

Apprenticeship Program Summary Sheet

Division of Apprenticeship Standards (DAS)

To: Eric Rood, Chief
From: Tsegay Arefaine
Cc: Program Planning and Review
Date: July 13, 2020.

Program Name: Woz U Enterprise Technology Apprenticeship Program

Industry(s): Information Technology

DAS File No.: 100574

CAI Grant Awardee: No

ACTIONS:

- Proposed New Apprenticeship Program
 - Existing Apprenticeship Program Expanding Occupations
 - Existing Apprenticeship Program Expanding Jurisdiction
 - Existing Apprenticeship Program Changing Work Processes or Related & Supplemental Instruction on Approved Occupations
-

LABOR ORGANIZATIONS REPRESENTING ANY OF THE APPRENTICES:

“None”

Apprenticeship Program Summary Sheet

DISCLAIMER OF INTEREST IN THE BUILDING TRADES AND DISPATCH RESTRICTION

The Woz U Enterprise Technology Apprenticeship Program is not intended to train in the building and construction trades within the meaning of Labor Code section 3075, and is not eligible to dispatch apprentices to projects with public works, prevailing wage, or skilled and trained workforce requirements.

The Woz U Enterprise Technology Apprenticeship Program will not train or dispatch apprentices for any other employer.

COMMENTS:

This program brings together three organizations committed to making a step change in World Class Registered Apprenticeships in a high demand industry and job roles.

Infosys, established in 1981, is a NYSE listed global consulting and IT services company with more than 228,000 employees. From a capital of US\$ 250, they have grown to become a US\$ 11.8 billion (FY19 revenues) company with a market capitalization of approximately US\$ 47.7 billion. Infosys have a national "Localization" program where they are supporting a world-class apprenticeship program, integrated into their long-term strategy as a key route to train, employ and retain a diverse and highly skilled workforce across America.

Woz U is an EdTech enterprise that is revolutionizing education and training by providing employers with world-class technology curricula and training through registered apprenticeships. Their vision is to disrupt the current education and training model and create and power a new learning and apprenticeship ecosystem to elevate human capital in technical careers.

With the ultimate disrupter Steve "Woz" Wozniak as their co-founder and namesake, their unique Education-as-a-Service business model is designed to help governments, schools and businesses sustain their ever-changing technical skill gaps and talent demands.

Steve Wozniak's Woz U has also joined forces with Maryland-based TranZed Apprenticeships to develop these world-class apprenticeships to meet in-demand jobs, like cybersecurity, data science, and mobile and web development. The dynamic "Modern Apprenticeship" partnership, with Woz U providing World Class Curriculum and TranZed's experience and expertise as a national intermediary, leading on quality assurance, compliance and management of the program, ensures that we have all the key ingredients to ensure a successful, long-term world class apprenticeship program, that will continue to grow year on year with Infosys and other global employers that we are starting to engage with.

Apprenticeship Program Summary Sheet

The Woz U Enterprise Technology Apprenticeship Program, oversees the apprenticeship program herein and seeks approval from the Department of Industrial Relations, Division of Apprenticeship Standards for the following items:

PROPOSED OCCUPATION(S) & WAGE RATES(S):

- Network & Computer Systems Administrator (Application Support)

O*Net: 15-1142.00

Journeyman Wage: \$21.63

Proposed Apprentices Wage(s): \$19.23

Proposed No. of Apprentices: 20-30

- Application Developer (Application Developer)

O*Net: 15-1031.00

Journeyman Wage: \$21.63

Proposed Apprentices Wage(s): \$19.23

Proposed No. of Apprentices: 20-30

- Computer Support Specialist (End User Computing)

O*Net: 15-1151.00

Journeyman Wage: \$21.63

Proposed Apprentices Wage(s): \$19.23

Proposed No. of Apprentices: 20-30

LIST OF PROPOSED EMPLOYER(S):

Infosys
555 Mission St., Suite 1950
San Francisco, CA 94105

Woz U Enterprise Technology Apprenticeship Program

Program Standards

Adopted on

DAS File No. 100574

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**Apprenticeship Standards
Incorporating and Adopting
U.S. Department of Labor, Office of Apprenticeship
Approved Standards**

Woz U Enterprise Technology Apprenticeship Program

(443) 653-2121

NAME OF EMPLOYER (PROGRAM SPONSOR)				TELEPHONE NO
8444 N. 90 th Street #100	Scottsdale, AZ	85258	Maricopa	
STREET ADDRESS	CITY	ZIP CODE	COUNTY	

Network and Computer Systems

Administrator

(Application Support)

O*NET Code, 15-1142.00

Application Developer

(Application Developer)

O*NET Code, 15-1131.00

Computer Support Specialist

(End User Computing)

O*NET Code, 15-1151.00

OCCUPATIONS

See Attachment "A" -- Approved Standards by U.S. Department of Labor Office of Apprenticeship that are herein incorporated adopted into these Standards

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

There is hereby established the above named master apprenticeship committee. The committee shall consist of equal number labor members and members representing employer's signatory hereto. Employer committee members will be selected as outlined in the rules & regulations. In addition, thereto, there shall be one apprenticeship consultant representing the Division of Apprenticeship Standards and 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.

These standards shall apply to the employer and employee organizations signatory hereto, their members, to other employers who subscribe hereto or who are party to collective bargaining agreements with an employee organization(s) participating in this program, an "Employer Subscription Agreement" (DAS-752) will be provided to specify the information particular to that employer as noted herein, including the option to waive or offer participation on the committee, employer committee members will be selected as outlined in the rules & regulations.

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 master apprenticeship committee 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 occupation, ratio, work terms of the 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 establish a Joint Apprenticeship Training Committee (JATC) to 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, color, religion, national origin or sex. The sponsor will take affirmative action to provide equal opportunity in apprenticeship for both minorities and women. The sponsor select apprentices on the basis of qualifications alone, through fair and impartial procedures applied uniformly to all applicants will operate the apprenticeship program 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 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; (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 California Apprenticeship Council; (10) grant apprentices credit for previous experience; (11) develop disciplinary procedures for apprentices including fair hearings; (12) provide training in the recognition of illegal discrimination and sexual harassment; (13) ensure there is meaningful representation of the apprentice in the management of the program; (14) participate in the development or comply with training criteria where such have been adopted; (15) create an adequate mechanism to be used for the rotation of apprentices through all work processes; (16) submit programs ability including financial ability CCR 212.2 (a, 5) (proof attached); (17) submit an annual Self-Assessment Review and Program Improvement Plan annually to the Chief of DAS.

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 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 California Apprenticeship Council. 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. [See Attachment "B" – California Apprenticeship Agreement (DAS-1)].

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. 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. Overtime shall not interfere with or impair training or schooling nor be detrimental to the health and safety of the apprentice. Establish a mechanism to rotate apprentices from work processes to work processes to assure complete training.

7. Wages and Wage Progression – Labor Code §3078; CCR §208 (a) (c-1, 2, 5, 6), §212 (a5)

The wages shall be a progressively increasing wage, employee benefits and other compensation as set by Section CCR §208. Hours of related instruction and required school time shall 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 schoolwork at a time when the employment of the apprentice has been temporarily or permanently terminated.

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

The California Apprenticeship Council will issue a Certificate of Completion to apprentices upon receipt of competent evidence of their satisfactory completion of apprenticeship hereunder.

10. 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.

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

12. Where applicable if the employer(s) 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-752).

13. The foregoing standards are hereby agreed to and adopted on: July 2, 2020 (date)

14. Employer Organization Designee:

By Paul Champion  Title Director of Apprenticeship July 2, 2020
Employer Designee (date)

15. Labor Organization Designee:

By _____ Title _____
Labor Designee (date)

16. Sponsors designee authorized to administer the apprenticeship program:

Coordinator
Paul Champion Director of Apprenticeship
NAME TITLE

17. Private Sector Partnership Designee:

By _____ Title _____
Private Sector Partnership Designee (date)

18. The foregoing standards, being in conformity with the rules and regulations of the California Apprenticeship Council and the California Code of Regulations, and applicable Federal Regulations are hereby approved on _____ effective _____

By Tsegay Arefaine July, 2 2020 _____
Apprenticeship Consultant Date Eric Rood, Chief, Division of Apprenticeship Standards Date

Address: **Department of Industrial Relations
Division of Apprenticeship Standards
1515 Street, Ste. 301
Oakland, CA 94612**

Phone: (415) 703-4920

Note: Integration of IBM's US Department of Labor, Office of Apprenticeship approved standards into this template represent an apprenticeship partnership between the State of California and IBM.

Registered Apprenticeship Standards

National Program Standards

WOZ U ENTERPRISE

Occupation: *Application Development*

O*NET-SOC Code(s): *15-1031.00* **RAPIDS Code(s):** *1129HY*

Occupation: *End User Computing (existing title: Computer Support Specialist)*

O*NET-SOC Code(s): *15-1151.00* **RAPIDS Code(s):** *1131HY*

Occupation: *Application Support (existing title: Network and Computer Systems Administrator)*

O*NET-SOC Code(s): *15-1142.00* **RAPIDS Code(s):** *1132HY*

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**

(For Government Use Only)

Certified By: _____

Signature: _____

Signature: _____

Title: Administrator
Office of Apprenticeship

Title: _____

Date: _____

Check here if these are revised standards

Registration Number: 2020-ZA-76009

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SECTION I – STANDARDS OF APPRENTICESHIP 29 CFR § 29.5

A. **Responsibilities of the sponsor:** *Woz U Enterprise* must conduct, operate, and administer this program in accordance with all applicable provisions of Title 29 Code of Federal Regulations (CFR) parts 29 and 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 Title 29, CFR part 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 polices, 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 18 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 *High School Diploma or GED*
- There is a physical requirement of _____
- The following aptitude test(s) will be administered *Must attain a score of 20 on the Wonderlic aptitude test.*

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 spent related instruction classes. Insert Work Process Schedule and Related Instruction Outline at Appendix A.

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. *Woz U Enterprise* will evaluate the request for credit and make a determination during the apprentice’s probationary period.

Additional requirements for an apprentice to receive credit for previous experience (optional):

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. Insert

probationary period at Appendix A.

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

Every apprenticeship program is required to provide an apprenticeship ratio of 3:1 apprentices to Journeyworkers for adequate supervision. Insert ratio at Appendix A.

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. Insert the progressive wage schedule at Appendix A.

I. Equal Employment Opportunity and Affirmative Action

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

Woz U Enterprise 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.

Woz U Enterprise 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.

[Optional] The equal opportunity pledge applies to the following additional protected bases (as applicable per the sponsor’s state or locality):

2. Affirmative Action Program - 29 CFR §§ 29.5(b)(21), 30.4, and 30.10

Woz U Enterprise acknowledges that it will adopt an affirmative action plan in accordance with 29 Title 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

Name: *Paul Champion*

Address: *6802 McClean Blvd, Baltimore, Maryland, 21234.*

Telephone Number: *443-653-2121*

Email Address: *paul.champion@wozenterprise.com*

- 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. Any complaint described in that cannot be resolved by the program sponsor to the satisfaction of all parties may be submitted to the Registration Agency. Complaints may be filed with the Registration Agency at:

Name: *Charles A. McNeil III*

Address: *U.S. Department of Labor | ETA | Office of Apprenticeship | Region 1 | Boston*

15 New Sudbury St | JFK Bldg., E-350 | Boston, MA | 02203

Telephone Number: *617-788-0153*

Email Address: *McNeil.Charles@dol.gov*

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 .

Name: Charles A. McNeil III

Address: U.S. Department of Labor | ETA | Office of Apprenticeship | Region 1 | Boston
15 New Sudbury St | JFK Bldg., E-350 | Boston, MA | 02203

Telephone Number: 617-788-0153

Email Address: McNeil.Charles@dol.gov

L. Reciprocity of Apprenticeship Programs 29 CFR § 29.13 (a)(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)*

SECTION III - SIGNATURES

OFFICIAL ADOPTION OF APPRENTICESHIP STANDARDS

The undersigned sponsor hereby subscribes to the provision of the Apprenticeship Standards formulated and registered by Woz U Enterprise, on this ___ day of _____, 2020.

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.

Signature of Sponsor (designee)

Chris Coleman
Printed Name

Signature of Sponsor (designee)

Paul Champion
Printed Name

SECTION IV - DISCLOSURE AGREEMENT (Optional)

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

Signature

Chris Coleman
Printed Name

Date

Appendix A

WORK PROCESS SCHEDULE

AND

RELATED INSTRUCTION OUTLINE

For

APPLICATION SUPPORT

(Existing Title: Network and Computer System

Administrator)

Appendix A

WORK PROCESS SCHEDULE

Application Support

(existing title: NETWORK AND COMPUTER SYSTEMS ADMINISTRATOR)

O*NET-SOC CODE: 15-1142.00 RAPIDS CODE: 1132HY

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 1 year with an OJL attainment of 2188 hours, supplemented by the minimum required 318 hours of related instruction.

3. RATIO OF APPRENTICES TO JOURNEYWORKERS

The apprentice to journeyworker ratio is: 3 Apprentice(s) to 1 Journeyworker(s).

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: \$21.63.

Wage Schedule

1 Year Apprenticeship

1st 6 months - \$19.23 per hour

2nd 6 months - \$20.43 per hour

Completion of Apprenticeship - \$21.63

5. PROBATIONARY PERIOD

Every applicant selected for apprenticeship will serve a probationary period of #13 weeks.

6. SELECTION PROCEDURES

Apprentices shall be selected on the basis of objective and specific qualification standards. Examples of such standards are fair aptitude tests, school diplomas or equivalent, occupationally essential health requirements, fair interviews, school grades and previous work experience.

Where interviews are used, adequate records shall be kept including a brief summary of each interview and the conclusions on each of the specific factors (e.g. motivation, ambitions and willingness to accept direction which are part of the total judgement).

A. *Creation of Pool of Eligible Applicants.* The sponsor shall create a pool of eligible applicants that meet the minimum qualifications stated below:

i. *Qualification Standards.* In order to be admitted into the pool of eligible applicants, an applicant must satisfy the following criteria:

1. Must be at least 18 years of age.
2. Must have a high school diploma or GED; and
3. Must attain a score of 20 on the Wonderlic aptitude test. *

* *Wonderlic Tests.* The Wonderlic Test, which is a widely used psychometric test that is utilized in order to determine a prospective employee or student's aptitude and problem-solving skills in the shortest amount of time possible. The Test is comprised of 50 multiple-choice questions revolving around the areas of math, reasoning, general knowledge, and logic. Successful candidates are required to attain a minimum score of 20 to gain entry into the pool.

B. *Notice.* All applicants who meet the requirements for admission shall be notified and placed in the eligibility pool. The sponsor shall give each rejected applicant who is not selected for the pool or the program notice of his or her rejection, including the reasons for the rejection, the requirements for admission to the pool of eligible applicants, and the appeal rights available to the applicant.

C. *Oral Interviews and Acceptance in the Program.* Once an applicant is placed in the eligibility pool, and before selection for apprenticeship from the pool, he or she will be required to submit to oral interviews with the sponsor and/or a potential employer. Oral interviews shall be limited only to objective questions that may be required to determine the fitness of applicants to enter the Apprenticeship Program and may not include questions relating to qualifications previously determined in gaining entrance to the eligibility pool. When an oral interview is used, the same questions shall utilize the same standards questions, and each interviewer shall record the questions and the general nature of the applicant's answers and shall prepare a summary of any conclusions. Accepted applicants will receive a letter of intent to hire. Once accepted into the program / pool, the applicant's information and apprentice profile pack will be developed in order to present them to prospecting employers for open apprenticeship vacancies. As part of the eligible pool of candidates, applicants will have continued support to information, advice and guidance and continued professional development and industry recognized learning, to improve their knowledge and skills, therefore improving their potential of successfully filling an open apprenticeship vacancy. Applicants rejected from the pool of eligible applicants on the basis of an oral interview shall be given a written statement of the rejection, the reasons for it, clear information, advice, guidance

and signposting to enable them to improve their industry skills along with the appeal rights available to the applicant.

D. Employment Acceptance. When employment opportunities become available, relevant applicants will be notified of the details of the opportunity. Each applicant so notified will have 7 days to request that they be considered for employment in these opportunities. The Sponsor shall refer to each Employer seeking apprentices, interested and suitable applicants that meet the day one requirements set by the employer through the engagement process. The Sponsor shall select the applicants for referral using the information from the oral interview in conjunction with the Employer's particular need (which need maybe related to required school diplomas or equivalent, availability of transportation to Employer's place of business, and previous work experience and current level of technical skills, among other criteria) to choose the Applicants with the greatest opportunity for success with the particular employer. In selecting applicants for referral to Employers, the sponsor shall comply with its Affirmative Action Plan, in an effort to achieve its goals. An applicant is formally accepted in the Apprenticeship Program upon accepting an offer of employment from an Employer and signing an Apprenticeship Agreement. Any Employer may choose to conduct a background check after making a conditional offer of employment to an Applicant but prior to making a final, formal offer of employment. Employers shall be required to conduct background checks in accordance with all applicable local, state and federal laws and regulations.

E. Time to Report to Apprenticeship. Applicants who have been accepted in an Apprenticeship Program shall be afforded a reasonable period of time in light of the customs and practices of the industry for reporting for work. All applicants shall be treated equally in determining this period of time. It shall be the responsibility of the applicant to keep the Sponsor informed of his or her current mailing address. Upon request, a sponsor may restore to the list of eligible applicants who have been removed from the list or who have failed to respond to an apprenticeship job opportunity.

WORK PROCESS SCHEDULE
APPLICATION SUPPORT
(Existing Title: Network and Computer System Administrator)
O*NET-SOC CODE: 15-1142.00 RAPIDS CODE: 1132HY

Work Process Hours		On-the-job Learning Hours
		Min - Max
Monitoring & Management		
1	Knowledge of coding languages used by the organization	100-150
2	Identifying and resolving technical issues	80-95
3	Delivering regular and customized training to teams within the business	20-40
4	Knowledge of how to review an application's code as part of a peer group	90-100
5	Providing technical support to teams within the organization, and to external clients when required	50-75
6	Monitor Alert logs of computer systems performance to ensure optimum performance.	24-40
7	Knowledge of the process to review and provide input to design specifications.	24-40
Reporting & Incident Management		
1	Provide entry to mid-level incident management for software maintenance or use	60-80
2	Preparing maintenance plans and upgrading schedules for the organization's systems	75-95
3	Knowledge of how to evaluate, implement and document application enhancements	60-80
4	Classifying end user problems and prioritize requests	35-55
5	Following up with clients to ensure the problem is resolved.	20-30
6	Maintain and update existing documentation describing system and library software capabilities	65-85
7	Developing reports for teams across the business	65-85
Database & Security		
1	Knowledge of common information security risks and threats	80-100
2	Knowledge of how to perform system maintenance for application security	80-100
3	Verifying data conformance, accuracy and completeness.	90-110
4	Perform system maintenance for application security	80-95
5	Analyze project data to determine specifications or requirements.	90-110
6	Ability to perform unit testing and support reworking of code	90-110
Implement, Support and Maintain Applications		
1	Design, install, and execute planned changes and specific patching within software applications.	95 - 00
2	Support the testing, debugging and deployment of applications.	95-100
3	Consult with users regarding programming, data processing, and/or debugging problems of minimum complexity	80-100
4	Coordinate software or hardware installation, upgrades and patching	85-110
5	Transition an application to a new platform	80-100
6	Ability to understand log monitoring and carry out preventative health checks.	85-90
7	Ability to revise and adapt existing code to meet emerging requirements	90-110
8	Maintain and modify existing programs to assure adherence to specifications or convention changes;	80-100
9	Knowledge of how to develop a release plan for an application	60-75
10	Knowledge of how to transition an application to a new system	80-100
11	Knowledge of how to maintain and support applications	80-100
Total Work Process Hours		2188-2760

RELATED INSTRUCTION OUTLINE

APPLICATION SUPPORT

(Existing Title: Network and Computer System Administrator)

O*NET-SOC CODE: 15-1142.00 RAPIDS CODE: 1132Y

Related Instruction Descriptions:

Module	Topics	Hours
Computer Fundamentals	Fundamentals of Computers: The Impact of Digital Technology; Computers and the Internet; Security and Ethics	12
Programming Fundamentals – Part 1	Intro to Programming: Algorithms and Pseudo Code; Variables; Data Types; Operators; Intro to Functions; Collections – string, set, dictionary; Control Structure	18
Programming Fundamentals – Part 2	Programming Fundamentals: Arguments; Types of Arguments; Variables and their Scope; Exception Handling; Modules and Packages; Libraries and Functions w.r.t. String and List; Intro to OOP; Class and Objects; Constructors; Class Diagram; Static Variables and Methods	24
Database Management System	Intro to DBMS: Entities and Relationships; SQL Commands and Data Types; Create, Read, Update, and Delete Tables; Functions, Joins, and Subqueries (Only Independent Subqueries); Intro to NoSQL	18
Overview	ITIL: Service Life Cycle; Service Desk; Dimensions of Service Management; Incident Management in Detail	12
Unix Shell Scripting	Unix: Basic Unix Commands; Shell Scripting	18
Oracle DB and PL SQL	Basics of Oracle DB: Introduction to PL/SQL; Introduction to Exception Handling and Subprogram	18
Introduction to Application Operations Support	Basics of Middleware: Introduction to the Various Administrative Tasks in MW; Administration using WebLogic, WebSphere, and Jboss	18
Tomcat Administration and Java Application Support	Tomcat Administration and Java Application Support: Introduction to Tomcat Application Server; Understanding Tomcat; Securing Tomcat; Deploying a WAR file in Tomcat; Monitor Tomcat Under Load; Tomcat Scaling and Performance Settings; Writing a Java Servlet Application for Tomcat	18
Other Generic Skill Set – Alert Monitoring	Introduction to Application Monitoring: Overview; Understanding Application Health Checks; Monitoring Tools; Introduction to Nagios; Understanding Alerts; Debugging and Troubleshooting Alerts; Escalation; Security in Application Monitoring	6
Other Generic Skill Set – Job Monitoring	Introduction to Job Monitoring: Understanding Job Health Checks; Managing Jobs	3
Other Generic Skill Set – Application Health Check	Application Health Check: Understanding Smoke Tests; Manual Application Health Checks	3
Other Generic Skill Set – Soft Skills	Soft Skills: Critical Thinking; Written Communication; Verbal Communication; Evaluating Evidence; Conflict Resolution; How Culture Plays a Role	6
Set up an Azure Machine Learning workspace	Create an Azure Machine Learning workspace, manage data objects in an Azure Machine Learning workspace, Manage experiment compute contexts	36
Run experiments and train models	Create models by using Azure Machine Learning Designer, Run training scripts in an Azure Machine Learning workspace, Generate metrics from an experiment run, Automate the model training process	45
Optimize and manage models	Use Automated ML to create optimal models, Use Hyperdrive to tune hyperparameters, Use model explainers to interpret models, Manage models	25
Deploy and consume models	Create production compute target, deploy a model as a service, create a pipeline for batch inferencing, publish a designer pipeline as a web service	38
Related Instruction Maximum Hours		318

Appendix A

WORK PROCESS SCHEDULE

AND

RELATED INSTRUCTION OUTLINE

For

APPLICATION DEVELOPER

Appendix A

WORK PROCESS SCHEDULE

Application Developer

O*NET-SOC CODE: 15-1031.00 RAPIDS CODE: 1129HY

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 1.5 year with an OJL attainment of 2625 hours, supplemented by the minimum required 449 hours of related instruction.

3. RATIO OF APPRENTICES TO JOURNEYWORKERS

The apprentice to journeyworker ratio is: 3 Apprentice(s) to 1 Journeyworker(s).

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: \$21.63.

Wage Schedule

1 Year Apprenticeship

1st 6 months - \$19.23 per hour

2nd 6 months - \$20.43 per hour

Completion of Apprenticeship - \$21.63

5. PROBATIONARY PERIOD

Every applicant selected for apprenticeship will serve a probationary period of 13 weeks.

6. SELECTION PROCEDURES:

Apprentices shall be selected on the basis of objective and specific qualification standards. Examples of such standards are fair aptitude tests, school diplomas or equivalent, occupationally essential health requirements, fair interviews, school grades and previous work experience.

Where interviews are used, adequate records shall be kept including a brief summary of each interview and the conclusions on each of the specific factors (e.g. motivation, ambitions and willingness to accept direction which are part of the total judgement).

A. *Creation of Pool of Eligible Applicants.* The sponsor shall create a pool of eligible applicants that meet the minimum qualifications stated below:

- i. *Qualification Standards.* In order to be admitted into the pool of eligible applicants, an applicant must satisfy the following criteria:
 1. Must be at least 18 years of age.
 2. Must have a high school diploma or GED; and
 3. Must attain a score of 20 on the Wonderlic aptitude test. *

* *Wonderlic Tests.* The Wonderlic Test, which is a widely used psychometric test that is utilized in order to determine a prospective employee or student's aptitude and problem-solving skills in the shortest amount of time possible. The Test is comprised of 50 multiple-choice questions revolving around the areas of math, reasoning, general knowledge, and logic. Successful candidates are required to attain a minimum score of 20 to gain entry into the pool.

B. *Notice.* All applicants who meet the requirements for admission shall be notified and placed in the eligibility pool. The sponsor shall give each rejected applicant who is not selected for the pool or the program notice of his or her rejection, including the reasons for the rejection, the requirements for admission to the pool of eligible applicants, and the appeal rights available to the applicant.

C. *Oral Interviews and Acceptance in the Program.* Once an applicant is placed in the eligibility pool, and before selection for apprenticeship from the pool, he or she will be required to submit to oral interviews with the sponsor and/or a potential employer. Oral interviews shall be limited only to objective questions that may be required to determine the fitness of applicants to enter the Apprenticeship Program and may not include questions relating to qualifications previously determined in gaining entrance to the eligibility pool. When an oral interview is used, the same questions shall utilize the same standards questions, and each interviewer shall record the questions and the general nature of the applicant's answers and shall prepare a summary of any conclusions. Accepted applicants will receive a letter of intent to hire. Once accepted into the program / pool, the applicant's information and apprentice profile pack will be developed in order to present them to prospecting employers for open apprenticeship vacancies. As part of the eligible pool of candidates, applicants will have continued support to information, advice and guidance and continued professional development and industry recognized learning, to improve their knowledge and skills, therefore improving their potential of successfully filling an open apprenticeship

vacancy. Applicants rejected from the pool of eligible applicants on the basis of an oral interview shall be given a written statement of the rejection, the reasons for it, clear information, advice, guidance and signposting to enable them to improve their industry skills along with the appeal rights available to the applicant.

D. Employment Acceptance. When employment opportunities become available, relevant applicants will be notified of the details of the opportunity. Each applicant so notified will have 7 days to request that they be considered for employment in these opportunities. The Sponsor shall refer to each Employer seeking apprentices, interested and suitable applicants that meet the day one requirements set by the employer through the engagement process. The Sponsor shall select the applicants for referral using the information from the oral interview in conjunction with the Employer's particular need (which need maybe related to required school diplomas or equivalent, availability of transportation to Employer's place of business, and previous work experience and current level of technical skills, among other criteria) to choose the Applicants with the greatest opportunity for success with the particular employer. In selecting applicants for referral to Employers, the sponsor shall comply with its Affirmative Action Plan, in an effort to achieve its goals. An applicant is formally accepted in the Apprenticeship Program upon accepting an offer of employment from an Employer and signing an Apprenticeship Agreement. Any Employer may choose to conduct a background check after making a conditional offer of employment to an Applicant but prior to making a final, formal offer of employment. Employers shall be required to conduct background checks in accordance with all applicable local, state and federal laws and regulations.

E. Time to Report to Apprenticeship. Applicants who have been accepted in an Apprenticeship Program shall be afforded a reasonable period of time in light of the customs and practices of the industry for reporting for work. All applicants shall be treated equally in determining this period of time. It shall be the responsibility of the applicant to keep the Sponsor informed of his or her current mailing address. Upon request, a sponsor may restore to the list of eligible applicants who have been removed from the list or who have failed to respond to an apprenticeship job opportunity.

WORK PROCESS SCHEDULE

Application Developer

O*NET-SOC CODE: 15-1031.00 RAPIDS CODE: 1129HY

Work Process Hours		On-the-job Learning Hours
Analyze & Design Applications		Min-Max
1	Knowledge of the organization's design principles used for application development	24-40
2	Knowledge of the process to review and provide input to design specifications.	24-40
Develop Applications		Min-Max
1	Knowledge of coding languages used by the organization	200-250
2	Knowledge of the application development process including coding, documentation and testing	80-100
3	Knowledge of how to review an application's code as part of a peer group	90-120
4	Knowledge of how to revise and adapt existing code to meet emerging requirements	90-120
5	Ability to write and document the code used by the organization for application development	100-150
6.	Ability to integrate application subsystems	80-100
7	Ability to revise and adapt existing code to meet emerging requirements	90-110
8	Ability to understand log monitoring and carry out preventative health checks.	85-90
Test & Validate Applications		Min-Max
1	Ability to perform unit testing and rework code	80-100
2	Ability to conduct a peer review of an application's code	60-75
3	Ability to create and test prototypes as pare to the development process	60-75
4	Knowledge of the process for developing a test plan for an application	85-100
5	Ability to perform validation testing on new applications	100-110
6	Knowledge of how to validate user documentation	75-85
7	Knowledge of how to interpret test results and make recommendations	80-95
8	Knowledge of how to support user acceptance testing	90-110
Implement, Support and Maintain Applications		Min-Max
1	Knowledge of how to develop a release plan for an application	60-75
2	Knowledge of how to develop a user training plan for an application	75-90
3	Knowledge of how to transition an application to a new system	85-100
4	Knowledge of how to maintain and support applications	100-120
5	Knowledge of how to evaluate, implement and document application enhancements	100-110
6	Knowledge of how to perform system maintenance for application security	100-140
7	Knowledge of common information security risks and threats	100-120
Total Work Process Hours		2113-2625

RELATED INSTRUCTION OUTLINE

Application Developer

O*NET-SOC CODE: 15-1031.00

RAPIDS CODE: 1129

Module	Topics	Hours
Computer Fundamentals	Overview of computer fundamentals, parts of computer system, common commands, terminology, and components to include computer architecture, history/trends, and computational theory.	3
Core C#	Basic and Advanced Programming, Design Pattern Overview, Async and Parallel Programming, Visual Studio 2019, Azure and AWS.	40
Backend – Core SQL and Data Access	Basic and advanced SQL -DML/DDDL, and Cloud-Based, include SSRS (SQL Server Reporting Services)	30
ASP.NET	Basic and Advanced MVC, Webforms/IIS, Browser Developer Tools, Azure and AWS Environment	50
User Interface	Angular 8, JavaScript, HTML, and CSS	48
Web Services	Basic and Advanced SOA, Restful Web Services, Service Security, Testing and Performance and Microservices.	24
Cloud Platform	High Level Overview of Cloud Platforms (AWS, Azure), various services, advantages	6
Dev Ops	Basic and Advanced CI, Server Configurations, Deployment Package, Code Analysis, Test Runner, GitHub, Slack, AWS EC2, Azure, UpSource, and Pivotal Tracker.	24
Core .NET or JAVA* *(Choice dependent upon workplace requirements)	Understanding .NET Framework Concepts, Namespaces and Classes in the .NET Framework, .NET Code Compilation, Basic and Advanced Programming, Design Pattern Overview, Async and Parallel Programming, JDK, Spring Tools, Junit, Azure and AWS	150
Services	Basic and Advanced SOA, Restful Web Services, Service Security, Testing and Performance and Microservices. AWS Lambda	24
Client-Side Tech	J2EE Architecture, Servlet, XML, Weblogic, Azure and AWS Environment	50
Related Instruction Maximum Hours		449

Appendix A

WORK PROCESS SCHEDULE

AND

RELATED INSTRUCTION OUTLINE

For

END USER COMPUTING

(Existing Title: Computer Support Specialist)

Appendix A

WORK PROCESS SCHEDULE

End User Computing

(Existing Title : Computer Support Specialist)

O*NET-SOC CODE: 15-1151.00 RAPIDS CODE: 1131HY

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 1 year with an OJL attainment of 2008 hours, supplemented by the minimum required 144 hours of related instruction.

3. RATIO OF APPRENTICES TO JOURNEYWORKERS

The apprentice to journeyworker ratio is: 3 Apprentice(s) to 1 Journeyworker(s).

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: \$21.63.

Wage Schedule

1 Year Apprenticeship

1st 6 months - \$19.23 per hour

2nd 6 months - \$20.43 per hour

Completion of Apprenticeship - \$21.63

5. PROBATIONARY PERIOD

Every applicant selected for apprenticeship will serve a probationary period of 13 weeks.

6. SELECTION PROCEDURES

Apprentices shall be selected on the basis of objective and specific qualification standards. Examples of such standards are fair aptitude tests, school diplomas or equivalent, occupationally essential health requirements, fair interviews, school grades and previous work experience.

Where interviews are used, adequate records shall be kept including a brief summary of each interview and the conclusions on each of the specific factors (e.g. motivation, ambitions and willingness to accept direction which are part of the total judgement).

A. *Creation of Pool of Eligible Applicants.* The sponsor shall create a pool of eligible applicants that meet the minimum qualifications stated below:

- i. *Qualification Standards.* In order to be admitted into the pool of eligible applicants, an applicant must satisfy the following criteria:
 1. Must be at least 18 years of age.
 2. Must have a high school diploma or GED; and
 3. Must attain a score of 20 on the Wonderlic aptitude test. *

* *Wonderlic Tests.* The Wonderlic Test, which is a widely used psychometric test that is utilized in order to determine a prospective employee or student's aptitude and problem-solving skills in the shortest amount of time possible. The Test is comprised of 50 multiple-choice questions revolving around the areas of math, reasoning, general knowledge, and logic. Successful candidates are required to attain a minimum score of 20 to gain entry into the pool.

B. *Notice.* All applicants who meet the requirements for admission shall be notified and placed in the eligibility pool. The sponsor shall give each rejected applicant who is not selected for the pool or the program notice of his or her rejection, including the reasons for the rejection, the requirements for admission to the pool of eligible applicants, and the appeal rights available to the applicant.

C. *Oral Interviews and Acceptance in the Program.* Once an applicant is placed in the eligibility pool, and before selection for apprenticeship from the pool, he or she will be required to submit to oral interviews with the sponsor and/or a potential employer. Oral interviews shall be limited only to objective questions that may be required to determine the fitness of applicants to enter the Apprenticeship Program and may not include questions relating to qualifications previously determined in gaining entrance to the eligibility pool. When an oral interview is used, the same questions shall utilize the same standards questions, and each interviewer shall record the questions and the general nature of the applicant's answers and shall prepare a summary of any conclusions. Accepted applicants will receive a letter of intent to hire. Once accepted into the program / pool, the applicant's information and apprentice profile pack will be developed in order to present them to prospecting employers for open apprenticeship vacancies. As part of the eligible pool of candidates, applicants will have continued support to information, advice and guidance and continued professional development and industry recognized learning, to improve their knowledge and skills, therefore improving their potential of successfully filling an open apprenticeship vacancy. Applicants rejected from the pool of eligible applicants on the basis of an oral interview shall be given a written statement of the rejection, the reasons for it, clear information, advice, guidance and signposting to enable them to improve their industry skills along with the appeal rights available to the applicant.

D. *Employment Acceptance.* When employment opportunities become available, relevant applicants will be notified of the details of the opportunity. Each applicant so notified will have 7 days request that they be considered for employment in these opportunities. The Sponsor shall refer to each Employer seeking apprentices, interested and suitable applicants that meet the day one requirements set by the employer through the engagement process. The Sponsor shall select the applicants for referral using the information from the oral interview in conjunction with the Employer's particular need (which need maybe related to required school diplomas or equivalent, availability of transportation to Employer's place of business, and previous work experience and current level of technical skills, among other criteria) to choose the Applicants with the greatest opportunity for success with the particular employer. In selecting applicants for referral to Employers, the sponsor shall comply with its Affirmative Action Plan, in an effort to achieve its goals. An applicant is formally accepted in the Apprenticeship Program upon accepting an offer of employment from an Employer and signing an Apprenticeship Agreement. Any Employer may choose to conduct a background check after making a conditional offer of employment to an Applicant but prior to making a final, formal offer of employment. Employers shall be required to conduct background checks in accordance with all applicable local, state and federal laws and regulations.

E. *Time to Report to Apprenticeship.* Applicants who have been accepted in an Apprenticeship Program shall be afforded a reasonable period of time in light of the customs and practices of the industry for reporting for work. All applicants shall be treated equally in determining this period of time. It shall be the responsibility of the applicant to keep the Sponsor informed of his or her current mailing address. Upon request, a sponsor may restore to the list of eligible applicants who have been removed from the list or who have failed to respond to an apprenticeship job opportunity.

WORK PROCESS SCHEDULE
 End User Computing
 (Existing Title : Computer Support Specialist)
O*NET-SOC CODE: 15-1151.00 RAPIDS CODE: 1131HY

Work Process Hours		On-the-Job Learning Hours
Foundations		Min - Max
1	Demonstrate a working understanding of the organization's structure, personnel rules, responsibilities and general understanding of work ethics, interpersonal communications and related policies. Understands and practices safety procedures and rules.	16 - 24
2	Demonstrate a working understanding of the goals, mission and vision	16 - 24
3	Demonstrate a working understanding of the organization's office tools such as copiers, printers, mobile devices etc.	16 - 24
Subtotal		48 - 72
Computer Basics		Min-Max
1	Demonstrate a working knowledge of the components of a computer and perform basic troubleshooting on communication issues within a computer.	120 - 160
	Example On-the-Job Duties: Identify the components of standard desktop personal computers. Install and configure computer components. Maintain and troubleshoot peripheral components. Install and configure operating systems, Printers and Mobile hardware.	
2	Demonstrate a working knowledge of the hardware components of a computer and perform basic troubleshooting on hardware related issues	120 - 160
	Example On-the-Job Duties: Install and configure system components. Troubleshoot system components.	
3	Demonstrate a working knowledge of basic networking, to allow the flow of information between multiple computers, VLAN, Wireless, Firewalls and ACL.	120 - 160
	Example On-the-Job Duties: Manage, maintain, troubleshoot, install, operate and configure basic network infrastructure.	
Subtotal		360 - 480
Security Basics		Min-Max
1	Demonstrate knowledge of "best practices" in general network security and commands,	120 - 160
	Example On-the-Job Duties: Implement secure network communications. Designate how to manage public key infrastructure and certificates.	
2	Create a security awareness program in the organization which is used to communicate "best practices" for end users	120 - 160
	Example On-the-Job Duties: Establish security best practices for creating and running web-based applications.	
Subtotal		240 - 320

Client Operating System Basics		Min-Max
1	Install and configure client operating systems for the organization.	160 - 200
	Example On-the-Job Duties: Configure User Account Controls. Configure Local Security Policies. VPN and e-mail client tools. Configure Windows Firewall. Configure Windows Defender. Set indexing locations and modify advanced options. Create a library and set security permissions. Create and deploy a search connector.	
2	Maintain and troubleshoot a client operating system for the organization.	160 - 200
	Example On-the-Job Duties: Prepare to deploy Windows 7 business desktops. Assess and resolve application compatibility issues with Windows / OS. Determine the most appropriate method to deploy Windows / OS based upon specific business requirements. Design a standard Windows / OS image by assessing and evaluating the business requirements. Active directory.	
	Subtotal	320 - 400
Demonstrating Learned Competencies		Min-Max
1	Utilize all of the skills taught during all of the GPs	1040 - 1112
	Example On-the-Job Duties: Maintain and troubleshoot installations of Microsoft Windows. Identify personal computer security concepts. Identify network technologies. Install and manage network connections. Perform networking technologies design principles including adherence to wiring standard and use of testing tools. Design network specific security practices, disaster recovery procedures, data storage technology implementation procedures.	
	Example On-the-Job Duties: Create procedures to enforce organizational security policies. Monitor the security infrastructure and manage security incidents. Use the built-in commands and diagnostics tools to diagnose and resolve system problems. Collect system performance information using Performance Monitor. Configure the Action Center and view messages. Configure Device Manager and control device installation. Run Windows PowerShell commands. Configure Backup and Restore option. Configure the Sync Center.	
	Example On-the-Job Duties: Configure and troubleshoot network and expand the switched network from a small LAN to a medium-sized LAN. Use multiple switches, to support VLANs, trucking, and spanning tree.	
Total Work Process Hours		2008 - 2312

RELATED INSTRUCTION OUTLINE

End User Computing

(Existing Title : Computer Support Specialist)

O*NET-SOC CODE: 15-1151.00 RAPIDS CODE: 1131HY

Related Instruction Descriptions:

Module	Topics	Hours
Computer Fundamentals	Overview of computer fundamentals, parts of computer system, common commands, terminology, and components	6
ITIL Overview	Professional, change management, escalation, customer service, risk, diagnosis, documentation	12
System Components	Cases, Power supplies, Motherboards, processors, memory, BIOS, Expansion cards, audio and Video	18
Peripheral Devices	USB, Displays, Video, Device Driver Management and Troubleshooting	6
Storage	Devices, SATA, Optical Media, RAID, Storage Management, storage spaces, disk optimization, and troubleshooting	12
Networking	Overview, Hardware, Media, Ethernet, IP Configuration, Internet Connectivity, Network Utilities, and troubleshooting	12
Wireless Networking	Wireless, infrared, Bluetooth, NFC, SOHO configuration, Internet of Things, troubleshooting	6
Printing	Types of Printers, Configuration, Network printing, print management, maintenance, and troubleshooting	6
Mobile Devices	Laptops, dual displays, touchpads, GPS, notebooks, Wi-Fi, synchronization, biometrics,	6
Operating System Implementation/Management	Component Selection, Windows pre-installation, Windows Installation, Post Installation,	12
File Management	Windows file locations, NTFS permissions, shared folders	6
System Management	Windows system tools, preferences and settings, performance monitoring, active directory, Users and groups, remote services, Windows application management, Linux application management, Updates, System backup, system recovery, virtual memory, boot errors	12
Security Overview	Best Practices, incident response, social engineering, malware protection, file encryption Understanding attacks, defense planning, access control, cryptography basics, network monitoring incident response	12
Policy and Procedures	Security policies, risk management, business continuity, manageable network plan, App development and deployment, employee management, third party integration	6
Cables and Connectors	Twisted pair, coaxial, fiber optic, wiring, troubleshooting network media	6
Ethernet	Ethernet, ethernet specification, connecting network devices	3
IP Configuration	IPV4 and alternate addressing, DHCP configuration, DHCP relay, DHCP name resolution, Multicast, troubleshooting IP configuration issues, IP communications, and name resolution	12
Switch Management	Switch access, switch IP configuration, virtual LANs, trunking, spanning tree protocol, switch troubleshooting	6
Routing	Routing protocols, network address translation	6

Wireless Network Troubleshooting	Wireless concepts, standards, configuration, wireless network design, network implementation, wireless security, wireless troubleshooting	12
Network Management	Update management, data protection, remote management, mobile device management, data center management monitoring, log file management, network management with SNMP	6
Application Support	Office 365, Office Suite, Cortana, OneDrive, Skype for Business, Outlook, MS Edge, email writing (etiquette)	18
Packaging	Sizing, security, packing materials, insurance, safety, delivery options,	6
Soft Skills	Customer service, critical thinking, active listening, questioning, articulation, assertiveness, etiquette (written and oral), service excellence, customer orientation	12
Ticketing Systems	Types of ticketing systems, features, functions, customization, ServiceNow	18
Deploy Windows	Deploy Windows Perform Post Installation configuration	16
Manage devices and data	Manage local users, local groups, and devices, configure data access and protection, configure devices by using local policies, Manage Windows security	16
Maintain Windows	Configure system and data recovery, manage updates, Monitor and manage Windows	24
Deploy and update operating systems	Plan and implement Windows 10 by using dynamic deployment, Plan and implement Windows 10 by using Windows Autopilot, Upgrade devices to Windows 10, Manage updates, Manage device authentication	24
Configuration Management (SCCM)	Image Management, User and Computer Management, Application and Patch management, Inventory and Reporting, Features like Software metering etc Distribution Point Management	16
MAC OS	Introduction to JamF, Management of Mac OS	8
Manage policies and profiles	Plan and implement co-management, implement conditional access and compliance policies for devices, Configure device profiles, Manage user profiles	16
Manage and protect devices	Manage Windows Defender, Manage Intune device enrollment and inventory, Monitor devices	8
Manage apps and data	Deploy and update applications, Implement Mobile Application Management (MAM)	16
Related Instruction Maximum Hours		381

Appendix D

EMPLOYER ACCEPTANCE AGREEMENT

ADOPTED BY

THE WOZ - U ENTERPRISES

**DEVELOPED IN COOPERATION WITH THE
U. S. DEPARTMENT OF LABOR
OFFICE OF APPRENTICESHIP**

Appendix D

EMPLOYER ACCEPTANCE AGREEMENT

The undersigned employer hereby subscribes to the provisions of the Apprenticeship Standards formulated and registered by the *Woz - U Enterprises* and agree(s) to carry out the intent and purpose of said Standards for *(Insert occupations)* and accompanying Appendices and to abide by the rules and decisions of the Sponsor established under these Apprenticeship Standards. *(Insert Sponsors' names or organizations)* have been furnished a copy of the Standards and have read and understood them, and request certification to train apprentices under the provisions of these Standards. On-the-job, the apprentice is hereby assured qualified training personnel and adequate supervision during the apprenticeship. The training should follow the approved Work Process Schedule and Related Instruction Outline including the rotation of tasks. The employer further agrees to follow the selection procedures per the approved Standards or develop alternative selection procedures in the Employer Acceptance Agreement that are consistent with the requirements set forth in 29 CFR § 30.10(b). This employer acceptance agreement will remain in effect until canceled voluntarily or revoked by the Sponsor, Employer or the Office of Apprenticeship.

(Print Name of Employer Representative)

(Print Name of Sponsor Representative)

Signed: _____
(On Behalf of Employer)

Signed: _____
(On Behalf of Sponsor)

Date: _____

Date: _____

Employer Title: _____

Name of Company: _____

Address: _____

City/State/Zip Code: _____

Phone Number: _____

Fax: _____

Email: _____

cc: Registration Agency

Attachment A-1

Training Schedule and Working Conditions

Woz U Enterprise Technology Apprenticeship Program

OCCUPATION(S)

Occupation

O*Net Code

Network and Computer Systems Administrator 15-1142.00

ARTICLE I Term of Apprenticeship and Probation

The standard term of apprenticeship shall be hybrid based and approximately be 2188-2760 on-job-training (OJT) hours, 318 related and supplemental instruction (RSI) hours, and completed within 12 months.

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

ARTICLE II Wage Schedule

Journey Wage: \$ 21.63 per hour effective date January 1, 2020.

Journey Benefits:

Dues check off \$00.00 per hour

Health & Welfare \$7.25 per hour

Pension \$00.00 per hour

Apprentices shall be paid not less than the following:

1st period 6 months \$19.23 per hour

2nd period 6 months \$20.43 per hour

Advancement Schedule:

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

- 1) Shall have satisfactorily completed the indicated on-the-job work hours; and
- 2) Shall have satisfactorily completed the indicated months in the program; and
- 3) Shall have satisfactorily completed the indicated related and supplemental instruction school hours.

Overtime Provision:

All overtime shall be paid at the rate of one and one-half times the wage rate for hours worked over 8 hours per day or 40 hours per week. Time and one-half shall be paid for the first eight (8) hours worked Saturdays. All other time shall be paid at double the straight-time rate.

Hours of Work and Working Conditions:

Straight time hours per day: 8 hours; 40 hours per week.

The workday and workweek and all other conditions of employment for apprentices shall conform to all applicable laws and regulations and shall not be greater than for those of journeyperson(s).

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

ARTICLE III Work Training

- 1) The employer shall see that all apprentices are under the supervision of a qualified journeyperson or instructor and shall provide the necessary diversified experience and training in order to train and develop the apprentice into a skilled worker, proficient in all the work processes of the trade as outlined herein.
- 2) Each apprentice shall be trained in the use of new equipment, materials and process as they come into use in the occupation.
- 3) The major work processes in which apprentices will be trained (although not necessarily in the order listed) and the approximate hours (not necessarily continuous) to be spent on each are as follows:

Work Process Hours

Monitoring & Management

Knowledge of coding languages used by the organization, 100hrs.
Identifying and resolving technical issues, 80hrs.

Delivering regular and customized training to teams within the business, 20hrs.
Knowledge of how to review an application's code as part of a peer group, 90hrs.
Providing technical support to teams within the organization, and to external clients when required, 50hrs.
Monitor Alert logs of computer systems performance to ensure optimum performance, 24hrs.
Knowledge of the process to review and provide input to design specifications, 24hrs.

Reporting & Incident Management

Provide entry to mid-level incident management for software maintenance or use, 60hrs.
Preparing maintenance plans and upgrading schedules for the organization's systems, 75hrs.
Knowledge of how to evaluate, implement and document application enhancements, 60hrs.
Classifying end user problems and prioritize requests, 35hrs.
Following up with clients to ensure the problem is resolved. 20hrs.
Maintain and update existing documentation describing system and library software capabilities, 65hrs.
Developing reports for teams across the business, 65hrs.

Database & Security

Knowledge of common information security risks and threats, 80hrs.
Knowledge of how to perform system maintenance for application security, 80hrs.
Verifying data conformance, accuracy and completeness, 90hrs.
Perform system maintenance for application security, 80hrs.
Analyze project data to determine specifications or requirements, 90hrs.
Ability to perform unit testing and support reworking of code, 90hrs.

Implement, Support and Maintain Applications

Design, install, and execute planned changes and specific patching within software applications, 95hrs.
Support the testing, debugging and deployment of applications, 95hrs.
Consult with users regarding programming, data processing, and/or debugging problems of minimum complexity, 80hrs.
Coordinate software or hardware installation, upgrades and patching, 85hrs.
Transition an application to a new platform, 80hrs.
Ability to understand log monitoring and carry out preventative health checks, 85hrs.
Ability to revise and adapt existing code to meet emerging requirements, 90hrs.
Maintain and modify existing programs to assure adherence to specifications or convention changes, 80hrs.
Knowledge of how to develop a release plan for an application, 60hrs.
Knowledge of how to transition an application to a new system, 80hrs.
Knowledge of how to maintain and support applications, 80hrs.

Total Work Process Hours 2188-2760.

ARTICLE IV Related Instruction

Apprentices shall satisfactorily complete prescribed courses of related and supplemental instruction, which will not be less than 144 hours per year. Related and supplemental instruction will be overseen by San Joaquin County Office of Education. Time spent in related and supplemental instruction may not be compensated.

Module, Topics, Hours

Computer Fundamentals, Fundamentals of Computers: The Impact of Digital Technology; Computers and the Internet; Security and Ethics, 12hrs.

Programming Fundamentals – Part 1, Intro to Programming: Algorithms and Pseudo Code; Variables; Data Types; Operators; Intro to Functions; Collections – string, set, dictionary; Control Structure, 18hrs.

Programming Fundamentals – Part 2, Programming Fundamentals: Arguments; Types of Arguments; Variables and their Scope; Exception Handling; Modules and Packages; Libraries and Functions w.r.t. String and List; Intro to OOP; Class and Objects; Constructors; Class Diagram; Static Variables and Methods, 24hrs.

Database Management System, Intro to DBMS: Entities and Relationships; SQL Commands and Data Types; Create, Read, Update, and Delete Tables; Functions, Joins, and Subqueries (Only Independent Subqueries); Intro to NoSQL, 18hrs.

Overview, ITIL: Service Life Cycle; Service Desk; Dimensions of Service Management; Incident Management in Detail, 12hrs.

Unix Shell Scripting, Unix: Basic Unix Commands; Shell Scripting, 18hrs.

Oracle DB and PL SQL, Basics of Oracle DB: Introduction to PL/SQL; Introduction to Exception Handling and Subprogram, 18hrs.

Introduction to Application Operations Support, Basics of Middleware: Introduction to the Various Administrative Tasks in MW; Administration using WebLogic, WebSphere, and Jboss, 18hrs.

Tomcat Administration and Java Application Support, Tomcat Administration and Java Application Support: Introduction to Tomcat Application Server; Understanding Tomcat; Securing Tomcat; Deploying a WAR file in Tomcat; Monitor Tomcat Under Load; Tomcat Scaling and Performance Settings; Writing a Java Servlet Application for Tomcat, 18hrs.

Other Generic Skill Set – Alert Monitoring, Introduction to Application Monitoring: Overview; Understanding Application Health Checks; Monitoring Tools; Introduction

to Nagios; Understanding Alerts; Debugging and Troubleshooting Alerts; Escalation; Security in Application Monitoring, 6hrs.

Other Generic Skill Set – Job Monitoring, Introduction to Job Monitoring: Understanding Job Health Checks; Managing Jobs, 3hrs.

Other Generic Skill Set – Application Health Check, Application Health Check: Understanding Smoke Tests; Manual Application Health Checks, 3hrs.

Other Generic Skill Set – Soft Skills, Soft Skills: Critical Thinking; Written Communication; Verbal Communication; Evaluating Evidence; Conflict Resolution; How Culture Plays a Role, 6hrs.

Set up an Azure Machine Learning workspace, Create an Azure Machine Learning workspace, manage data objects in an Azure Machine Learning workspace, Manage experiment compute contexts, 36hrs.

Run experiments and train models, Create models by using Azure Machine Learning Designer, Run training scripts in an Azure Machine Learning workspace, Generate metrics from an experiment run, Automate the model training process, 45hrs.

Optimize and manage models, Use Automated ML to create optimal models, Use Hyperdrive to tune hyperparameters, Use model explainers to interpret models, Manage models, 25hrs.

Deploy and consume models, Create production compute target, deploy a model as a service, create a pipeline for batch inferencing, publish a designer pipeline as a web service, 38hrs.

Related Instruction Maximum Hours 318hrs.

ARTICLE V Ratio

A qualified employer may employ 3 apprentice(s) when at least 1 journeyperson(s) is/are regularly employed, and 3 additional apprentice(s) for each 1 journeyperson(s) is/are employed.

Attachment A-2

Training Schedule and Working Conditions

Woz U Enterprise Technology Apprenticeship Program

OCCUPATION(S)

Occupation	O*Net Code
Application Development	15-1031.00

ARTICLE I Term of Apprenticeship and Probation

The standard term of apprenticeship shall be hybrid based and approximately 2113-2625 on-job-training (OJT) hours, 449 related and supplemental instruction (RSI) hours, and completed within 18 months.

The period of probation shall be reasonable in relation to the full apprenticeship term, with full credit given for such period toward completion of the apprenticeship, and in no event shall exceed the shorter of 25 percent of the length of the program or one year. The period of probation shall be 4.5 months.

ARTICLE II Wage Schedule

Journey Wage: \$ 21.63 per hour effective date January 1, 2020.

Journey Benefits:

Dues check off	\$00.00 per hour
Health & Welfare	\$7.25 per hour
Pension	\$00.00 per hour

Apprentices shall be paid not less than the following:

1st period	6 months	\$19.23 per hour
2nd period	6 months	\$20.43 per hour

Advancement Schedule:

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

- 1) Shall have satisfactorily completed the indicated on-the-job work hours; and
- 2) Shall have satisfactorily completed the indicated months in the program; and
- 3) Shall have satisfactorily completed the indicated related and supplemental instruction school hours.

Overtime Provision:

All overtime shall be paid at the rate of one and one-half times the wage rate for hours worked over 8 hours per day or 40 hours per week. Time and one-half shall be paid for the first eight (8) hours worked Saturdays. All other time shall be paid at double the straight-time rate.

Hours of Work and Working Conditions:

Straight time hours per day: 8 hours; 40 hours per week.

The workday and workweek and all other conditions of employment for apprentices shall conform to all applicable laws and regulations and shall not be greater than for those of journey person(s).

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

ARTICLE III Work Training

- 1) The employer shall see that all apprentices are under the supervision of a qualified journey person or instructor and shall provide the necessary diversified experience and training in order to train and develop the apprentice into a skilled worker, proficient in all the work processes of the trade as outlined herein.
- 2) Each apprentice shall be trained in the use of new equipment, materials and process as they come into use in the occupation.
- 3) The major work processes in which apprentices will be trained (although not necessarily in the order listed) and the approximate hours (not necessarily continuous) to be spent on each are as follows:

Work Process Hours

Analyze & Design Applications

Knowledge of the organization's design principles used for application development. 24hrs

Knowledge of the process to review and provide input to design specifications. 24hrs

Develop Applications

Knowledge of coding languages used by the organization. 200hrs

Knowledge of the application development process including coding, documentation and testing. 80hrs

Knowledge of how to review an application's code as part of a peer group. 90hrs

Knowledge of how to revise and adapt existing code to meet emerging requirements. 90hrs

Ability to write and document the code used by the organization for application development. 100hrs

Ability to integrate application subsystems. 80hrs

Ability to revise and adapt existing code to meet emerging requirements. 90hrs

Ability to understand log monitoring and carry out preventative health checks. 85hrs.

Test & Validate Applications

Ability to perform unit testing and rework code. 80hrs

Ability to conduct a peer review of an application's code. 60hrs

Ability to create and test prototypes as part of the development process. 60hrs

Knowledge of the process for developing a test plan for an application. 85hrs

Ability to perform validation testing on new applications. 100hrs

Knowledge of how to validate user documentation. 75hrs

Knowledge of how to interpret test results and make recommendations. 80hrs

Knowledge of how to support user acceptance testing. 90hrs

Implement, Support and Maintain Applications

Knowledge of how to develop a release plan for an application. 60hrs

Knowledge of how to develop a user training plan for an application. 75hrs

Knowledge of how to transition an application to a new system. 85hrs

Knowledge of how to maintain and support applications. 100hrs

Knowledge of how to evaluate, implement and document application enhancements. 100hrs

Knowledge of how to perform system maintenance for application security. 100hrs

Knowledge of common information security risks and threats. 100hrs

Total Work Process Hours. 2113-2625

ARTICLE IV Related Instruction

Apprentices shall satisfactorily complete prescribed courses of related and supplemental instruction, which will not be less than 144 hours per year. Related and supplemental instruction will be overseen by San Joaquin County Office of Education.

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

Module, Topics, Hours

Computer Fundamentals, Overview of computer fundamentals, parts of computer system, common commands, terminology, and components to include computer architecture, history/trends, and computational theory, 3hrs.

Core C#, Basic and Advanced Programming, Design Pattern Overview, Async and Parallel Programming, Visual Studio 2019, Azure and AWS, 40hrs.

Backend – Core SQL and Data Access, Basic and advanced SQL -DML/DDL, and Cloud-Based, include SSRS (SQL Server Reporting Services), 30hrs.

ASP.NET , Basic and Advanced MVC, Webforms/IIS, Browser Developer Tools, Azure and AWS Environment, 50hrs.

User Interface, Angular 8, JavaScript, HTML, and CSS, 48hrs.

Web Services, Basic and Advanced SOA, Restful Web Services, Service Security, Testing and Performance and Microservices, 24hrs.

Cloud Platform, High Level Overview of Cloud Platforms (AWS, Azure), various services, advantages, 6hrs.

Dev Ops, Basic and Advanced CI, Server Configurations, Deployment Package, Code Analysis, Test Runner, GitHub, Slack, AWS EC2, Azure, UpSource, and Pivotal Tracker, 24hrs.

Core .NET or JAVA*

*(Choice dependent upon workplace requirements), Understanding .NET Framework Concepts, Namespaces and Classes in the .NET Framework, .NET Code Compilation, Basic and Advanced Programming, Design Pattern Overview, Async and Parallel Programming, JDK, Spring Tools, Junit, Azure and AWS, 150hrs.

Services, Basic and Advanced SOA, Restful Web Services, Service Security, Testing and Performance and Microservices. AWS Lambda, 24hrs.

Client-Side Tech, J2EE Architecture, Servlet, XML, Weblogic, Azure and AWS Environment, 50hrs.

Related Instruction Maximum Hours, 449hrs.

ARTICLE V Ratio

A qualified employer may employ 3 apprentice(s) when at least 1 journeyperson(s) is/are regularly employed, and 3 additional apprentice(s) for each 1 journeyperson(s) is/are employed.

ATTACHMENT A-3

TRAINING SCHEDULE AND WORKING CONDITIONS

WOZ U ENTERPRISE TECHNOLOGY APPRENTICESHIP PROGRAM

OCCUPATION(S)

Occupation

O*Net Code

COMPUTER SUPPORTS SPECIALIST 15-1151.00

ARTICLE I Term of Apprenticeship and Probation

The standard term of apprenticeship shall be hybrid based and approximately 2008-2312 on-job-training (OJT) hours, 381 related and supplemental instruction (RSI) hours, and completed within 12 months.

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

ARTICLE II Wage Schedule

Journey Wage: \$ 21.63 per hour effective date January 1, 2020.

Journey Benefits:

Dues check off	\$00.00 per hour
Health & Welfare	\$7.25 per hour
Pension	\$00.00 per hour

Apprentices shall be paid not less than the following:

1st period	6 months	\$19.23 per hour
2nd period	6 months	\$20.43 per hour

Advancement Schedule:

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

- 1) Shall have satisfactorily completed the indicated on-the-job work hours; and
- 2) Shall have satisfactorily completed the indicated months in the program; and
- 3) Shall have satisfactorily completed the indicated related and supplemental instruction school hours.

Overtime Provision:

All overtime shall be paid at the rate of one and one-half times the wage rate for hours worked over 8 hours per day or 40 hours per week. Time and one-half shall be paid for the first eight (8) hours worked Saturdays. All other time shall be paid at double the straight-time rate.

Hours of Work and Working Conditions:

Straight time hours per day: 8 hours; 40 hours per week.

The workday and workweek and all other conditions of employment for apprentices shall conform to all applicable laws and regulations and shall not be greater than for those of journey person(s).

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

ARTICLE III Work Training

- 1) The employer shall see that all apprentices are under the supervision of a qualified journey person or instructor and shall provide the necessary diversified experience and training in order to train and develop the apprentice into a skilled worker, proficient in all the work processes of the trade as outlined herein.
- 2) Each apprentice shall be trained in the use of new equipment, materials and process as they come into use in the occupation.

- 3) The major work processes in which apprentices will be trained (although not necessarily in the order listed) and the approximate hours (not necessarily continuous) to be spent on each are as follows:

Work Process Hours

Foundations

Demonstrate a working understanding of the organization's structure, personnel rules, responsibilities and general understanding of work ethics, interpersonal communications and related policies. Understands and practices safety procedures and rules, 16hrs.

Demonstrate a working understanding of the goals, mission and vision, 16 hrs.

Demonstrate a working understanding of the organization's office tools such as copiers, printers, mobile devices etc, 16hrs.

Subtotal 48hrs

Computer Basics

Demonstrate a working knowledge of the components of a computer and perform basic troubleshooting on communication issues within a computer, 120hrs.

Example On-the-Job Duties: Identify the components of standard desktop personal computers. Install and configure computer components. Maintain and troubleshoot peripheral components. Install and configure operating systems, Printers and Mobile hardware.

Demonstrate a working knowledge of the hardware components of a computer and perform basic troubleshooting on hardware related issues, 120hrs.

Example On-the-Job Duties: Install and configure system components. Troubleshoot system components.

Demonstrate a working knowledge of basic networking, to allow the flow of information between multiple computers, VLAN, Wireless, Firewalls and ACL, 120hrs.

Example On-the-Job Duties: Manage, maintain, troubleshoot, install, operate and configure basic network infrastructure.

Subtotal 360hrs

Security Basics

Demonstrate knowledge of "best practices" in general network security and commands, 120hrs.

Example On-the-Job Duties: Implement secure network communications. Designate how to manage public key infrastructure and certificates.

Create a security awareness program in the organization which is used to communicate “best practices” for end users, 120hrs.

Example On-the-Job Duties: Establish security best practices for creating and running web-based applications.

Subtotal 240hrs.

Client Operating System Basics

Install and configure client operating systems for the organization, 160hrs.

Example On-the-Job Duties: Configure User Account Controls. Configure Local Security Policies. VPN and e-mail client tools. Configure Windows Firewall.

Configure Windows Defender. Set indexing locations and modify advanced options.

Create a library and set security permissions. Create and deploy a search connector.

Maintain and troubleshoot a client operating system for the organization, 160hrs.

Example On-the-Job Duties: Prepare to deploy Windows 7 business desktops.

Assess and resolve application compatibility issues with Windows / OS. Determine the most appropriate method to deploy Windows / OS based upon specific business requirements. Design a standard Windows / OS image by assessing and evaluating the business requirements. Active directory.

Subtotal 320hrs.

Demonstrating Learned Competencies

Utilize all of the skills taught during all of the GPs, 1040hrs.

Example On-the-Job Duties: Maintain and troubleshoot installations of Microsoft Windows. Identify personal computer security concepts. Identify network technologies. Install and manage network connections. Perform networking technologies design principles including adherence to wiring standard and use of testing tools. Design network specific security practices, disaster recovery procedures, data storage technology implementation procedures.

Example On-the-Job Duties: Create procedures to enforce organizational security policies. Monitor the security infrastructure and manage security incidents. Use the built-in commands and diagnostics tools to diagnose and resolve system problems. Collect system performance information using Performance Monitor. Configure the Action Center and view messages. Configure Device Manager and control device installation. Run Windows PowerShell commands. Configure Backup and Restore option. Configure the Sync Center.

Example On-the-Job Duties: Configure and troubleshoot network and expand the switched network from a small LAN to a medium-sized LAN. Use multiple switches, to support VLANs, trucking, and spanning tree.

Total Work Process Hours 2008-2312.

ARTICLE IV Related Instruction

Apprentices shall satisfactorily complete prescribed courses of related and supplemental instruction, which will not be less than 144 hours per year. Related and supplemental instruction will be overseen by San Joaquin County Office of Education.

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

Module, Topics, Hours

Computer Fundamentals, Overview of computer fundamentals, parts of computer system, common commands, terminology, and components, 6hrs.

ITIL Overview, Professional, change management, escalation, customer service, risk, diagnosis, documentation, 12hrs.

System Components, Cases, Power supplies, Motherboards, processors, memory, BIOS, Expansion cards, audio and Video, 18hrs.

Peripheral Devices, USB, Displays, Video, Device Driver Management and Troubleshooting, 6hrs.

Storage, Devices, SATA, Optical Media, RAID, Storage Management, storage spaces, disk optimization, and troubleshooting, 12hrs.

Networking, Overview, Hardware, Media, Ethernet, IP Configuration, Internet Connectivity, Network Utilities, and troubleshooting, 12hrs.

Wireless Networking, Wireless, infrared, Bluetooth, NFC, SOHO configuration, Internet of Things, troubleshooting, 6hrs.

Printing, Types of Printers, Configuration, Network printing, print management, maintenance, and troubleshooting, 6hrs.

Mobile Devices, Laptops, dual displays, touchpads, GPS, notebooks, Wi-Fi, synchronization, biometrics, 6hrs.

Operating System Implementation/Management, Component Selection, Windows pre-installation, Windows Installation, Post Installation, 12hrs.

File Management, Windows file locations, NTFS permissions, shared folders, 6hrs.

System Management, Windows system tools, preferences and settings, performance monitoring, active directory, Users and groups, remote services, Windows application

management, Linux application management, Updates, System backup, system recovery, virtual memory, boot errors, 12hrs.

Security Overview, Best Practices, incident response, social engineering, malware protection, file encryption Understanding attacks, defense planning, access control, cryptography basics, network monitoring incident response, 12hrs.

Policy and Procedures, Security policies, risk management, business continuity, manageable network plan, App development and deployment, employee management, third party integration, 6hrs.

Cables and Connectors, Twisted pair, coaxial, fiber optic, wiring, troubleshooting network media, 6hrs.

Ethernet, Ethernet, ethernet specification, connecting network devices, 3hrs.

IP Configuration , IPIPA and alternate addressing, DHCP configuration, DHCP relay, DHCP name resolution, Multicast, troubleshooting IP configuration issues, IP communications, and name resolution, 12hrs.

Switch Management, Switch access, switch IP configuration, virtual LANs, trunking, spanning tree protocol, switch troubleshooting, 6hrs.

Routing , Routing protocols, network address translation, 6hrs.

Wireless Network Troubleshooting, Wireless concepts, standards, configuration, wireless network design, network implementation, wireless security, wireless troubleshooting, 12hrs.

Network Management, Update management, data protection, remote management, mobile device management, data center management monitoring, log file management, network management with SNMP, 6hrs.

Application Support, Office 365, Office Suite, Cortana, OneDrive, Skype for Business, Outlook, MS Edge, email writing (etiquette), 18hrs.

Packaging, Sizing, security, packing materials, insurance, safety, delivery options, 6hrs.

Soft Skills, Customer service, critical thinking, active listening, questioning, articulation, assertiveness, etiquette (written and oral), service excellence, customer orientation, 12hrs.

Ticketing Systems, Types of ticketing systems, features, functions, customization, ServiceNow ,18hrs.

Deploy Windows, Deploy Windows Perform Post Installation configuration, 16hrs.

Manage devices and data, Manage local users, local groups, and devices, configure data access and protection, configure devices by using local policies, Manage Windows security, 16hrs.

Maintain Windows, Configure system and data recovery, manage updates, Monitor and manage Windows, 24hrs.

Deploy and update operating systems, Plan and implement Windows 10 by using dynamic deployment, Plan and implement Windows 10 by using Windows Autopilot, Upgrade devices to Windows 10, Manage updates, Manage device authentication, 24hrs.

Configuration Management (SCCM), Image Management, User and Computer Management, Application and Patch management, Inventory and Reporting, Features like Software metering etc Distribution Point Management, 16hrs.

MAC OS, Introduction to JamF, Management of Mac OS, 8hrs.

Manage policies and profiles, Plan and implement co-management, implement conditional access and compliance policies for devices, Configure device profiles, Manage user profiles, 16hrs.

Manage and protect devices, Manage Windows Defender, Manage Intune device enrollment and inventory, Monitor devices, 8hrs.

Manage apps and data, Deploy and update applications, Implement Mobile Application Management (MAM), 16hrs.

Related Instruction Maximum Hours 381.

ARTICLE V Ratio

A qualified employer may employ 3 apprentice(s) when at least 1 journeyperson(s) is/are regularly employed, and 3 additional apprentice(s) for each 1 journeyperson(s) is/are employed.

Attachment B

List of Committee Members

Woz U Enterprise Technology Apprenticeship Program
6802 McClean Blvd Baltimore, Maryland 21234

Name: Paul Campion

Title: Director of Apprenticeships

Organization: Woz U Enterprise

Address: 6802 McClean Blvd Baltimore, Maryland 21234

Phone: (443) 653-2121

Email: Paul.champion@wozenterprise.com

Name: Karen Champion

Title: CEO

Organization: National Skills Consultants

Address: 2002 Stockton Road Phoenix, Maryland 21131

Phone: (443) 360-1354

Email: Karen@nationalskillsconsultants.com

Name: Erin Finnegan

Title: Director of Programs

Organization: TranZed Apprenticeship

Address: 6802 McClean Blvd Baltimore, Maryland 21234

Phone: (919) 270-6498

Email: Finnegan@tranzed.org

Committee Advisors

Name: Don Simonich

Title: Apprenticeship Program Manager

Organization: San Joaquin County Office of Education

Address: 2922 Transworld Dr, Stockton, CA

Phone: (209) 471-6692

Email: sdimonich@sjcoe.net

Name: Tsegay Arefaine

Title: Strategic Business Analyst

Organization: Division of Apprenticeship Standards

Address: 2550 Mariposa Mall, Room 3080 Fresno Ca 93721

Phone: (916) 539-2562

Email: tarefaine@dir.ca.gov

Attachment C

California Plan for Equal Opportunity

Woz U Enterprise Technology Apprenticeship Program

Occupations:

Occupation	O*Net Code	Attachment
Network & Computer Systems Administrator	15-1142.00	A-1
Application Developer	15-1031.00	A-2
Computer Support Specialist	15-1151.00	A-3

Area Covered by Standards: These standards shall apply to employers who subscribe hereto, and to all apprentice agreements hereunder.

Approved Statistical Area for Recruitment: These standards shall apply to employers who subscribe hereto, and to all apprentice agreements hereunder.

The Woz U Enterprise Technology Apprenticeship Program in accordance with the California Plan for Equal Opportunity in Apprenticeship declares the following selection procedures:

I. Pledge:

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 for individuals over forty years of age, military or veteran status, or sexual orientation. The employer-sponsor will take affirmative action to provide equal opportunity in apprenticeship for both minorities and women and will operate the apprenticeship program as required under Title 29 of the Code of Federal Regulations, Part 30, and equal opportunity regulation of the State of California.

II. Dissemination of Information:

Recruitment information shall be disseminated statewide to the following agencies and organizations:

- 1) U.S. Department of Labor, Bureau of Apprenticeship and Training
- 2) California Division of Apprenticeship Standards
- 3) California Employment Development Department (EDD)
- 4) California Community Colleges
- 5) California County Superintendent of Schools
- 6) Other: Outreach to minority organizations (including veterans and women's groups) used to recruit and refer applicants to help meet program sponsor's goals and timetables.

A list of agency/organization addresses is available from DAS upon request. The apprentice program shall provide DAS the program's dissemination list upon request.

III. Affirmative Action Program:

The program will engage in outreach and positive recruitment activities for the purpose of increasing minority, veteran, women, and youth participation in our area as follows:

- 1) Participate in two or more career fairs or workshops each year to encourage minorities, veterans, females, youth to apply for apprenticeship opportunities;
- 2) Cooperate and counsel with secondary and vocational school administrators concerning the needs of the industry and the transition of minority, veteran, female, and youth from school to the industry through apprenticeship;
- 3) Disseminate information within the industry including sponsors and other industry representatives to acquaint all involved with the goals of the apprenticeship program and to effect cooperation, as new applicants are needed;
- 4) Disseminate information with various outreach programs that represent underserved individuals primarily in rural and urban areas, as new applicants are needed.

IV. Written Applications:

Upon each employer sponsor's determination of the need to employ and train an apprentice, each participating employer sponsor will accept applications at place of employment.

V. Selection of Apprentice Applicant:

Applicants will be selected by individual participating employer sponsors using selection method #4 as outlined in the California Code of Regulations, Title 8, Chapter 2, Part 1, Section 215, Chapter 6, from a pool of eligible created during the established recruiting process in accordance with the State and Federal Equal Opportunity regulations.

SECTION I – MINIMUM QUALIFICATIONS

A. Minimum Qualifications.

Applicants will meet the following minimum qualifications to be eligible for the pool of applicants.

1. Must be at least 18 years of age.
2. Must have a high school diploma or GED; and
3. Must attain a score of 20 on the Wonderlic aptitude test*. There is no cost to the applicant for this assessment.

* Wonderlic Tests. The Wonderlic Test, which is a widely used psychometric test that is utilized in order to determine a prospective employee or student's aptitude and problem-solving skills in the shortest amount of time possible. The Test is comprised of 50 multiple-choice questions revolving around the areas of math, reasoning, general knowledge, and logic Successful candidates are required to attain a minimum score of 20 to gain entry into the pool.

B. Notice.

All applicants who meet the requirements for admission shall be notified and placed in the eligibility pool. The sponsor shall give each rejected applicant who is not selected for the pool or the program notice of his or her rejection, including the reasons for the rejection, the requirements for admission to the pool of eligible applicants, and the appeal rights available to the applicant.

C. Employment Acceptance.

When employment opportunities become available, relevant applicants will be notified of the details of the opportunity. Each applicant so notified will have 7 days to request that they be considered for employment in these opportunities. The Sponsor shall refer to each Employer seeking apprentices, interested and suitable applicants that meet the day one requirements set by the employer through the engagement process. The Sponsor shall select the applicants for referral using the information from the oral interview in conjunction with the Employer's particular need to choose the Applicants with the greatest opportunity for success with the particular employer. In selecting applicants for referral to Employers, the sponsor shall comply with its Affirmative Action Plan, in an effort to achieve its goals. An applicant is formally accepted in the Apprenticeship Program upon accepting an offer of employment from

an Employer and signing an Apprenticeship Agreement. Any Employer may choose to conduct a background check after making a conditional offer of employment to an Applicant but prior to making a final, formal offer of employment. Employers shall be required to conduct background checks in accordance with all applicable local, state and federal laws and regulations.

SECTION II - SELECTION PROCEDURES

In addition to meeting the minimum qualifications outlined above, the sponsor has adopted the following selection procedures to determine the pool of eligible applicant pools. Selection of eligible applicants will be done without regard to race, color, religion, national origin, sex (including pregnancy and gender identity), sexual orientation, genetic information, or an individual with a disability or a person 40 years old or older. The sponsor will take affirmative action to provide equal opportunity in the apprenticeship and will operate the apprenticeship program as required under title 29 of the Code of Federal Regulations, part 30.

- A. Every applicant will be required to complete an application that will be made available by the sponsor. Receipt of the properly completed application form along with a resume (and a completed skills assessment, if applicable) will constitute receipt of a completed application.
- B. Applicants will have the opportunity to review the Apprenticeship Standards during the application process and prior to joining program.
- C. Applicants are required to apply and successfully enroll in WOZ U's software developer applications program.
- D. Applicants who have met the above requirements will be added to the sponsor's pool of eligible applicants.

SECTION III – DIRECT ENTRY

A sponsor who invokes a direct entry provision may do so without regard to the existing selection procedures or minimum qualifications used for entry into the apprenticeship program. All direct entry shall be done without regard to race, color, religion, national origin, sex (including pregnancy and gender identity), sexual orientation, genetic information, or an individual with a disability or a person 40 years old or older. Individuals eligible for direct entry into the pool of eligible applicants include:

- A. A current employee who was hired prior to entering the apprenticeship program at an employer with an Employer Acceptance Agreement. The employer will evaluate the current employee's skills to grant appropriate credit for related instruction and On-the Job Training (if applicable).
- B. A military veteran who has completed military technical training school and/or participated in a registered apprenticeship program or related occupation while in the military in the occupation registered. The sponsor, with the assistance of

the training provider and employer, shall evaluate the military training received for granting previous credit. Applicants must submit a DD-214 to verify military training and/or experience if they are a veteran and wish to receive consideration for such training/experience.

VI. Goals and Timetables:

Total population in area covered is 33,871,648 as of 2000 census.

WOMEN:

Percent of females in the workforce:	45.1%
Goals for intake of females:	22.6%

MINORITIES (Men & Women):

Percent of minorities in the workforce:	51.6%
Goals for intake of minorities by ethnic group	
Black (not Hispanic):	6.7%
Asian & Pacific Islander:	8.6%
American India & Alaskan Native:	0.8%
Filipino:	3.2%
Hispanic:	32.4%

VII. Records:

Cal Plan and all other records will be maintained for five years and kept at:

Woz U Enterprise Technology Apprenticeship Program
6802 McClean Blvd.
Baltimore, Maryland 21234

VII. Annual Compliance:

Woz U Enterprise Technology Apprenticeship Program will submit an annual compliance report to the Division of Apprenticeship Standards at such time as requested by the Division.

SIGNED FOR THE PROGRAM SPONSOR:

DAS FILE # 100574



07/02/2020

Paul Champion

Date

Director of Apprenticeships

Paul.champion@wozenterprise.com

(443) 653-2121

SIGNED FOR DIVISION OF APPRENTICESHIP STANDARDS:

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

_____.

(DAS approval date)

Eric Rood, Chief

Division of Apprenticeship Standards

Date