
<th>Date</th>
<th>Sign-off By</th>
</tr>
</thead>
</table>
| 1    | **Provide technical support for software maintenance or use.**  
- Answer user inquiries regarding computer software or hardware operation to resolve problems.  
- Collaborate with others to resolve information technology issues.  
- Develop training materials and procedures, or train users in the proper use of hardware or software.  
- Monitor computer system performance to ensure proper operation.  
- Oversee the daily performance of computer systems.  
- Prepare evaluations of software or hardware, and recommend improvements or upgrades.  
- Confer with staff, users, and management to establish requirements for new systems or modifications.  
- Document operational activities by maintaining records of daily data communication transactions, problems and remedial actions taken, or installation activities. |        |      |             |
| 2    | **Install and maintain computer hardware and software.**  
- Set up equipment for employee use, performing or ensuring proper installation of cables, operating systems, or appropriate software.  
- Install and perform minor repairs to hardware, software, or peripheral equipment, following design or installation specifications. |        |      |             |
| 3    | **Read documents to gather technical information.**  
- Read technical manuals, confer with users, or conduct computer diagnostics to investigate and resolve problems or to provide technical assistance and support. |        |      |             |
- Inspect equipment and read order sheets to prepare for delivery to users.
- Conduct research to gain information about products or processes.
- Update knowledge about emerging industry or technology trends.

The above work processes will equate to approximately one year of OJL in the apprenticeship. Based on the apprentice’s work assignment, the time spent in each of the work processes will vary.

The above on-the-job-training (OJT) work process schedule is intended as a guide. The WPS need not be followed in any particular sequence, and it is understood that some adjustments may be necessary in the percentage of time spent in each of the work processes to allow for different work experiences. In all cases, the apprentice is to receive sufficient work experiences to make them fully competent and use good workmanship in all work processes, which are a part of the industry. In addition, the apprentice shall be fully instructed in safety requirements.
**Apprenticeship Competencies – Behavioral**

In addition to mastering all of the essential technical competencies, an apprentice must consistently demonstrate at an acceptable level the following behavioral competencies in order to complete the apprenticeship.

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<tr>
<th>Item #</th>
<th>Behavioral Competencies</th>
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<td>Focus during independent work</td>
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<td>4</td>
<td>Openness to new ideas and change</td>
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<td>5</td>
<td>Ability to deal with ambiguity by exploring, asking questions, etc.</td>
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<td>13</td>
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</tr>
<tr>
<td>14</td>
<td>Demonstrates trust, honesty and integrity</td>
</tr>
<tr>
<td>15</td>
<td>Requests and performs work assignments without prompting</td>
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<td>16</td>
<td>Appropriately cares for personal dress, grooming and hygiene</td>
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<td>Maintains a positive attitude</td>
</tr>
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<td>18</td>
<td>Cooperates with and assists co-workers</td>
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<td>19</td>
<td>Follows instructions/directions</td>
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<td>20</td>
<td>Able to work under supervision</td>
</tr>
<tr>
<td>21</td>
<td>Able to accept constructive feedback and criticism</td>
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<td>Able to follow safety rules</td>
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<td>23</td>
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<td>Able to not let personal life interfere with work</td>
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<td>27</td>
<td>Adheres to work policies/rules/regulations</td>
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</tbody>
</table>
RELATED INSTRUCTION OUTLINE
TECH SUPPORT SPECIALIST
(Existing Title: Help Desk Technician)
O*NET-SOC CODE: 15-1232.00   RAPIDS CODE: 1131CB

The related instruction has been developed by the employer as part of the Tech Support Specialist apprenticeship. This instruction shall include a minimum recommended 144 hours of related instruction (RI) throughout the apprenticeship including the 5 core related instruction course topics. The curriculum is defined as a variety of courses, including self-directed web-based courses with oversight by a trainer, around which the projects and assessments are based. By defining the RI this way, all competencies required of the apprentices are met, through project work.

Alpha Works will assess each apprentice’s prior learning to determine what credit will be awarded for the RI, as well as for meeting the prerequisite and completion requirements of the apprenticeship. Prior learning will be assessed through transcripts, certifications, course credits, and/or demonstrated skills. Assigned mentors will assess apprentices for credit for prior learning at any time during the probationary period.

COURSE TOPICS

The following are the core technical course topics for the apprenticeship.

<table>
<thead>
<tr>
<th>CORE COURSE TOPICS</th>
<th>HOURS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tech Support Specialist Apprenticeship Orientation and Safety</td>
<td>8</td>
</tr>
<tr>
<td>Troubleshooting and Customer Care</td>
<td>34</td>
</tr>
<tr>
<td>Networking</td>
<td>34</td>
</tr>
<tr>
<td>Operating Systems</td>
<td>34</td>
</tr>
<tr>
<td>System Administration</td>
<td>34</td>
</tr>
<tr>
<td><strong>Total Core Hours</strong></td>
<td><strong>144</strong></td>
</tr>
</tbody>
</table>

The above related instruction (RI) outline is intended as a guide. The course topics need not be followed in any particular sequence, and it is understood that some adjustments in course topics/subtopics may be necessary to allow for different learning experiences. In all cases, the apprentice is to receive sufficient RI to allow them to obtain the knowledge necessary to perform the relevant competencies using good workmanship in all work processes which are a part of the industry. In addition, the apprentice shall be fully instructed in safety requirements.
CORE COURSE TOPIC DESCRIPTIONS

**Tech Support Specialist Apprenticeship Orientation and Safety**  
Hours: 8

This orientation course ensures that students recognize and know how to participate in a safe environment free from harassment and one that supports diversity, acceptance and inclusion. This course will cover the topics listed below.

**Learning Objectives:**
- Workplace Safety
- Anti-Harassment
- Diversity & Inclusive Culture

**Troubleshooting and Customer Care**  
Hours: 34

In this course, students will learn how to handle customer requests and increase customer satisfaction through prompt solutions and positive communication. Students will practice understanding user inquiries, determining between different potential issues, quickly selecting the right solution, and training users how to prevent similar issues in the future. This course topic will cover the topics listed below.

**Learning Objectives:**
- Technical Support
- User Inquiries
- Technology Issues
- Problem Resolution
- Teamwork & Collaboration
- Training Users
- Operating Systems

**Networking**  
Hours: 34

In this course, students will gain a thorough understanding of networking and the potential issues that can arise. Students will learn how to diagnose network issues, upgrade various network components, and how to manage physical network components. This course topic will cover the topics listed below.

**Learning Objectives:**
- Network Systems
- Network Upgrades
- Network Equipment
- Installing Cables
- Network Diagnostics
Operating Systems

In this course, students will learn about the various computer operating systems and unique issues that can arise. For each industry-standard operating system, students will learn how to install software, how to evaluate emerging software solutions and trends, and how to help users maintain effective use of their computers. This course topic will cover the topics listed below.

Learning Objectives:
- Software Installation
- Evaluations of Software or Hardware
- New Systems & Modifications
- Software Maintenance
- Document Operational Activities
- Research Emerging IT Trends

System Administration

In this course, students will learn about the core functions of computers and how they operate with each other in an IT system. Students will learn how to discover each user's unique needs, how to assess a computer's performance, and how to maintain a network of computers from a hardware and software perspective. This course topic will cover the topics listed below.

Learning Objectives:
- Computer System Performance
- User Discovery
- Establishing Requirements
- Install/Maintain Computer Hardware & Software
- Reading Technical Manuals
- Research Emerging IT Trends
- Computer Diagnostics
SELECTION PROCEDURES

When an apprenticeship opening occurs, the following procedure will be followed:

A. **Alternative selection method**

   The sponsor may select apprentices by any other method, including its present selection method, provided that the sponsor meets the requirements listed in 29 CFR §§ 30.10(b). This may include one or more of the following steps:

   A. Sponsor will schedule an interview and evaluation session. All applicants who have met the minimum qualifications and have submitted the required documents will be notified of the date, time, place and/or method for the conduct of the interview. The recruiter/interviewer will record the questions asked and the general nature of the applicant’s answers during this interview process. The sponsor’s selecting official will evaluate each applicant interviewed on like factors taking into account the information on the application and required documents, as applicable using an Interview Guide.

   B. Upon completing all interviews and analyzing the applicants' qualifications the sponsor's selecting official will make a determination using the annotated Interview Guides. Applicant(s) with the highest evaluation will be selected first. The selected applicant(s), depending on the number of vacancies offered by the advertised announcement, will be offered employment in order of evaluation and upon acceptance of employment will be placed in the apprenticeship program.

   C. After all offers of employment have been extended and accepted by the selectee(s), as applicable, the remaining applicants in the pool of eligibles will be notified of their non-selection under this vacancy announcement. The non-selection notice will also include instructions on how they can apply for any future openings.

   D. Qualified applicants remaining in the pool of eligibles will be kept on file for a period of two (2) years, unless the applicant is removed from the pool by their own written request or following failure to respond to an offer of employment.

   E. During the two (2) year period, to update their status in the pool of eligibles, applicants who feel that their qualifications have improved since their original placement in the pool may submit evidence of such additional experience and/or training by updating their candidate profile and request reevaluation or by simply submitting a new application for subsequent vacancy announcements.

The decision of the Company with respect to the selection of apprentices is final.
Appendix A-6

WORK PROCESS SCHEDULE

AND

RELATED INSTRUCTION OUTLINE

DEVELOPED BY

Alpha Works Technologies, LLC
(a subsidiary of BW Industries, Inc. DE)

FOR THE OCCUPATION OF

INSIDE SALESPERSON
(Existing Title: Technical Sales Specialist)
O*NET-SOC CODE: 41-4011.00   RAPIDS CODE: 2087CB
Appendix A-6

INSIDE SALESPERSON
(Existing Title: Technical Sales Specialist)
O*NET-SOC CODE: 41-4011.00   RAPIDS CODE: 2087CB

This schedule is attached to and a part of these Standards for the above identified occupation.

1. **APPRENTICESHIP APPROACH**

   ☒ Competency-based
   
   ☐ Time-based
   
   ☐ Hybrid

2. **TERM OF APPRENTICESHIP**

   The term of the apprenticeship is reasonably expected to be completed approximately in one year with an OJL attainment of all competencies of the position, supplemented by the minimum required 144 hours of related instruction.

3. **RATIO OF APPRENTICES TO JOURNEYWORKERS**

   The apprentice to journeyworker ratio is: 5 Apprentices to 1 Journeyworker.

4. **APPRENTICE WAGE SCHEDULE**

   Apprentices shall be paid a progressively increasing schedule of wages based on either a percentage or a dollar amount of the current hourly journeyworker wage rate, which is: $25.00 per hour.

   **Wage Schedule:**
   
   1st 6 months $17.00 per hour
   2nd 6 months $17.50 per hour

   Completion of Apprenticeship: $25.00 per hour

   Periodic review and evaluation of the apprentice’s on-the-job learning and related technical instruction will be conducted in alignment with the wage schedule established. Once the sponsor determines that an apprentice has reached full competency, the apprentice can become a journeyworker and will be compensated at least at the minimum journeyworker wage. The minimum annual wage rates may be adjusted based on regional wage scales.

5. **PROBATIONARY PERIOD**

   Every applicant selected for apprenticeship will serve a probationary period of 500 hours.

6. **SELECTION PROCEDURES**

   Please see page A6-10.
WORK PROCESS SCHEDULE
INSIDE SALESPERSON
(Existing Title: Technical Sales Specialist)
O*NET-SOC CODE: 41-4011.00  RAPIDS CODE: 2087CB

Description: Sell and promote goods for technology solution providers where technical or scientific knowledge is required in such areas as computers, software engineering, IT services, and electronics. Communicate with customers over the phone, over written communication, and through face-to-face interaction. May be required to develop new sales leads.

The term of the apprenticeship shall be defined by the attainment of competencies, both technical and behavioral, of the apprenticeship as listed in the tables reasonably within one year of OJL.

Competency in the work processes outlined herein can be demonstrated through a variety of venues including: observation, proficiency demonstration/aptitude exam, questions and answers, learner’s products, simulations, project work, and/or mentor testimony or evidence as demonstrated on the job.

Alpha Works will assess each apprentice’s prior experience to determine what credit for advanced standing will be awarded for work processes schedule (WPS) and Related Instruction (RI). Prior experience will be assessed through resumes, interviews, Alpha Works job assignments and/or demonstration of competencies. Assigned mentors will assess apprentices for credit for prior experience at any time during the probationary period.

Apprenticeship Competencies – Technical

Evaluation Matrix
Work Processes Assessment

The following is a sample recommended rating system to determine competency. Mentors may utilize an equivalent tool, such as a learning plan, for documenting competency. Assessments will occur not less frequently than the wage schedule periods indicated.

<table>
<thead>
<tr>
<th>Rating System</th>
<th>Description</th>
<th>Points</th>
</tr>
</thead>
<tbody>
<tr>
<td>Exceeds All Expectations</td>
<td>Consistently exceeds performance standard established for the time in position. Achieves results above and beyond what is required. Extends themselves in their roles to exceed personally and as a team to achieve exceptional results.</td>
<td>5</td>
</tr>
<tr>
<td>Meets &amp; Exceeds Some Expectations</td>
<td>Employee not only meets all expectations in a fully satisfactory way but exceeds some of the objectives.</td>
<td>4</td>
</tr>
<tr>
<td>Meets Expectations</td>
<td>Consistently meets the performance standards established for time in position. Handles routine tasks &amp; some unexpected situation with the usual amount of supervision. Can continue to develop with coaching, advanced training or more experience</td>
<td>3</td>
</tr>
<tr>
<td>Meets Some Expectations</td>
<td>Employee occasionally meets some of the objectives related to this goal but does not meet others in a fully satisfactory way. This performance level generally indicates the need for additional coaching, training or other plan for performance improvements.</td>
<td>2</td>
</tr>
</tbody>
</table>
Does Not Meet / Meets Some Expectations

Does not consistently meet performance standards established for time in position. Requires basic training, coaching or experience to improve performance and become consistent. Additional follow up will be necessary.

<table>
<thead>
<tr>
<th>Item</th>
<th>Core Work Process</th>
<th>Rating</th>
<th>Date</th>
<th>Sign-off By</th>
</tr>
</thead>
</table>
| 1    | Sell products or services.  
- Sell service contracts for technical or scientific products.  
- Initiate sales campaigns to meet sales and production expectations.  
- Identify prospective customers, using business directories, leads from existing clients, participation in organizations, or trade show or conference attendance.  
- Estimate costs or terms of sales based on quote prices or other bid specifications  
- Estimate customer's savings from new services, products, or equipment.  
- Negotiate prices or terms of sales or service agreements.  
- Prepare and submit sales contracts for orders.  
- Study product information to acquire professional knowledge. | 1 | | |
| 2    | Customer Interaction  
- Contact new or existing customers to discuss how specific products or services can meet their needs.  
- Deliver promotional presentations to current or prospective customers.  
- Explain technical product or service information to customers.  
- Gather customer or product information to evaluate needs or to promote product or service sales.  
- Emphasize product features, based on analyses of customers' needs and on technical knowledge of product capabilities and limitations.  
- Prepare sales presentations or proposals to explain product specifications or applications. | 0 | | |

Apprentices need to at least receive an average ranking of “3” across all applicable competency categories when evaluated at each of their reviews during the apprenticeship in order to be considered for any merit-based wage increases. Apprentices need to receive a “3” or better in each competency in order to complete the apprenticeship.

**WORK PROCESS SCHEDULE**

The following are the core Inside Salesperson related work processes for the apprenticeship.
- Inform customers of estimated delivery schedules, service contracts, warranties, or other information pertaining to purchased products.
- Answer customers’ questions about products, prices, or availability.
- Demonstrate the operation or use of technical products to consumers.
- Recommend or assist customers in selecting products based on customer needs, product specifications, and applicable regulations.
- Maintain records of customer accounts using automated systems.

<table>
<thead>
<tr>
<th>3</th>
<th><strong>Teamwork and Collaboration</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>- Discuss design or technical features of products or services with technical personnel.</td>
<td></td>
</tr>
<tr>
<td>- Provide feedback to product design teams so that products can be tailored to clients' needs.</td>
<td></td>
</tr>
<tr>
<td>- Consult with engineers regarding technical problems with products.</td>
<td></td>
</tr>
<tr>
<td>- Collaborate with colleagues to exchange information, such as selling strategies or marketing information.</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>4</th>
<th><strong>Sales Operations</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>- Process sales or other transactions.</td>
<td></td>
</tr>
<tr>
<td>- Arrange delivery, installation, and testing of goods or services.</td>
<td></td>
</tr>
<tr>
<td>- Verify that delivery schedules meet project deadlines.</td>
<td></td>
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</table>

The above work processes will equate to approximately one year of OJL in the apprenticeship. Based on the apprentice’s work assignment, the time spent in each of the work processes will vary.

The above on-the-job-training (OJT) work process schedule is intended as a guide. The WPS need not be followed in any particular sequence, and it is understood that some adjustments may be necessary in the percentage of time spent in each of the work processes to allow for different work experiences. In all cases, the apprentice is to receive sufficient work experiences to make them fully competent and use good workmanship in all work processes, which are a part of the industry. In addition, the apprentice shall be fully instructed in safety requirements.
Apprenticeship Competencies – Behavioral

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</table>
RELATED INSTRUCTION OUTLINE
INSIDE SALESPERSON
(Existing Title: Technical Sales Specialist)
O*NET-SOC CODE: 41-4011.00  RAPIDS CODE: 2087CB

The related instruction has been developed by the employer as part of the Inside Salesperson apprenticeship. This instruction shall include a minimum recommended 144 hours of related instruction (RI) throughout the apprenticeship including the 5 core related instruction course topics. The curriculum is defined as a variety of courses, including self-directed web-based courses with oversight by a trainer, around which the projects and assessments are based. By defining the RI this way, all competencies required of the apprentices are met, through project work.

Alpha Works will assess each apprentice’s prior learning to determine what credit will be awarded for the RI, as well as for meeting the prerequisite and completion requirements of the apprenticeship. Prior learning will be assessed through transcripts, certifications, course credits, and/or demonstrated skills. Assigned mentors will assess apprentices for credit for prior learning at any time during the probationary period.

COURSE TOPICS

The following are the core technical course topics for the apprenticeship.

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<th>CORE COURSE TOPICS</th>
<th>HOURS</th>
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</thead>
<tbody>
<tr>
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<td>8</td>
</tr>
<tr>
<td>Selling Skills and Sales Operations</td>
<td>34</td>
</tr>
<tr>
<td>Pipeline Management</td>
<td>34</td>
</tr>
<tr>
<td>Prioritizing Prospect Contacts</td>
<td>34</td>
</tr>
<tr>
<td>Building Rapport with Prospects</td>
<td>34</td>
</tr>
<tr>
<td><strong>Total Core Hours</strong></td>
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The above related instruction (RI) outline is intended as a guide. The course topics need not be followed in any particular sequence, and it is understood that some adjustments in course topics/subtopics may be necessary to allow for different learning experiences. In all cases, the apprentice is to receive sufficient RI to allow them to obtain the knowledge necessary to perform the relevant competencies using good workmanship in all work processes which are a part of the industry. In addition, the apprentice shall be fully instructed in safety requirements.
Inside Salesperson Apprenticeship Orientation and Safety  

Hours: 8

This orientation course ensures that students recognize and know how to participate in a safe environment free from harassment and one that supports diversity, acceptance and inclusion. This course will cover the topics listed below.

Learning Objectives:
- Workplace Safety
- Anti-Harassment
- Diversity & Inclusive Culture

Selling Skills and Sales Operations  

Hours: 34

In this course, students will learn best practices around how to communicate benefits and value to a prospective customer, as well as how to navigate the sales process with a team. Students will learn how to provide presentations and demonstrations, how to negotiate prices, how to estimate costs for a customer, and how to finalize a sale with a contract. This course topic will cover the topics listed below.

Learning Objectives:
- Selling Products & Services
- Sales Contracts
- Cost Estimates & Quotes
- Price Negotiation
- Promotional Presentations & Demonstrations
- Service Contracts

Pipeline Management  

Hours: 34

In this course, students will learn how to manage a funnel, from lead generation and prospecting to closing final sales. Students will learn how to manage sales campaigns with numerous potential customers, how to manage sales expectations and set goals, and how to stay organized by documenting customer account records in a CRM. This course topic will cover the topics listed below.

Learning Objectives:
- Sales Campaigns
- Sales and Production Expectations
- Customer Account Records
- Project Deadlines
- Teamwork & Collaboration
Prioritizing Prospect Contacts

In this course, students will learn how to be most effective when managing a sales pipeline by prioritizing potential customers who are most likely to end up finalizing a sale. Students will learn how to identify prospective customers, determine each customer’s strongest needs, and assess the likelihood of the result ending in a sale. This course topic will cover the topics listed below.

Learning Objectives:
- Identify Prospective Customers
- Managing Leads
- Contact New & Existing Customers
- Sales Presentations & Proposals

Building Rapport with Prospects

In this course, students will learn how to engage with prospective customers in a way that builds trust in the salesperson and confidence in the product or service. Students will practice interacting with customers, fielding questions from customers, evaluating a customer’s strongest problems while in a conversation, and how to make a product recommendation in a persuasive manner. This course topic will cover the topics listed below.

Learning Objectives:
- Customer Interaction
- Customer Questions
- Evaluating Customer Needs
- Meeting Customer Needs
- Communicating Product Features
- Delivery Schedules
- Product Recommendation
SELECTION PROCEDURES

When an apprenticeship opening occurs, the following procedure will be followed:

A. Alternative selection method

The sponsor may select apprentices by any other method, including its present selection method, provided that the sponsor meets the requirements listed in 29 CFR §§ 30.10(b). This may include one or more of the following steps:

A. Sponsor will schedule an interview and evaluation session. All applicants who have met the minimum qualifications and have submitted the required documents will be notified of the date, time, place and/or method for the conduct of the interview. The recruiter/interviewer will record the questions asked and the general nature of the applicant’s answers during this interview process. The sponsor’s selecting official will evaluate each applicant interviewed on like factors taking into account the information on the application and required documents, as applicable using an Interview Guide.

B. Upon completing all interviews and analyzing the applicants’ qualifications the sponsor’s selecting official will make a determination using the annotated Interview Guides. Applicant(s) with the highest evaluation will be selected first. The selected applicant(s), depending on the number of vacancies offered by the advertised announcement, will be offered employment in order of evaluation and upon acceptance of employment will be placed in the apprenticeship program.

C. After all offers of employment have been extended and accepted by the selectee(s), as applicable, the remaining applicants in the pool of eligibles will be notified of their non-selection under this vacancy announcement. The non-selection notice will also include instructions on how they can apply for any future openings.

D. Qualified applicants remaining in the pool of eligibles will be kept on file for a period of two (2) years, unless the applicant is removed from the pool by their own written request or following failure to respond to an offer of employment.

E. During the two (2) year period, to update their status in the pool of eligibles, applicants who feel that their qualifications have improved since their original placement in the pool may submit evidence of such additional experience and/or training by updating their candidate profile and request reevaluation or by simply submitting a new application for subsequent vacancy announcements.

The decision of the Company with respect to the selection of apprentices is final.
Appendix A-7

WORK PROCESS SCHEDULE

AND

RELATED INSTRUCTION OUTLINE

DEVELOPED BY

Alpha Works Technologies, LLC
(a subsidiary of BW Industries, Inc. DE)

FOR THE OCCUPATION OF

CALL CENTER AGENT
(Existing Title: Technical Sales Representative)
O*NET-SOC CODE: 41-4011.00    RAPIDS CODE: 2075CB
Appendix A-7

CALL CENTER AGENT
(Existing Title: Technical Sales Representative)
O*NET-SOC CODE: 41-4011.00   RAPIDS CODE: 2075CB

This schedule is attached to and a part of these Standards for the above identified occupation.

1. APPRENTICESHIP APPROACH

☐ Time-based  ☒ Competency-based  ☐ Hybrid

2. TERM OF APPRENTICESHIP

The term of the apprenticeship is reasonably expected to be completed approximately in one year with an OJL attainment of all competencies of the position, supplemented by the minimum required 144 hours of related instruction.

3. RATIO OF APPRENTICES TO JOURNEYWORKERS

The apprentice to journeyworker ratio is: 5 Apprentices to 1 Journeyworker.

4. APPRENTICE WAGE SCHEDULE

Apprentices shall be paid a progressively increasing schedule of wages based on either a percentage or a dollar amount of the current hourly journeyworker wage rate, which is: $25.00 per hour.

Wage Schedule:  
1st 6 months $17.00 per hour  
2nd 6 months $17.50 per hour  
Completion of Apprenticeship: $25.00 per hour

Periodic review and evaluation of the apprentice’s on-the-job learning and related technical instruction will be conducted in alignment with the wage schedule established. Once the sponsor determines that an apprentice has reached full competency, the apprentice can become a journeyworker and will be compensated at least at the minimum journeyworker wage. The minimum annual wage rates may be adjusted based on regional wage scales.

5. PROBATIONARY PERIOD

Every applicant selected for apprenticeship will serve a probationary period of 500 hours.

6. SELECTION PROCEDURES

Please see page A7-10.
WORK PROCESS SCHEDULE
CALL CENTER AGENT
(Existing Title: Technical Sales Representative)
O*NET-SOC CODE: 41-4011.00  RAPIDS CODE: 2075CB

**Description:** Promote services and goods for technology solution providers where technical or scientific knowledge is required in such areas as computers, software engineering, IT services, and electronics. Interact with customers to provide basic or scripted information in response to routine inquiries about products and services. May handle and resolve general issues. May coordinate with team members to organize outreach.

The term of the apprenticeship shall be defined by the attainment of competencies, both technical and behavioral, of the apprenticeship as listed in the tables reasonably within one year of OJL.

Competency in the work processes outlined herein can be demonstrated through a variety of venues including: observation, proficiency demonstration/aptitude exam, questions and answers, learner’s products, simulations, project work, and/or mentor testimony or evidence as demonstrated on the job.

Alpha Works will assess each apprentice’s prior experience to determine what credit for advanced standing will be awarded for work processes schedule (WPS) and Related Instruction (RI). Prior experience will be assessed through resumes, interviews, Alpha Works job assignments and/or demonstration of competencies. Assigned mentors will assess apprentices for credit for prior experience at any time during the probationary period.

**Apprenticeship Competencies – Technical**

**Evaluation Matrix
Work Processes Assessment**

The following is a sample recommended rating system to determine competency. Mentors may utilize an equivalent tool, such as a learning plan, for documenting competency. Assessments will occur not less frequently than the wage schedule periods indicated.

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<tr>
<th>Rating System</th>
<th>Description</th>
<th>Points</th>
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<tr>
<td>Exceeds All Expectations</td>
<td>Consistently exceeds performance standard established for the time in position. Achieves results above and beyond what is required. Extends themselves in their roles to exceed personally and as a team to achieve exceptional results.</td>
<td>5</td>
</tr>
<tr>
<td>Meets &amp; Exceeds Some Expectations</td>
<td>Employee not only meets all expectations in a fully satisfactory way but exceeds some of the objectives.</td>
<td>4</td>
</tr>
<tr>
<td>Meets Expectations</td>
<td>Consistently meets the performance standards established for time in position. Handles routine tasks &amp; some unexpected situation with the usual amount of supervision. Can continue to develop with coaching, advanced training or more experience.</td>
<td>3</td>
</tr>
<tr>
<td>Meets Some Expectations</td>
<td>Employee occasionally meets some of the objectives related to this goal but does not meet others in a fully satisfactory way. This performance level generally indicates the need for additional coaching, training or other plan for performance improvements.</td>
<td>2</td>
</tr>
<tr>
<td>Does Not Meet / Meets Some Expectations</td>
<td>Does not consistently meet performance standards established for time in position. Requires basic training, coaching or experience to improve performance and become consistent. Additional follow up will be necessary.</td>
<td>1</td>
</tr>
<tr>
<td>Does Not Meet Expectations</td>
<td>Clearly and repeatedly does not meet the performance standards established for time in position. Additional follow up and specific suggestions for improvement mandatory.</td>
<td>0</td>
</tr>
</tbody>
</table>

Apprentices need to at least receive an average ranking of “3” across all applicable competency categories when evaluated at each of their reviews during the apprenticeship in order to be considered for any merit-based wage increases. Apprentices need to receive a “3” or better in each competency in order to complete the apprenticeship.

**WORK PROCESS SCHEDULE**

The following are the core Call Center Agent related work processes for the apprenticeship.

<table>
<thead>
<tr>
<th>Item</th>
<th>Core Work Process</th>
<th>Rating</th>
<th>Date</th>
<th>Sign-off By</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td><strong>Promote products or services.</strong>&lt;br&gt;- Promote or sell technical or scientific products.&lt;br&gt;- Initiate campaigns to meet production expectations.&lt;br&gt;- Identify prospective customers, using business directories, leads from existing clients, or participation in organizations.&lt;br&gt;- Estimate costs or terms of service based on quote prices or other bid specifications.&lt;br&gt;- Estimate customer's savings from new services, products, or equipment.&lt;br&gt;- Negotiate prices or terms of service agreements.&lt;br&gt;- Prepare and submit sales or service contracts for orders.&lt;br&gt;- Study product information to acquire professional knowledge.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td><strong>Communicate with Customers</strong>&lt;br&gt;- Discuss goods or services information with customers or patrons, take or enter orders, cancel accounts, or obtain details of complaints.&lt;br&gt;- Solicit adoption of new or additional services or products by promoting products, services, or programs.&lt;br&gt;- Gather customer or product information to evaluate needs or to promote product or service adoption.&lt;br&gt;- Answer customers’ questions about products, prices, or availability.&lt;br&gt;- Respond to customer problems or complaints by checking to ensure that appropriate changes were made to resolve customers’ problems; resolving customers' service or billing complaints by performing activities such as exchanging merchandise, refunding money, or adjusting bills; and by obtaining and examining all relevant information to assess validity of complaints and to determine possible causes.</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
- Provide notifications to customers or patrons.
- Contact customers to respond to inquiries or to notify them of claim investigation results or any planned adjustments.

<table>
<thead>
<tr>
<th>3</th>
<th><strong>Prepare and Process Documents</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>- Prepare documentation for contracts, transactions, or regulatory compliance by completing contract forms, preparing change of address records, or issuing service discontinuance orders.</td>
</tr>
<tr>
<td></td>
<td>- Maintain financial or account records of customer interactions or transactions, recording details of inquiries, complaints, or comments, as well as actions taken.</td>
</tr>
<tr>
<td></td>
<td>- Calculate costs of goods or services by determining charges for services requested, collect deposits or payments, or arrange for billing.</td>
</tr>
<tr>
<td></td>
<td>- Review customer information to determine eligibility.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>4</th>
<th><strong>Operations &amp; Execute Transactions</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>- Coordinate operational activities.</td>
</tr>
<tr>
<td></td>
<td>- Execute sales or other financial transactions.</td>
</tr>
<tr>
<td></td>
<td>- Refer customers to appropriate personnel, such as referring unresolved customer grievances to designated departments for further investigation.</td>
</tr>
<tr>
<td></td>
<td>- Determine charges for services requested, collect deposits, payments or fees, and arrange for billing.</td>
</tr>
<tr>
<td></td>
<td>- Recommend improvements in products, delivery, service, or billing methods and procedures to prevent future problems.</td>
</tr>
</tbody>
</table>

The above work processes will equate to approximately one year of OJL in the apprenticeship. Based on the apprentice’s work assignment, the time spent in each of the work processes will vary.

The above on-the-job-training (OJT) work process schedule is intended as a guide. The WPS need not be followed in any particular sequence, and it is understood that some adjustments may be necessary in the percentage of time spent in each of the work processes to allow for different work experiences. In all cases, the apprentice is to receive sufficient work experiences to make them fully competent and use good workmanship in all work processes, which are a part of the industry. In addition, the apprentice shall be fully instructed in safety requirements.
Apprenticeship Competencies – Behavioral

In addition to mastering all of the essential technical competencies, an apprentice must consistently demonstrate at an acceptable level the following behavioral competencies in order to complete the apprenticeship.

<table>
<thead>
<tr>
<th>Item #</th>
<th>Behavioral Competencies</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Participation in team discussions/meetings</td>
</tr>
<tr>
<td>2</td>
<td>Focus in team discussions/meetings</td>
</tr>
<tr>
<td>3</td>
<td>Focus during independent work</td>
</tr>
<tr>
<td>4</td>
<td>Openness to new ideas and change</td>
</tr>
<tr>
<td>5</td>
<td>Ability to deal with ambiguity by exploring, asking questions, etc.</td>
</tr>
<tr>
<td>6</td>
<td>Knows when to ask for help</td>
</tr>
<tr>
<td>7</td>
<td>Able to demonstrate effective group presentation skills</td>
</tr>
<tr>
<td>8</td>
<td>Able to demonstrate effective one-on-one communication skills</td>
</tr>
<tr>
<td>9</td>
<td>Maintains an acceptable attendance record</td>
</tr>
<tr>
<td>10</td>
<td>Reports to work on time</td>
</tr>
<tr>
<td>11</td>
<td>Completes assigned tasks on time</td>
</tr>
<tr>
<td>12</td>
<td>Uses appropriate language</td>
</tr>
<tr>
<td>13</td>
<td>Demonstrates respect for clients, co-workers and supervisors</td>
</tr>
<tr>
<td>14</td>
<td>Demonstrates trust, honesty and integrity</td>
</tr>
<tr>
<td>15</td>
<td>Requests and performs work assignments without prompting</td>
</tr>
<tr>
<td>16</td>
<td>Appropriately cares for personal dress, grooming and hygiene</td>
</tr>
<tr>
<td>17</td>
<td>Maintains a positive attitude</td>
</tr>
<tr>
<td>18</td>
<td>Cooperates with and assists co-workers</td>
</tr>
<tr>
<td>19</td>
<td>Follows instructions/directions</td>
</tr>
<tr>
<td>20</td>
<td>Able to work under supervision</td>
</tr>
<tr>
<td>21</td>
<td>Able to accept constructive feedback and criticism</td>
</tr>
<tr>
<td>22</td>
<td>Able to follow safety rules</td>
</tr>
<tr>
<td>23</td>
<td>Able to take care of equipment and workplace</td>
</tr>
<tr>
<td>24</td>
<td>Able to keep work area neat and clean</td>
</tr>
<tr>
<td>25</td>
<td>Able to meet supervisor's work standards</td>
</tr>
<tr>
<td>26</td>
<td>Able to not let personal life interfere with work</td>
</tr>
<tr>
<td>27</td>
<td>Adheres to work policies/rules/regulations</td>
</tr>
</tbody>
</table>
The related instruction has been developed by the employer as part of the Call Center Agent apprenticeship. This instruction shall include a minimum recommended 144 hours of related instruction (RI) throughout the apprenticeship including the 5 core related instruction course topics. The curriculum is defined as a variety of courses, including self-directed web-based courses with oversight by a trainer, around which the projects and assessments are based. By defining the RI this way, all competencies required of the apprentices are met, through project work.

Alpha Works will assess each apprentice’s prior learning to determine what credit will be awarded for the RI, as well as for meeting the prerequisite and completion requirements of the apprenticeship. Prior learning will be assessed through transcripts, certifications, course credits, and/or demonstrated skills. Assigned mentors will assess apprentices for credit for prior learning at any time during the probationary period.

**COURSE TOPICS**

The following are the core technical course topics for the apprenticeship.

<table>
<thead>
<tr>
<th>CORE COURSE TOPICS</th>
<th>HOURS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Call Center Agent Apprenticeship Orientation and Safety</td>
<td>8</td>
</tr>
<tr>
<td>Customer Service Support/Call Center/Teleservice Operation</td>
<td>34</td>
</tr>
<tr>
<td>Customer Rapport</td>
<td>34</td>
</tr>
<tr>
<td>CRM Training</td>
<td>34</td>
</tr>
<tr>
<td>Agent Coaching</td>
<td>34</td>
</tr>
<tr>
<td><strong>Total Core Hours</strong></td>
<td><strong>144</strong></td>
</tr>
</tbody>
</table>

The above related instruction (RI) outline is intended as a guide. The course topics need not be followed in any particular sequence, and it is understood that some adjustments in course topics/subtopics may be necessary to allow for different learning experiences. In all cases, the apprentice is to receive sufficient RI to allow them to obtain the knowledge necessary to perform the relevant competencies using good workmanship in all work processes which are a part of the industry. In addition, the apprentice shall be fully instructed in safety requirements.
CORE COURSE TOPIC DESCRIPTIONS

Call Center Agent Apprenticeship Orientation and Safety  
Hours: 8

This orientation course ensures that students recognize and know how to participate in a safe environment free from harassment and one that supports diversity, acceptance and inclusion. This course will cover the topics listed below.

Learning Objectives:
- Workplace Safety
- Anti-Harassment
- Diversity & Inclusive Culture

Customer Service Support/Call Center/Teleservice Operation  
Hours: 34

In this course, students will learn how to provide effective customer service and create increased customer satisfaction. Students will learn how to discuss and promote services, how to obtain and assess customer information, and prepare documents to be entered into internal processing systems.

Learning Objectives:
- Promoting Products, Services, & Programs
- Discussing Goods & Services
- Obtain, Examine, and Assess Information
- Prepare and Process Documents
- Maintain Financial and Account Records
- Collecting Payments
- Recommending Internal Improvements

Customer Rapport  
Hours: 34

In this course, students will learn how to communicate with customers in a way that builds trust in the call center agent and builds confidence in the product or service being offered. Students will learn how to engage in active listening, how to determine a customer’s needs, and how to apply the appropriate solution to resolve a customer’s complaint. This course topic will cover the topics listed below.

Learning Objectives:
- Communication with Customers
- Active Listening
- Determining Needs
- Resolving Complaints
- Refer Customers to Appropriate Personnel
- Documenting Customer Interactions & Transactions
**CRM Training**

Hours: 34

In this course, students will learn the process of managing numerous customer requests through a customer relationship management tool. Students will practice the process of receiving a request, contacting a customer, providing an appropriate solution, and recording the process in the CRM tool. This course topic will cover the topics listed below.

**Learning Objectives:**
- Contacting Customers
- Providing Notifications
- Responding to Inquiries
- Calculating Costs
- Contracts

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**Agent Coaching**

Hours: 34

In this course, students will learn how to optimize their customer support processes and improve their communication skills with customers. Students will develop pre-written content, practice determining a customer's eligibility for a product or service, learn how to coordinate efforts amongst the appropriate team members, and maintain a professional tone and demeanor even in challenging conversations with customers. This course topic will cover the topics listed below.

**Learning Objectives:**
- Prewritten Content
- Determining Eligibility
- Coordinating Operational Activities
- Professionalism
- Tone & Demeanor
SELECTION PROCEDURES

When an apprenticeship opening occurs, the following procedure will be followed:

A. Alternative selection method

The sponsor may select apprentices by any other method, including its present selection method, provided that the sponsor meets the requirements listed in 29 CFR §§ 30.10(b). This may include one or more of the following steps:

A. Sponsor will schedule an interview and evaluation session. All applicants who have met the minimum qualifications and have submitted the required documents will be notified of the date, time, place and/or method for the conduct of the interview. The recruiter/interviewer will record the questions asked and the general nature of the applicant’s answers during this interview process. The sponsor’s selecting official will evaluate each applicant interviewed on like factors taking into account the information on the application and required documents, as applicable using an Interview Guide.

B. Upon completing all interviews and analyzing the applicants’ qualifications the sponsor’s selecting official will make a determination using the annotated Interview Guides. Applicant(s) with the highest evaluation will be selected first. The selected applicant(s), depending on the number of vacancies offered by the advertised announcement, will be offered employment in order of evaluation and upon acceptance of employment will be placed in the apprenticeship program.

C. After all offers of employment have been extended and accepted by the selectee(s), as applicable, the remaining applicants in the pool of eligibles will be notified of their non-selection under this vacancy announcement. The non-selection notice will also include instructions on how they can apply for any future openings.

D. Qualified applicants remaining in the pool of eligibles will be kept on file for a period of two (2) years, unless the applicant is removed from the pool by their own written request or following failure to respond to an offer of employment.

E. During the two (2) year period, to update their status in the pool of eligibles, applicants who feel that their qualifications have improved since their original placement in the pool may submit evidence of such additional experience and/or training by updating their candidate profile and request reevaluation or by simply submitting a new application for subsequent vacancy announcements.

The decision of the Company with respect to the selection of apprentices is final.
Appendix A-8

WORK PROCESS SCHEDULE

AND

RELATED INSTRUCTION OUTLINE

DEVELOPED BY

Alpha Works Technologies, LLC
(a subsidiary of BW Industries, Inc. DE)

FOR THE OCCUPATION OF

ONLINE MARKETING SPECIALIST
(Existing Title: Digital Marketer)
O*NET-SOC CODE: 13-1161.01  RAPIDS CODE: 2077CB
Appendix A-8

ONLINE MARKETING SPECIALIST
(Existing Title: Digital Marketer)
O*NET-SOC CODE: 13-1161.01   RAPIDS CODE: 2077CB

This schedule is attached to and a part of these Standards for the above identified occupation.

1. APPRENTICESHIP APPROACH

☐ Time-based            ☒ Competency-based            ☐ Hybrid

2. TERM OF APPRENTICESHIP

The term of the apprenticeship is reasonably expected to be completed approximately in one year with an OJL attainment of all competencies of the position, supplemented by the minimum required 144 hours of related instruction.

3. RATIO OF APPRENTICES TO JOURNEYWORKERS

The apprentice to journeyworker ratio is: 5 Apprentices to 1 Journeyworker.

4. APPRENTICE WAGE SCHEDULE

Apprentices shall be paid a progressively increasing schedule of wages based on either a percentage or a dollar amount of the current hourly journeyworker wage rate, which is: $25.00 per hour.

Wage Schedule:  
1st 6 months $17.00 per hour  
2nd 6 months $17.50 per hour

Completion of Apprenticeship: $25.00 per hour

Periodic review and evaluation of the apprentice’s on-the-job learning and related technical instruction will be conducted in alignment with the wage schedule established. Once the sponsor determines that an apprentice has reached full competency, the apprentice can become a journeyworker and will be compensated at least at the minimum journeyworker wage. The minimum annual wage rates may be adjusted based on regional wage scales.

5. PROBATIONARY PERIOD

Every applicant selected for apprenticeship will serve a probationary period of 500 hours.

6. SELECTION PROCEDURES

Please see page A8-11.
WORK PROCESS SCHEDULE
ONLINE MARKETING SPECIALIST
(Existing Title: Digital Marketer)
O*NET-SOC CODE: 13-1161.01  RAPIDS CODE: 2077CB

Description: Employ search marketing tactics to increase visibility and engagement with content, products, or services in Internet-enabled devices or interfaces. Examine search query behaviors on general or specialty search engines or other Internet-based content. Analyze research, data, or technology to understand user intent and measure outcomes for ongoing optimization.

The term of the apprenticeship shall be defined by the attainment of competencies, both technical and behavioral, of the apprenticeship as listed in the tables reasonably within one year of OJL.

Competency in the work processes outlined herein can be demonstrated through a variety of venues including: observation, proficiency demonstration/aptitude exam, questions and answers, learner’s products, simulations, project work, and/or mentor testimony or evidence as demonstrated on the job.

Alpha Works will assess each apprentice’s prior experience to determine what credit for advanced standing will be awarded for work processes schedule (WPS) and Related Instruction (RI). Prior experience will be assessed through resumes, interviews, Alpha Works job assignments and/or demonstration of competencies. Assigned mentors will assess apprentices for credit for prior experience at any time during the probationary period.

Apprenticeship Competencies – Technical

Evaluation Matrix
Work Processes Assessment

The following is a sample recommended rating system to determine competency. Mentors may utilize an equivalent tool, such as a learning plan, for documenting competency. Assessments will occur not less frequently than the wage schedule periods indicated.

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<td>5</td>
</tr>
<tr>
<td>Meets &amp; Exceeds Some Expectations</td>
<td>Employee not only meets all expectations in a fully satisfactory way but exceeds some of the objectives.</td>
<td>4</td>
</tr>
<tr>
<td>Meets Expectations</td>
<td>Consistently meets the performance standards established for time in position. Handles routine tasks &amp; some unexpected situation with the usual amount of supervision. Can continue to develop with coaching, advanced training or more experience</td>
<td>3</td>
</tr>
<tr>
<td>Meets Some Expectations</td>
<td>Employee occasionally meets some of the objectives related to this goal but does not meet others in a fully satisfactory way. This performance level generally indicates the need for additional coaching, training or other plan for performance improvements.</td>
<td>2</td>
</tr>
<tr>
<td>Does Not Meet / Meets Some Expectations</td>
<td>Does not consistently meet performance standards established for time in position. Requires basic training, coaching or experience to improve performance and become consistent. Additional follow up will be necessary.</td>
<td>1</td>
</tr>
<tr>
<td>Does Not Meet Expectations</td>
<td>Clearly and repeatedly does not meet the performance standards established for time in position. Additional follow up and specific suggestions for improvement mandatory.</td>
<td>0</td>
</tr>
</tbody>
</table>

Apprentices need to at least receive an average ranking of “3” across all applicable competency categories when evaluated at each of their reviews during the apprenticeship in order to be considered for any merit-based wage increases. Apprentices need to receive a “3” or better in each competency in order to complete the apprenticeship.

**WORK PROCESS SCHEDULE**

The following are the core Online Marketing Specialist related work processes for the apprenticeship.

<table>
<thead>
<tr>
<th>Item</th>
<th>Core Work Process</th>
<th>Rating</th>
<th>Date</th>
<th>Sign-off By</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td><strong>Implement advertising or marketing initiatives.</strong>&lt;br&gt;- Conduct online marketing initiatives, such as paid ad placement, sponsorship programs, email promotions, or viral marketing campaigns on social media Web sites.&lt;br&gt;- Participate in the development or implementation of online marketing strategy.&lt;br&gt;- Create content strategies for digital media.&lt;br&gt;- Execute or manage social media campaigns to inform search marketing tactics.&lt;br&gt;- Purchase or negotiate placement of listings in local search engines, directories, or digital mapping technologies.&lt;br&gt;- Execute or manage banner, video, or other non-text link ad campaigns.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td><strong>Analyze website or related online data to track trends or usage.</strong>&lt;br&gt;- Collect and analyze Web metrics, such as visits, time on site, page views per visit, transaction volume and revenue, traffic mix, click-through rates, conversion rates, cost per acquisition, or cost per click.&lt;br&gt;- Manage tracking and reporting of search-related activities and provide analyses to marketing executives.&lt;br&gt;- Optimize Web site exposure by analyzing search engine patterns to direct online placement of keywords or other content.&lt;br&gt;- Combine secondary data sources with keyword research to more accurately profile and satisfy user intent.&lt;br&gt;- Identify appropriate Key Performance Indicators (KPIs) and report key metrics from digital campaigns.</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
- Conduct financial modeling for online marketing programs or Web site revenue forecasting.
- Conduct market research analysis to identify search query trends, real-time search and news media activity, popular social media topics, electronic commerce trends, market opportunities, or competitor performance.

<table>
<thead>
<tr>
<th>3</th>
<th><strong>Optimize tools for data collection and tracking.</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>- Assist in setting up or optimizing analytics tools for tracking visitors’ behaviors.</td>
</tr>
<tr>
<td></td>
<td>- Coordinate with developers to optimize Web site architecture, server configuration, or page construction for search engine consumption and optimal visibility.</td>
</tr>
<tr>
<td></td>
<td>- Improve search-related activities through ongoing analysis, experimentation, or optimization tests, using A/B or multivariate methods.</td>
</tr>
<tr>
<td></td>
<td>- Optimize digital assets, such as text, graphics, or multimedia assets, for search engine optimization (SEO) or for display and usability on internet-connected devices.</td>
</tr>
<tr>
<td></td>
<td>- Optimize shopping cart experience or Web site conversion rates against Key Performance Indicators (KPIs).</td>
</tr>
<tr>
<td></td>
<td>- Implement online customer service processes to ensure positive and consistent user experiences.</td>
</tr>
<tr>
<td></td>
<td>- Identify and develop commercial or technical specifications, such as usability, pricing, checkout, or data security, to promote transactional internet-enabled commerce functionality.</td>
</tr>
<tr>
<td></td>
<td>- Update knowledge about emerging industry or technology trends.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>4</th>
<th><strong>Coordinate project activities across teams.</strong></th>
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<tbody>
<tr>
<td></td>
<td>- Participate in the development or implementation of online marketing strategy.</td>
</tr>
<tr>
<td></td>
<td>- Collaborate with other marketing staff to integrate and complement marketing strategies across multiple sales channels.</td>
</tr>
<tr>
<td></td>
<td>- Collaborate with Web, multimedia, or art design staffs to create multimedia Web sites or other internet content that conforms to brand and company visual format.</td>
</tr>
<tr>
<td></td>
<td>- Coordinate with developers to optimize Web site architecture, server configuration, or page construction for search engine consumption and optimal visibility.</td>
</tr>
<tr>
<td></td>
<td>- Coordinate sales or other promotional strategies with merchandising, operations, or inventory control staff to ensure product catalogs are current, accurate, and organized for best findability against user intent.</td>
</tr>
<tr>
<td></td>
<td>- Prepare electronic commerce designs or prototypes, such as storyboards, mock-ups, or other content, using graphics design software.</td>
</tr>
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</table>

The above work processes will equate to approximately one year of OJL in the apprenticeship. Based on the apprentice’s work assignment, the time spent in each of the work processes will vary.
The above on-the-job-training (OJT) work process schedule is intended as a guide. The WPS need not be followed in any particular sequence, and it is understood that some adjustments may be necessary in the percentage of time spent in each of the work processes to allow for different work experiences. In all cases, the apprentice is to receive sufficient work experiences to make them fully competent and use good workmanship in all work processes, which are a part of the industry. In addition, the apprentice shall be fully instructed in safety requirements.
Apprenticeship Competencies – Behavioral

In addition to mastering all of the essential technical competencies, an apprentice must consistently demonstrate at an acceptable level the following behavioral competencies in order to complete the apprenticeship.

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<td>Focus during independent work</td>
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<td>4</td>
<td>Openness to new ideas and change</td>
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<tr>
<td>5</td>
<td>Ability to deal with ambiguity by exploring, asking questions, etc.</td>
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<td>6</td>
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<td>Able to demonstrate effective one-on-one communication skills</td>
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<td>Maintains an acceptable attendance record</td>
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<td>Reports to work on time</td>
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<td>Completes assigned tasks on time</td>
</tr>
<tr>
<td>12</td>
<td>Uses appropriate language</td>
</tr>
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<td>13</td>
<td>Demonstrates respect for clients, co-workers and supervisors</td>
</tr>
<tr>
<td>14</td>
<td>Demonstrates trust, honesty and integrity</td>
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<tr>
<td>15</td>
<td>Requests and performs work assignments without prompting</td>
</tr>
<tr>
<td>16</td>
<td>Appropriately cares for personal dress, grooming and hygiene</td>
</tr>
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<td>17</td>
<td>Maintains a positive attitude</td>
</tr>
<tr>
<td>18</td>
<td>Cooperates with and assists co-workers</td>
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<td>19</td>
<td>Follows instructions/directions</td>
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<tr>
<td>20</td>
<td>Able to work under supervision</td>
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<tr>
<td>21</td>
<td>Able to accept constructive feedback and criticism</td>
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<td>22</td>
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<td>Able to keep work area neat and clean</td>
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<td>Able to meet supervisor’s work standards</td>
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<td>26</td>
<td>Able to not let personal life interfere with work</td>
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<td>27</td>
<td>Adheres to work policies/rules/regulations</td>
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</table>
The related instruction has been developed by the employer as part of the Online Marketing Specialist apprenticeship. This instruction shall include a minimum recommended 144 hours of related instruction (RI) throughout the apprenticeship including the 5 core related instruction course topics. The curriculum is defined as a variety of courses, including self-directed web-based courses with oversight by a trainer, around which the projects and assessments are based. By defining the RI this way, all competencies required of the apprentices are met, through project work.

Alpha Works will assess each apprentice’s prior learning to determine what credit will be awarded for the RI, as well as for meeting the prerequisite and completion requirements of the apprenticeship. Prior learning will be assessed through transcripts, certifications, course credits, and/or demonstrated skills. Assigned mentors will assess apprentices for credit for prior learning at any time during the probationary period.

COURSE TOPICS

The following are the core technical course topics for the apprenticeship.

<table>
<thead>
<tr>
<th>CORE COURSE TOPICS</th>
<th>HOURS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Online Marketing Specialist Apprenticeship Orientation and Safety</td>
<td>8</td>
</tr>
<tr>
<td>Online Marketing for Beginners</td>
<td>34</td>
</tr>
<tr>
<td>Search Engine Optimization</td>
<td>34</td>
</tr>
<tr>
<td>Social Media Marketing</td>
<td>34</td>
</tr>
<tr>
<td>Pay Per Click Advertising</td>
<td>34</td>
</tr>
<tr>
<td><strong>Total Core Hours</strong></td>
<td><strong>144</strong></td>
</tr>
</tbody>
</table>

The above related instruction (RI) outline is intended as a guide. The course topics need not be followed in any particular sequence, and it is understood that some adjustments in course topics/subtopics may be necessary to allow for different learning experiences. In all cases, the apprentice is to receive sufficient RI to allow them to obtain the knowledge necessary to perform the relevant competencies using good workmanship in all work processes which are a part of the industry. In addition, the apprentice shall be fully instructed in safety requirements.
CORE COURSE TOPIC DESCRIPTIONS

Online Marketing Specialist Apprenticeship Orientation and Safety  Hours: 8

This orientation course ensures that students recognize and know how to participate in a safe environment free from harassment and one that supports diversity, acceptance and inclusion. This course will cover the topics listed below.

Learning Objectives:
- Workplace Safety
- Anti-Harassment
- Diversity & Inclusive Culture

Online Marketing for Beginners  Hours: 34

In this course, students will learn the basics of online marketing, including the purposes of marketing, commonly used tools and platforms, and effective marketing strategies. Students will practice developing online marketing content and practice analyzing marketing data reports. This course topic will cover the topics listed below.

Learning Objectives:
- Advertising & Online Marketing Strategy
- Banner & Video Ad Campaigns
- Data Collection & Tracking
- Analyzing Website Data
- Digital Media Strategies
- Email Marketing

Search Engine Optimization  Hours: 34

In this course, students will learn about how search engines, primarily Google, operate and why search engine optimization is important for businesses. Students will learn about utilizing correct keywords, how to track and analyze website metrics, and how to determine user intent to shape future marketing efforts. This course topic will cover the topics listed below.

Learning Objectives:
- Search Marketing Tactics
- Placement of Keywords
- Keyword Research
- Page Visits
- User Intent
- Website Metrics
Social Media Marketing  

In this course, students will learn about how social media platforms operate and why leveraging them for marketing efforts is an effective business practice. Students will learn about how to manage marketing campaigns on these platforms, how to stay up to date on social media trends, how to develop and position content to be shared virally, and how to maintain company brand, visual format, and voice. This course topic will cover the topics listed below.

Learning Objectives:
- Social Media Campaigns
- Viral Marketing Campaigns
- Social Media Trends
- Tracking & Reporting
- Key Performance Indicators (KPIs)
- Company Brand, Visual Format, & Voice

Pay Per Click Advertising  

In this course, students will learn about how pay per click advertising methods work and how they can be an effective sales tool for businesses. Students will learn how to pay for effective placement of advertisements, how to test and optimize through A/B tests, how to assess data and trends from marketing campaigns, and how to calculate costs and revenues associated with each click and with each campaign. This course topic will cover the topics listed below.

Learning Objectives:
- Paid Ad Placement
- A/B Tests
- Website Visitor Behavior
- Tracking Trends
- Click-Through Rates
- Cost per Click/Acquisition
- Transaction Volume & Revenue
SELECTION PROCEDURES

When an apprenticeship opening occurs, the following procedure will be followed:

A. Alternative selection method

The sponsor may select apprentices by any other method, including its present selection method, provided that the sponsor meets the requirements listed in 29 CFR §§ 30.10(b). This may include one or more of the following steps:

A. Sponsor will schedule an interview and evaluation session. All applicants who have met the minimum qualifications and have submitted the required documents will be notified of the date, time, place and/or method for the conduct of the interview. The recruiter/interviewer will record the questions asked and the general nature of the applicant's answers during this interview process. The sponsor's selecting official will evaluate each applicant interviewed on like factors taking into account the information on the application and required documents, as applicable using an Interview Guide.

B. Upon completing all interviews and analyzing the applicants' qualifications the sponsor's selecting official will make a determination using the annotated Interview Guides. Applicant(s) with the highest evaluation will be selected first. The selected applicant(s), depending on the number of vacancies offered by the advertised announcement, will be offered employment in order of evaluation and upon acceptance of employment will be placed in the apprenticeship program.

C. After all offers of employment have been extended and accepted by the selectee(s), as applicable, the remaining applicants in the pool of eligibles will be notified of their non-selection under this vacancy announcement. The non-selection notice will also include instructions on how they can apply for any future openings.

D. Qualified applicants remaining in the pool of eligibles will be kept on file for a period of two (2) years, unless the applicant is removed from the pool by their own written request or following failure to respond to an offer of employment.

E. During the two (2) year period, to update their status in the pool of eligibles, applicants who feel that their qualifications have improved since their original placement in the pool may submit evidence of such additional experience and/or training by updating their candidate profile and request reevaluation or by simply submitting a new application for subsequent vacancy announcements.

The decision of the Company with respect to the selection of apprentices is final.
Appendix A-9

WORK PROCESS SCHEDULE

AND

RELATED INSTRUCTION OUTLINE

DEVELOPED BY

Alpha Works Technologies, LLC
(a subsidiary of BW Industries, Inc. DE)

FOR THE OCCUPATION OF

UX DESIGNER
(Existing Title: User Experience Designer)
O*NET-SOC CODE: 15-1255.00  RAPIDS CODE: 2098CB
Appendix A-9

UX DESIGNER
(Existing Title: User Experience Designer)
O*NET-SOC CODE: 15-1255.00   RAPIDS CODE: 2098CB

This schedule is attached to and a part of these Standards for the above identified occupation.

1. APPRENTICESHIP APPROACH

☐ Time-based   ☒ Competency-based   ☐ Hybrid

2. TERM OF APPRENTICESHIP

The term of the apprenticeship is reasonably expected to be completed approximately in one year with an OJL attainment of all competencies of the position, supplemented by the minimum required 144 hours of related instruction.

3. RATIO OF APPRENTICES TO JOURNEYWORKERS

The apprentice to journeyworker ratio is: 5 Apprentices to 1 Journeyworker.

4. APPRENTICE WAGE SCHEDULE

Apprentices shall be paid a progressively increasing schedule of wages based on either a percentage or a dollar amount of the current hourly journeyworker wage rate, which is: $25.00 per hour.

Wage Schedule:  
1st 6 months  $17.00 per hour  
2nd 6 months  $17.50 per hour

Completion of Apprenticeship:  $25.00 per hour

Periodic review and evaluation of the apprentice’s on-the-job learning and related technical instruction will be conducted in alignment with the wage schedule established. Once the sponsor determines that an apprentice has reached full competency, the apprentice can become a journeyworker and will be compensated at least at the minimum journeyworker wage. The minimum annual wage rates may be adjusted based on regional wage scales.

5. PROBATIONARY PERIOD

Every applicant selected for apprenticeship will serve a probationary period of 500 hours.

6. SELECTION PROCEDURES

Please see page A9-10.
WORK PROCESS SCHEDULE
UX DESIGNER
(Existing Title: User Experience Designer)
O*NET-SOC CODE: 15-1255.00 RAPIDS CODE: 2098CB

Description: Design digital user interfaces or websites. Develop and test layouts, interfaces, functionality, and navigation menus to ensure compatibility and usability across browsers or devices. May use web framework applications as well as client-side code and processes. May design and test interfaces that facilitate the human-computer interaction and maximize the usability of digital devices, websites, and software with a focus on aesthetics and design.

The term of the apprenticeship shall be defined by the attainment of competencies, both technical and behavioral, of the apprenticeship as listed in the tables reasonably within one year of OJL.

Competency in the work processes outlined herein can be demonstrated through a variety of venues including: observation, proficiency demonstration/aptitude exam, questions and answers, learner’s products, simulations, project work, and/or mentor testimony or evidence as demonstrated on the job.

Alpha Works will assess each apprentice’s prior experience to determine what credit for advanced standing will be awarded for work processes schedule (WPS) and Related Instruction (RI). Prior experience will be assessed through resumes, interviews, Alpha Works job assignments and/or demonstration of competencies. Assigned mentors will assess apprentices for credit for prior experience at any time during the probationary period.

Apprenticeship Competencies – Technical

Evaluation Matrix
Work Processes Assessment

The following is a sample recommended rating system to determine competency. Mentors may utilize an equivalent tool, such as a learning plan, for documenting competency. Assessments will occur not less frequently than the wage schedule periods indicated.

<table>
<thead>
<tr>
<th>Rating System</th>
<th>Description</th>
<th>Points</th>
</tr>
</thead>
<tbody>
<tr>
<td>Exceeds All Expectations</td>
<td>Consistently exceeds performance standard established for the time in position. Achieves results above and beyond what is required. Extends themselves in their roles to exceed personally and as a team to achieve exceptional results.</td>
<td>5</td>
</tr>
<tr>
<td>Meets &amp; Exceeds Some Expectations</td>
<td>Employee not only meets all expectations in a fully satisfactory way but exceeds some of the objectives.</td>
<td>4</td>
</tr>
<tr>
<td>Meets Expectations</td>
<td>Consistently meets the performance standards established for time in position. Handles routine tasks &amp; some unexpected situation with the usual amount of supervision. Can continue to develop with coaching, advanced training or more experience</td>
<td>3</td>
</tr>
<tr>
<td>Meets Some Expectations</td>
<td>Employee occasionally meets some of the objectives related to this goal but does not meet others in a fully satisfactory way. This performance level generally indicates the need for additional coaching, training or other plan for performance improvements.</td>
<td>2</td>
</tr>
</tbody>
</table>
Does Not Meet / Meets Some Expectations

Does not consistently meet performance standards established for time in position. Requires basic training, coaching or experience to improve performance and become consistent. Additional follow up will be necessary.

Does Not Meet Expectations

Clearly and repeatedly does not meet the performance standards established for time in position. Additional follow up and specific suggestions for improvement mandatory.

Apprentices need to at least receive an average ranking of “3” across all applicable competency categories when evaluated at each of their reviews during the apprenticeship in order to be considered for any merit-based wage increases. Apprentices need to receive a “3” or better in each competency in order to complete the apprenticeship.

WORK PROCESS SCHEDULE

The following are the core UX Designer related work processes for the apprenticeship.

<table>
<thead>
<tr>
<th>Item</th>
<th>Core Work Process</th>
<th>Rating</th>
<th>Date</th>
<th>Sign-off By</th>
</tr>
</thead>
</table>
| 1    | **Design websites or web applications.**  
- Create images or other visual displays.  
- Create searchable indices for Web page content.  
- Design, build, or maintain websites, using authoring or scripting languages, content creation tools, management tools, and digital media.  
- Create Web models or prototypes that include physical, interface, logical, or data models.  
- Develop diagrams or flow charts of system operation.  
- Select programming languages, design tools, or applications.  
- Write supporting code for Web applications or websites.  
- Identify or maintain links to and from other websites and check links to ensure proper functioning.  
- Register websites with search engines to increase website traffic. | 1 | | |
| 2    | **Determine User Needs**  
- Conduct user research to determine design requirements and analyze user feedback to improve design quality.  
- Develop new visual design concepts and modify concepts based on stakeholder feedback.  
- Identify problems uncovered by testing or customer feedback, and correct problems or refer problems to appropriate personnel for correction.  
- Develop and document style guidelines for website content.  
- Collaborate with management or users to develop e-commerce strategies and to integrate these strategies with websites. | | | |
| 3    | **Manage the Design Process**  
- Direct and execute pre-production activities, such as | | | |
creating moodboards or storyboards and establishing a project timeline.
- Collaborate with web development professionals, such as frontend or back-end developers, to complete the full scope of web development projects.
- Develop website maps, application models, image templates, or page templates that meet project goals, user needs, or industry standards.
- Develop or implement procedures for ongoing website revision.
- Develop, validate, and document test routines and schedules to ensure that test cases mimic external interfaces and address all browser and device types.
- Incorporate technical considerations into website design plans, such as budgets, equipment, performance requirements, or legal issues including accessibility and privacy.
- Perform or direct website tests and updates according to planned schedules, or after any website or product revision.
- Provide clear, detailed descriptions of website specifications, such as product features, activities, software, communication protocols, programming languages, and operating systems software and hardware.

The above work processes will equate to approximately one year of OJL in the apprenticeship. Based on the apprentice’s work assignment, the time spent in each of the work processes will vary.

The above on-the-job-training (OJT) work process schedule is intended as a guide. The WPS need not be followed in any particular sequence, and it is understood that some adjustments may be necessary in the percentage of time spent in each of the work processes to allow for different work experiences. In all cases, the apprentice is to receive sufficient work experiences to make them fully competent and use good workmanship in all work processes, which are a part of the industry. In addition, the apprentice shall be fully instructed in safety requirements.
Apprenticeship Competencies – Behavioral

In addition to mastering all of the essential technical competencies, an apprentice must consistently demonstrate at an acceptable level the following behavioral competencies in order to complete the apprenticeship.

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COURSE TOPICS

The following are the core technical course topics for the apprenticeship.

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</tr>
<tr>
<td>Websites for Beginners</td>
<td>34</td>
</tr>
<tr>
<td>Mobile-Friendly Websites</td>
<td>34</td>
</tr>
<tr>
<td>JavaScript for Beginners</td>
<td>34</td>
</tr>
<tr>
<td>React</td>
<td>34</td>
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<tr>
<td><strong>Total Core Hours</strong></td>
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The above related instruction (RI) outline is intended as a guide. The course topics need not be followed in any particular sequence, and it is understood that some adjustments in course topics/subtopics may be necessary to allow for different learning experiences. In all cases, the apprentice is to receive sufficient RI to allow them to obtain the knowledge necessary to perform the relevant competencies using good workmanship in all work processes which are a part of the industry. In addition, the apprentice shall be fully instructed in safety requirements.
CORE COURSE TOPIC DESCRIPTIONS

**UX Designer Apprenticeship Orientation and Safety**  
Hours: 8

This orientation course ensures that students recognize and know how to participate in a safe environment free from harassment and one that supports diversity, acceptance and inclusion. This course will cover the topics listed below.

**Learning Objectives:**
- Workplace Safety
- Anti-Harassment
- Diversity & Inclusive Culture

**Websites for Beginners**  
Hours: 34

In this course, students will learn basic web development using web markup languages. Students will build websites and pages using the best practices of website developers. This course topic will cover the topics listed below.

**Learning Objectives:**
- Design Websites
- Images & Visual Displays
- Design Tools
- Website Content
- Website Maps
- Image Templates

**Mobile-Friendly Websites**  
Hours: 34

This course will cover development of dynamic websites that are adaptable and responsive to different sized devices. Students will learn how to build websites and pages that are optimized for mobile devices and various screen sizes. This course topic will cover the topics listed below.

**Learning Objectives:**
- Content Creation Tools
- Diagrams
- Flow Charts
- Design Requirements
- Project Timelines
- Device Types

**JavaScript for Beginners**  
Hours: 34

In this course, students will learn the basics of programming through the language of JavaScript. Students will build interactive applications and webpages. This course topic will cover the topics listed below.
**React**

In this course, students will learn how to use the JavaScript library, ReactJS, to build user interfaces and components. They will develop mobile applications that adhere to user design guidelines and incorporate learnings from other applications in the full-stack framework. This course topic will cover the topics listed below.

**Learning Objectives:**
- Web Applications
- System Operation
- User Needs
- E-Commerce Strategies
- Moodboards & Storyboards
- Application Models
SELECTION PROCEDURES

When an apprenticeship opening occurs, the following procedure will be followed:

A. Alternative selection method

The sponsor may select apprentices by any other method, including its present selection method, provided that the sponsor meets the requirements listed in 29 CFR §§ 30.10(b). This may include one or more of the following steps:

A. Sponsor will schedule an interview and evaluation session. All applicants who have met the minimum qualifications and have submitted the required documents will be notified of the date, time, place and/or method for the conduct of the interview. The recruiter/interviewer will record the questions asked and the general nature of the applicant’s answers during this interview process. The sponsor’s selecting official will evaluate each applicant interviewed on like factors taking into account the information on the application and required documents, as applicable using an Interview Guide.

B. Upon completing all interviews and analyzing the applicants’ qualifications the sponsor’s selecting official will make a determination using the annotated Interview Guides. Applicant(s) with the highest evaluation will be selected first. The selected applicant(s), depending on the number of vacancies offered by the advertised announcement, will be offered employment in order of evaluation and upon acceptance of employment will be placed in the apprenticeship program.

C. After all offers of employment have been extended and accepted by the selectee(s), as applicable, the remaining applicants in the pool of eligibles will be notified of their non-selection under this vacancy announcement. The non-selection notice will also include instructions on how they can apply for any future openings.

D. Qualified applicants remaining in the pool of eligibles will be kept on file for a period of two (2) years, unless the applicant is removed from the pool by their own written request or following failure to respond to an offer of employment.

E. During the two (2) year period, to update their status in the pool of eligibles, applicants who feel that their qualifications have improved since their original placement in the pool may submit evidence of such additional experience and/or training by updating their candidate profile and request reevaluation or by simply submitting a new application for subsequent vacancy announcements.

The decision of the Company with respect to the selection of apprentices is final.