

HAWAII STATE APPRENTICESHIP COUNCIL MEETING

Department of Labor and Industrial Relations

830 Punchbowl Street, Room 329

Honolulu, HI 96813

Tuesday, December 10, 2024

9:00 am – 12:00 pm

In-Person and By Video Conference

Physical Meeting

A physical meeting location will be open to the public and will have an audiovisual connection, which will allow individuals at the physical meeting location to participate in the remote meeting. The address of the physical meeting location is 830 Punchbowl Street, Suite #310 Conference Room, Honolulu, HI 96813

Meeting materials are available at the Workforce Development Division, 830 Punchbowl Street, Room 329, Honolulu, HI 96813.

Remote Meeting:

This meeting will be held remotely by Zoom interactive conference technology. State Apprenticeship Council (SAC) members, staff, and members of the public may participate in the remote meeting by using the following Zoom link: (Click on link below or copy and paste into web browser)

Join Zoom Meeting

<https://us02web.zoom.us/j/84711432143?pwd=aZsYQTDYbd7FAMqgfoPHDriuJ8BeZe.1>

Meeting ID: 847 1143 2143

Passcode: HiApp24

Meeting materials are available for review at the Workforce Development Division, 830 Punchbowl Street Room 329, Honolulu, HI 96813.

AGENDA

- I. Call to Order SAC Chair Gregg Serikaku
- II. Welcome and Introductions
- III. Approval of Minutes of September 26, 2024, SAC Meeting
- IV. Reports/Updates
 - A. Council SAC Chair and Members
 - B. Workforce Development Division WDD Staff
 - Apprenticeship Program Updates
 - Hawaii Apprenticeship Week 2024

V. New Business

A. Review and Recommendation for the following:

1. Revised Standards of Apprenticeship for Wireperson Apprenticeship Program, Hawaii Electricians Training Fund.
 - a. Revisions to Selection Procedures
2. IT Help Desk Support Technician Apprenticeship Program, Pacific Center for Advanced Technology Training, Honolulu Community College.

VII. Unfinished Business

VIII. New Business

VIII. Announcements

IX. Adjournment

Equal Opportunity Employer/Program

If you need an auxiliary aid/service or other accommodation due to a disability, please contact Deirdre Yamasaki at (808) 586-8877 or dlir.workforce.develop@hawaii.gov as soon as possible. Requests made as early as possible have a greater likelihood of being fulfilled. Upon request, this notice is available in alternate/accessible formats.

HAWAII STATE APPRENTICESHIP MINUTES

Council Meeting

September 26, 2024 9:06 AM to 11:12 AM

Agenda	Discussion	Decision and/or Outcome
	<ul style="list-style-type: none"> ○ State Apprenticeship Expansion Competitive Grant - \$4,999,707 <p>Funds will be used to establish and support a Teacher Apprenticeship Program for the State. The program is a partnership with the Hawaii Teachers Standards Board as intermediary sponsor and Hawaii Department of Education (DOE) who will serve as employer of the apprentices.</p> <ul style="list-style-type: none"> ● Apprenticeship Updates/Activities <ul style="list-style-type: none"> ○ As of September 13, 2024, there were 5,420 active apprentices. ○ Compliance reviews for construction trades are almost complete with the most recent ones being with the electricians and plumbers. ○ Ms. Jaimee Tabangay, Program Specialist, attended the National Association of State and Territory Apprenticeship Directors (NASTAD) Conference in Seattle, Washington. The NASTAD President represents state and territory apprenticeship agencies at the national level, and keeps these agencies informed of any federal policy changes. The USDOL Office of apprenticeship mentioned they have started compliance reviews of State Apprenticeship Agencies. Since Hawaii is part of Region 6, we expect our review to be in calendar year 2025. 	
<p>New Business</p>	<p>A. Revised Standards of Apprenticeship for Hawaiian Electric Company, Inc. Apprenticeship Program</p> <p>Chair Serikaku asked the SAC members if anybody is recusing themselves from discussions or voting. SAC members Patrick Sullivan, Jeffrey Durham, and Eric Nadrasik informed the Chair that they were recusing themselves due to potential conflicts of interest. Mr. Sullivan represents IBEW Local 1260 where HECO apprentices are members. Mr. Nadrasik represents IBEW 1186 who also has a registered Lineman Apprenticeship Program. Mr. Durham represents ABC Hawaii who has a registered Electrician Apprenticeship Program. All three members were recused from voting and participated in the presentation and discussion.</p> <ul style="list-style-type: none"> ● Kelli Braun, HECO Labor Relations Consultant and Apprenticeship Administrator, and Wilfred Lum, HECO Meter Department Supervisor, presented the proposed revisions to their program standards as follows: <ul style="list-style-type: none"> a. Added a provision under Section 11, Work Process Hours pertaining to "10% deviation rule" which means that hours for a given work process will be considered completed at 10% above or below the required number of hours for that work process. Hence, in 	

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	<p>order to complete the on-the-job learning part of the program, apprentices must have completed each individual work process within the 10% deviation rule with a minimum of 6,000 hours (term of apprenticeship).</p> <p>According to Ms. Braun, the 10% deviation rule has been a long-standing policy and practice of HECO that is provided in a separate document. The provision was added to the standards of apprenticeship based on the recommendation of WDD staff when they conducted compliance review of the HECO.</p> <p>Ms. Braun also explained that the reason for the 10% deviation rule is there are certain projects where a specific work process might not be completed within the 3-year term of the program, and the rule will enable the timely completion of the apprentice. Apprentices however would still be able to learn each work process and required to complete the total on-the-job learning hours of the program.</p> <p>b. Added a clause under each course outline in Appendix D-1 through 13 with the following: <i>"The course outline below is subject to change. Apprentices shall complete a minimum of 144 hours of related instruction for each year of apprenticeship".</i></p> <p>Ms. Braun explained that the training vendors for the related instruction component of the programs continuously update the training materials for various occupations that HECO is using for their programs. The updates include changing course title and course contents. Since HECO does not have control over the revisions, the clause was added to clarify and ensure that the apprentice must complete the minimum 144 hours of related instruction hours using the current course outlines in the appendices.</p> <p>c. Incorporate the revised course curriculum outline for Senior Meter Electrician that was reviewed and recommended for approval by Honolulu Community College and now includes training on photovoltaic (PV) systems. According to Mr. Lim, when HECO Meter Electricians change electric meters, some customers asked how their PV systems will be affected. The PV training will provide meter electricians basic knowledge to respond to inquiries and provide general guidance and direction to customers to discuss these matters with their PV manufacturer or provider.</p> <p>Mr. Rick Subiono moved to recommended approval of the revisions to the Standards of Apprenticeship. Mr. Aaron Tilton seconded the motion.</p>	

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The SAC members voted as follows:

Jeffrey Durham	Recused
James Hardway	Yes
Seunghye Hong	Yes
Ellen May	Yes
Travis Murakami	Yes
Eric Nadrasik	Recused
Gregg Serikaku	Yes
Caroline Soga	Yes
Rick Subiono	Yes
Patrick Sullivan	Recused
Francis Tau'a	Yes
Aaron Tilton	Yes
Melodie Vega	Yes
Cristina Vocalan	Yes

The Council voted to recommend approval of the revised Standards of Apprenticeship for HECO's Apprenticeship Program.

B. Review the Certified Nursing Assistant (CNA) Apprenticeship Program of the Hotel and Restaurant Industry Employment and Training Trust (HARIETT)

- SAC member James Hardway, Executive Director of HARIETT, informed the Chair that he is recusing himself from voting because of conflict of interest. He participated during the discussion by responding and clarifying issues raised by the members.
- Mr. Keith Nakano, HARIETT Apprentice Coordinator, presented the proposed CNA program and provided an overview on the Standards of Apprenticeship. The program was developed to address the shortage of CNAs at Hale Nani Rehab and Nursing Center who will serve as the employer of the apprentices. The course curriculum for the related training instruction component of the program was developed in partnership with Leeward Community College (LCC). Hale Nani will provide the work process hours at their facility.
- Other issues and concerns that were discussed include the following:
 - Mr. Durham asked why HARIETT is sponsoring a healthcare program when they are engaged in hospitality and tourism industry. Mr. Hardway clarified that UNITE Here! Local 5 supports healthcare workers at Kaiser Permanente and Hale Nani in addition to hospitality workers.
 - WDD staff Edgar Fernandez asked for clarification of the nine (9) members which compose the Joint Apprenticeship and Training Committee (JATC). The joint committee requires equal number of representatives from the employer and employee organizations. He added that the draft of the standards that were submitted to WDD for review stated that the JATC is composed of six (6) members.

Mr. Nakano confirmed that the JATC is composed of six regular members with three alternates.

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	<p>Mr. Hardway clarified further that there are three union representatives and three employer representatives with one union representative alternate and two employer representative alternates.</p> <p>Mr. Fernandez recommended that HARIETT revise the composition of the JATC to conform with the equal representation and provide clarity with regard the alternates.</p> <ul style="list-style-type: none">○ Chair Serikaku asked if the work processes were developed to meet the standards of other registered CNA apprenticeship programs. Mr. Hardway replied that they used other registered CNA programs as their base template to develop their work processes. Also, in consultation with Local 5 and Hale Nani, work processes that did not apply were removed and added a few work processes that are necessary.○ Ms. Ellen May asked if apprentices need to meet the college's enrollment eligibility. Mr. Hardway replied that they do not because related training is run as a single, closed cohort. The course was purchased from LCC and they use the eligibility requirements established by Hale Nani and HARIETT, in addition to the requirements of the State's licensing board. Interested applicants would apply directly with HARIETT and not through LCC.○ Ms. Caroline Soga asked if the related training would start if there was only one apprentice, or would they wait for a minimum number of apprentices. Mr. Hardway replied that they do not anticipate having difficulty starting a class with 10-12 apprentices since there is a lot of interest in CNA programs, and HARIETT recently received 40 applicants for their program with limited advertising.○ Mr. Patrick Sullivan asked if the program would maintain the 1-to-1 apprentice to journey worker ratio, given the overlap of concurrent cohorts. Mr. Hardway replied that ratio is a typo, and that the USDOL sets the ratio of apprentices to journey workers at 4-to-1. He added that after consultation with the union and employer, they are more comfortable with the 3 apprentices to 1 journeyworker ratio. He explained that that the 3:1 ratio will not have adverse effect on patient care because they will closely monitor the ratio. He added that the apprentices would address staff vacancies at Hale Nani. <p>Mr. Sullivan moved to recommend for approval of the CNA Apprenticeship Program. Ms. May seconded the motion. Chair Serikaku clarified that the motion is contingent on the following:</p>	

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	<p>a. The composition of the JATC will be corrected to 6 members; and</p> <p>b. Ratio will be corrected to 3 apprentices to 1 journeyworker.</p> <p>The SAC members voted as follows:</p> <table border="1" style="margin-left: auto; margin-right: auto; border-collapse: collapse;"> <tbody> <tr><td>Jeffrey Durham</td><td>Yes</td></tr> <tr><td>James Hardway</td><td>Recused</td></tr> <tr><td>Seunghye Hong</td><td>Yes</td></tr> <tr><td>Ellen May</td><td>Yes</td></tr> <tr><td>Travis Murakami</td><td>Yes</td></tr> <tr><td>Eric Nadrasik</td><td>Yes</td></tr> <tr><td>Gregg Serikaku</td><td>Yes</td></tr> <tr><td>Caroline Soga</td><td>Yes</td></tr> <tr><td>Rick Subiono</td><td>Yes</td></tr> <tr><td>Patrick Sullivan</td><td>Yes</td></tr> <tr><td>Francis Tau'a</td><td>Yes</td></tr> <tr><td>Aaron Tilton</td><td>Yes</td></tr> <tr><td>Melodie Vega</td><td>Yes</td></tr> <tr><td>Cristina Vocalan</td><td>Yes</td></tr> </tbody> </table> <p>C. Review the Hawaii Teacher Apprenticeship Program of the Hawaii Teachers Standards Board (HTSB)</p> <p>Ms. Felicia Villalobos, HTSB Executive Director, and Ms. Mitzie Higa, HTSB Licensing Specialist, presented the proposed Teacher Apprenticeship Program.</p> <p>Highlights of their presentation include the following:</p> <ul style="list-style-type: none"> • The goal of the program is to help address the teacher shortage in Hawaii. As the program sponsor, HTSB is looking for ways to get people into the profession and retain them. • Ms. Higa shared some folks do not go into teaching to avoid accumulating a large debt. An apprenticeship program would allow apprentices to earn while they learn. <ul style="list-style-type: none"> ○ Apprentices can begin working right out of high school and have a flexible education schedule. ○ Other states reported a 91% retention rate of apprentices. ○ They want to recruit local talent and have them teach in their communities. ○ The program will be competency-based, with nationally-vetted standards. ○ Apprentices will earn their college degree and teacher's license. ○ Apprentice to journeyworker ratio will be 1-to-1. • Ms. May asked about the requirements for the Praxis exam. Ms. Villalobos mentioned not all educational programs have an exam requirement; it is dependent upon the programs that the Board approves the exam for. Exam 	Jeffrey Durham	Yes	James Hardway	Recused	Seunghye Hong	Yes	Ellen May	Yes	Travis Murakami	Yes	Eric Nadrasik	Yes	Gregg Serikaku	Yes	Caroline Soga	Yes	Rick Subiono	Yes	Patrick Sullivan	Yes	Francis Tau'a	Yes	Aaron Tilton	Yes	Melodie Vega	Yes	Cristina Vocalan	Yes	<p>The SAC voted to recommend approval the HARIETT CNA Apprenticeship Program subject to the changes mentioned above.</p>
Jeffrey Durham	Yes																													
James Hardway	Recused																													
Seunghye Hong	Yes																													
Ellen May	Yes																													
Travis Murakami	Yes																													
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	<p>preparation support will be provided for apprentices that need to take the exam.</p> <ul style="list-style-type: none"> • Ms. Villalobos explained that candidates for this program could be someone who wants a career change, or a current Educational Assistant (EA). The focus will also be on pre-apprenticeship efforts to encourage high schoolers to consider a career in education. • Mr. Fernandez shared that federal monies under the State Apprenticeship Expansion Competitive Grant will be used to help subsidize tuition costs for the related training instruction component of the program. Granting of credit hours and assignment of level/step based on previous experience or status of incumbent employees will be determined by an internal policy of the sponsor and apprenticeship committee. • Apprentice's wages and wage progression are based on collective bargaining agreements for the unions (HGEA for Educational Assistants and Teacher Assistants; HSTA for Licensed Teachers). • Ms. Villalobos shared that EAs who are currently employed by the DOE will be the primary target for this program. She discussed the necessary partnership with the principal and the educator preparation program to allow EAs to continue with their work responsibilities and carve in time to complete coursework. • According to Ms. Higa, DOE agreed to participate and serve as employer of the apprentices, and they are waiting for the Employer Acceptance Agreement signed by Superintendent Keith Hayashi. HTSB is also waiting for HGEA's concurrence (Appendix G) if they concur to participate in the program. <p>Mr. Subiono moved to recommended for approval of the Teacher Apprenticeship Program. Mr. Sullivan seconded the motion.</p> <p>The members voted as follows:</p> <table border="1" style="margin-left: 20px; border-collapse: collapse;"> <tbody> <tr><td>Jeffrey Durham</td><td>Yes</td></tr> <tr><td>James Hardway</td><td>Yes</td></tr> <tr><td>Seunghye Hong</td><td>Yes</td></tr> <tr><td>Ellen May</td><td>Yes</td></tr> <tr><td>Travis Murakami</td><td>Yes</td></tr> <tr><td>Caroline Soga</td><td>Yes</td></tr> <tr><td>Rick Subiono</td><td>Yes</td></tr> <tr><td>Patrick Sullivan</td><td>Yes</td></tr> <tr><td>Francis Tau'a</td><td>Yes</td></tr> <tr><td>Aaron Tilton</td><td>Yes</td></tr> <tr><td>Eric Nadrasik</td><td>Yes</td></tr> <tr><td>Melodie Vega</td><td>Yes</td></tr> </tbody> </table>	Jeffrey Durham	Yes	James Hardway	Yes	Seunghye Hong	Yes	Ellen May	Yes	Travis Murakami	Yes	Caroline Soga	Yes	Rick Subiono	Yes	Patrick Sullivan	Yes	Francis Tau'a	Yes	Aaron Tilton	Yes	Eric Nadrasik	Yes	Melodie Vega	Yes	<p>The Council voted to recommend approval contingent upon the submission of the Employer Acceptance Agreement from DOE and Union's Concurrence.</p>
Jeffrey Durham	Yes																									
James Hardway	Yes																									
Seunghye Hong	Yes																									
Ellen May	Yes																									
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Cristina Vocalan	Yes					
Gregg Serikaku	Yes					
Unfinished Business	<p>A. Fixed date for Quarterly SAC Meetings</p> <ul style="list-style-type: none"> • Ms. Tabangay reported that during the previous SAC meeting, the members agreed to conduct the meetings during the second week of the last month of the quarter. WDD was asked to conduct a survey to determine which day of the second week. The following was the results of the survey: six (6) preferred Tuesday, four (4) Wednesday, and three (3) Thursday. • Chair Serikaku suggested scheduling the meetings on Tuesdays of the second week of the last month of the quarter, 9:00 a.m. to 12:00 p.m. If quorum is met, they can conduct business. Ms. Tabangay will send a calendar invite to members. All members agreed to this schedule. • The members agreed scheduling the next meeting on Tuesday, December 10, 2024. Mr. Aaron Tilton mentioned that he has a Trust Fund meeting in the morning on said date. 					
New Business	<p>A. Hawaii Apprenticeship Week Celebration on November 18-22, 2024</p> <ul style="list-style-type: none"> • Mr. Fernandez reported that Hawaii Apprenticeship Week will be held in conjunction with National Apprenticeship Week. He asked members to contact him if they want to participate in an activity. <ul style="list-style-type: none"> > The first day will include a proclamation signing by the Governor in the executive chambers. > There will be a bus tour that visits program training sites. Some of the sites under consideration include the carpenters, laborers, sheet metal, and electricians. > Virtual presentations are planned for various programs. 					
Next Meeting		<p>December 10, 2024, 9:00 a.m. – 12:00 p.m., 830 Punchbowl Street, Room 310</p>				

Respectfully submitted,

Approved:

Edgar Fernandez
Department of Labor and Industrial Relations/WDD

Mr. Gregg Serikaku, Chair
State Apprenticeship Council

V. NEW BUSINESS

- 1. REVISED STANDARDS OF
APPRENTICESHIP FOR
WIREPERSON APPRENTICESHIP
PROGRAM, HAWAII
ELECTRICIANS TRAINING FUND**

WIREFPERSON APPRENTICESHIP PROGRAM
APPRENTICESHIP STANDARDS

FOR

WIREFPERSON

Developed and Adopted by the

INTERNATIONAL BROTHERHOOD OF
ELECTRICAL WORKERS
LOCAL UNION 1186, AFL-CIO

AND

SIGNATORY EMPLOYERS

Registered by the State of Hawaii
Department of Labor and Industrial Relations
Workforce Development Division
830 Punchbowl Street
Honolulu, Hawaii 96813

DATED:	April 08, 1947		
REVISION DATES:	02/15/50	08/01/79	10/06/15
	06/23/55	06/30/83	02/26/19
	10/23/56	04/04/85	03/12/21
	03/23/59	09/01/88	06/22/21
	07/01/60	02/15/94	11/01/23
	05/01/62	09/11/98	07/16/24
	11/30/67	12/20/99	
	10/01/72	10/03/01	
	06/27/74	04/06/09	

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FOREWORD

The science of electricity is constantly changing and expanding at an ever-increasing rate. From its inception, the electrical industry has kept pace with modern technologies and is now one of the largest industries in the United States. This rapid expansion means that the electrical apprentice must be given sound basic training in the knowledge of the occupation, supplemented by sufficient instruction in the theories of electrical science.

The electrical occupation is unique in that it is mechanical, technical, and professional. In order to select individuals who, have the aptitude to learn and develop the knowledge, skills and abilities necessary to proficiently perform the individual job tasks associated with the work processes of the occupation. The industry must select and train individuals who will diligently work and study to stay abreast of current and future emerging technologies.

The Electrical Industry, by its very nature, places a high degree of personal responsibility on each individual. While supervision is most often provided on the job, the electrical worker is constantly called upon to make decisions concerning proper performance methodology.

Today's electrical installations are extraordinarily complex and highly sophisticated. Faulty installations often prove to be extremely expensive and hazardous. Much of the complex wiring involved in the work is hidden from view when the job is completed; any defect in this hidden work can cause severe damage and prove to be extremely costly. The well-trained electrical worker takes pride in the appearance of their work, and in its technical correctness and structural soundness.

The Joint Apprenticeship Committee (JAC), representing the parties to the local Collective Bargaining Agreement (CBA) – The National Electrical Contractors Association (NECA) and The International Brotherhood of Electrical Workers (IBEW) – has dedicated it's time to develop an efficient training program so the apprentice can, through a systematic program of schooling and on-the-job training, become a well-qualified electrical worker. The degree of success the JAC has in its operation will depend entirely upon the willingness of all local parties of the electrical industry to cooperate in this joint activity. Quality training remains a high priority with the IBEW and NECA.

These apprenticeship standards have been developed by labor and management representatives established as the Joint Apprenticeship Committee (JAC) for the Electrical Industry of Hawaii, in accordance with Collective Bargaining Agreements existing between Local Union 1186, International Brotherhood of Electrical Workers, AFL-CIO, and various Electrical Contractors signatory to such agreements.

All functions of the JAC shall be based on a nonprofit endeavor. The JAC will adopt and promote nationally developed Curricula to ensure quality apprenticeship and training for the industry in the best interest of the apprentice, management, labor, the customer, and the public.

1. ORGANIZATION OF THE JOINT APPRENTICESHIP COMMITTEE

- A. *Joint Apprenticeship Committee; Membership.* There shall be a Joint Apprenticeship Committee ("JAC") composed of six (6) Committee Members of whom three (3) shall be designated as "Employer Committee Members" and three (3) shall be designated as "Union Committee Members". Employer Committee Members shall be appointed by the Trustee Selection Panel as provided in the Labor Agreement and Union Committee Members shall be appointed by the Union. Each committee member shall accept their respective appointment in writing and shall be kept on file by the JAC and the Director of Labor and Industrial Relations should be notified of such appointment.
- B. *Alternate Committee Member.* One alternate Committee Member may be appointed and removed at any time to serve when an Employer committee member is absent. One alternate Committee Member may be appointed and removed at any time to serve when a Union committee member is absent. Each alternate committee member shall accept their appointment in writing.
- C. *Term and Vacancy.* Each Committee Member shall be appointed for a term of three (3) years unless terminated sooner by death, incapacity, removal or resignation. Initially, however, one Employer and one Union Committee Member shall be appointed for two (2) years, one Employer and one Union Committee Member shall be appointed for one (1) year, and one Employer and one Union Committee Member shall be appointed for three (3) years. Thereafter, each Committee Member shall be appointed for a term of three (3) years.

If an Employer Committee Member dies, resigns, or is removed, a successor Committee Member shall be appointed by the Trustee Selection Panel. If a Union Committee Member dies, resigns or is removed, a successor shall be appointed by the Union. If the Trustee Selection Panel or the Union fail to appoint a successor Committee Member within 60-days from a Committee Member's date of death, incapacity, resignation or removal, the remaining Union or Employer Committee Member, as the case may be, may select a temporary successor Committee Member until the successor is appointed by the Union or the Trustee Selection Panel, as the case may be.

No vacancy or vacancies in the JAC shall impair the power of the Committee Members to administer the affairs of the Apprenticeship Program, provided there are enough Committee Members to constitute a quorum.

Each member shall hold office until his successor is appointed, and any vacancy shall be filled for the balance of that expired term.

2. ADMINISTRATIVE PROCEDURE OF THE JOINT APPRENTICESHIP COMMITTEE

- A. *Chairman, Co-chairman, Secretary.* The Joint Apprenticeship Committee shall select a chairperson, co-chairman and secretary, and such other officers as they may desire. The chairperson and the co-chairman shall not be from the same group of Committee Members, and insofar as possible such office shall alternate between Employer and Union Committee members.
- B. *Quorum.* A quorum of the JAC to transact business shall consist of at least two Employer committee members and two Union committee members. Unless a quorum is present, no business shall be transacted.
- C. *Voting.* Each committee member shall have one vote. All actions and decisions of JAC shall be by majority vote. If any Employer committee member is absent at a meeting of the JAC, Employer committee members present may vote on behalf of the absent member. If Employer committee members cannot agree as to how the vote of the absent member shall be cast, then the vote shall be cast by the Employer committee member who is chairperson or co-chairman of the JAC. If any Union committee member is absent at a meeting of JAC, Union committee members present may vote on behalf of the absent member pursuant to the same method provided for Employer committee members in casting the vote of an absent Employer member.
- D. *Time of Meetings.* Committee Members shall determine the time and place of regular meetings of JAC.

3. DUTIES OF THE JOINT APPRENTICESHIP COMMITTEE

- A. Establish such rules and regulations governing its administrative procedures as are required.
- B. Revise the apprenticeship program plan as necessary to reflect changes to the program design including those resulting from revision to the Collective Bargaining Agreement (CBA) and submit to the State Registration Agency for approval.
- C. Determine the need for apprentices in the area under the jurisdiction of the JAC.
- D. Establish minimum required standards of education and experience for apprentices.
- E. Determine the quality and quantity of on-the-job experience which the apprentice must have.
- F. Determine credit to be allowed for previous experience and training and submit directly to the Electrical Industry and notify the Director of Labor and Industrial Relations.
- G. Advise and cooperate with the Community Colleges, University of Hawaii, to enable establishment of proper courses, related subject instruction

concerning the needs of the industry and the transition of students to become apprentices.

- H. Influence apprentices' compliance and related instruction requirements.
- I. Conduct periodic review and evaluation of the apprentice's progress in job performance and related instruction, and recommended promotion or retardation when, in the opinion of the JAC, such action is necessary.
- J. Ensure that the conditions of these standards are being followed by all parties and recommend suspension or cancellation of apprenticeship agreements or attach such penalties deemed necessary for non-compliance with these standards. The Department of Labor and Industrial Relations will be promptly notified of all recommended cancellations, suspensions, reinstatements and completions of apprenticeship agreements.
- K. Hear and adjust all complaints of violation of apprenticeship agreements.
- L. Establish Joint Apprenticeship Sub-Committees in any or all of the counties of Hawaii to service and effectuate the programs and policies of the JAC. Sub-Committees shall be composed of an equal number of representatives of the employer and IBEW, Local 1186, and shall be under the supervision of the JAC.
- M. Be the apprentice training agent for all subscribing employers and be responsible for providing diversity of training or work opportunities as per the work process of the trade per Item 10 of these standards.

4. QUALIFICATIONS & DUTIES OF PARTICIPATING EMPLOYERS

An employer who is eligible to train apprentices shall be signatory to the local CBA, comply with the qualifying requirements as set forth in the basic labor agreement and be able to provide the necessary work experience for training as determined by the JAC. Participating employers must comply with all provisions of the Apprenticeship Program including, but not limited to, the Registered Standards of Apprenticeship, Rules and Regulations, Affirmative Action Plan, Selection Procedures, and On-the-Job Training Assignment Procedure.

The employer will determine the ability of its journey-workers to adequately train and supervise the on-the-job training of the apprentice based upon the work processes being learned and assign apprentices accordingly.

5. DEFINITION OF APPRENTICE

The term "apprentice," as used herein, means a person participating through employment in an approved schedule of work experience supplemented by related instruction and who is party to an apprentice agreement registered with the Department of Labor and Industrial Relations.²¹

6. MINIMUM QUALIFICATIONS FOR APPRENTICESHIP

Applicants for apprenticeship under these standards must meet all qualifications A-H.

- A. Must be at least eighteen (18) years of age.
- B. Must complete an application form, accurately responding to all questions and items including statements indicating that they are:
 - 1. Physically and mentally able to safely perform or learn to safely perform essential functions of the job either with or without reasonable accommodations.
 - 2. Able to get to and from work at job sites anywhere within the geographical area that this apprenticeship program covers.
 - 3. Able and willing to attend all related classroom training as required to complete their apprenticeship.
 - 4. Able to climb and work from ladders, scaffolds, poles, and towers of various heights.
 - 5. Able to crawl and work in confined spaces such as attics, manholes and crawlspaces.
 - 6. Able to read, hear and understand instructions and warnings.
- C. Must have completed the twelfth (12th) grade of school or equivalent, or successfully have passed the General Educational Development (GED) and must submit a high school transcript and post high school trade courses, if any.
- D. Must show evidence of successful completion of: one full credit of high school algebra with a passing grade, or one post high school algebra course (e.g., Adult Education, Continuing Education, Community College, etc.) with a passing grade, or provide evidence of having successfully completed the NJATC Online Tech Math Course or equivalent mathematics course recognized by the Joint Apprenticeship Committee.
- E. Must pass the electrical industry's aptitude test developed and validated by the American Institutes for Research with a minimum score established by the JAC.
- F. Except for individuals who qualify for Direct Interview or Direct Entry, prior to registration, all applicants being offered an apprenticeship opportunity must complete a preparatory boot camp, with a maximum length of 80-hours, comprised of both classroom and hands-on evaluation as determined by the JAC.
- G. Must be a United States Citizen in order to work on U.S. Military Bases or federal facilities, if required by the contracting agency.
- H. Must pay an application fee at the time of application.

7. EQUAL OPPORTUNITY PLEDGE

- A. The recruitment, selection, employment and training of apprentices during their apprenticeship shall be without discrimination on the basis of race,

color, religion, national origin, sex, age, physical or mental disability, genetic information, national guard absence, uniformed service, veteran status, citizenship (except as permissible by applicable laws), sexual orientation, marital status, condition of pregnancy, act of breastfeeding, ancestry, credit history, income assignment for child support, domestic or sexual violence victim status, or arrest and court record which does not have a substantial relationship to the functions and responsibilities of the prospective or continued employment, provided that a sponsor may refuse to refer for employment an individual for good cause relating to the ability of the individual to perform the work. Affirmative action shall be undertaken by the JAC to provide equal employment opportunity in apprenticeship and the apprenticeship program shall be operated as required under Chapter 31, Title 12 - Administrative Rules.

- B. Hawaii Electricians JAC 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. Hawaii Electricians JAC 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.

8. TERM OF APPRENTICESHIP

- A. The term of apprenticeship shall be for a total of not less than 10,000 hours of on-the-job work experience in accordance with the Schedule of Work Processes, supplemented by a course of related instruction.
- B. An apprentice who, prior to entering an apprenticeship, has had training and/or experience in the trade/craft in which he or she is employed as an apprentice, may be granted full or partial credit for such training or experience during or upon the completion of the probationary period. Apprentices desiring credit for previous trade experience or technical school training directly related to the electrical industry gained prior to indenture shall; provide the JAC with written evidence of such experience or training; and may be required to pass a hands-on and/or written examination designed to test his or her knowledge. The JAC shall recommend the credit to be granted, if any.
- C. An apprentice who establishes valid previous experience or training creditable to the terms of apprenticeship by completing the Electricians curriculum from any one-year residence vocational school or community college, or those who have completed an industry sponsored pre-apprenticeship and who meet the Minimum Qualifications for Apprenticeship may apply for credit towards the theory portion of their training.
- D. An apprentice shall obtain his or her entire training in the county in which he or she is first indentured.

- E. An apprentice will be referred for training only to employers who have registered with the Department of Commerce and Consumer Affairs, Licensing Branch and operate a permanent shop in the county.
- F. After achieving 10,000 work hours and completing the related instruction, the apprentice shall have twelve (12) months from the date of completion to obtain the State Journeyman Electricians License. Failure to obtain the State Journeyman License within the twelve (12) month period will result in cancellation from the apprenticeship program. An extension may be granted if the apprentice can show that he or she has taken the State exam at least once (1) during that twelve (12) month period or by JAC approval.

9. PROBATIONARY PERIOD

The first 2,000 hours of on-the-job training plus the first three (3) semesters of school shall constitute the probationary period. The probationary period is included in the term of apprenticeship.

10. SCHEDULE OF WORK PROCESSES

To enable the apprentice to qualify at the completion of his or her apprenticeship as a journey-worker, the apprentice shall, during the 10,000 hours of work experience, work with a licensed journey-worker or supervisors, in accordance with Chapter 448E, H.R.S., and receive instructions and experience in all branches of the trade necessary to develop the practical and skilled mechanic versed in the theory and practice of the trade in approximately the following proportions:

<u>WORK PROCESS</u>	<u>APPROXIMATE HOURS</u>
<u>BRANCH CIRCUIT WIRING</u>	<u>5,500</u>
Installation of cable assemblies/wires; termination of wires and panelboards; installation of receptacles, switches, light fixtures, signal, and other electrical devices including, but not limited to transformers and magnetic starters/contractors; single and three phase systems of various voltage.	
<u>CONDUIT INSTALLTION</u>	<u>2,500</u>
Installation of rigid conduit, electrical metallic tubing, polyvinyl chloride conduit (PVC), flexible metal conduit, metal molding, and any other apparatus designed to carry electrical wires.	
<u>SPECIALIZED WIRING</u>	<u>1,000</u>
Electrical power generating systems (installation of PV systems, wind/water power generating systems, including conduit installation, grounding/bonding and conductor installation, appurtenances related to the operation of electric power generating systems); other systems (installation and maintenance of temperature and refrigeration controls, motor generators).	

LOW VOLTAGE SYSTEMS 1,000

Installation of communication and signal wires and related equipment associated with communications systems, security/video and fire alarm, signal/call systems, master or community radio/television receiving antenna systems, sound public address and other systems operating at 50 volts or less.

TOTAL: 10,000

11. SAFETY AND HEALTH TRAINING

The employer will provide adequate and safe equipment and facilities for training and supervision, and safety training for apprentices on-the-job, and shall instruct the apprentices in safe and healthful work practices and shall insure that the apprentices are trained in facilities and other environments that are in compliance with the Hawaii Occupational Safety and Health Laws, Standards, Rules and Regulations.

12. RELATED INSTRUCTION

A. Apprentices shall enroll in and attend related instruction classes as prescribed by the Community Colleges, University of Hawaii. Each apprentice shall satisfactorily complete a five (5) year course of related instruction consisting with a minimum of 160 hours per year.

The apprentice shall attend related instruction classes on his or her own time. Hours spent in these classes shall not be counted as hours worked and shall not be credited towards the 10,000 hours of work process time.

B. The curriculum and course content for related instruction shall be determined by the JAC, in cooperation with the Community College, University of Hawaii.

C. An apprentice shall attend related instruction classes only in the county in which he or she is indentured. An exception may be granted to an apprentice for extenuating circumstances by the JAC.

Alternative methods of curriculum delivery and/or Joint Apprenticeship Committee meetings may be used in the event of, but not limited to, a County, State or National emergency, shutdown, proclamation, environmental disaster, epidemic, pandemic, health or safety emergency.

D. Related instruction shall include required safety and health training which apprentices shall be responsible to maintain. Failure to maintain the required safety and health training may affect the apprentice's wage progression and referral for employment. This required safety and health training shall not be credited towards the five (5) year course of related instruction consisting of a minimum of 160 hours per year.

13. APPRENTICE WAGE RATES & FRINGE BENEFITS

- A. Wages for apprentices shall be based upon the journey-worker wage rate at any given period of apprenticeship to be determined by review of hours of related instruction and hours of work experience and shall provide for a progressive increase in the hourly wage in keeping with the development and productivity of the apprentice in the following basis. The apprentice wage rate shall not be less than:

Effective Date: 09/05/21

Grandfathered Apprentices Indentured Prior to 09/05/21 will follow the old wage schedule and fringe benefits:

PERIOD/STEP	HOURS	PERCENTAGE (%) OF JOURNEYWORKER RATE
First	0 - 1000	35%
Second	1001- 2000	40%
Third	2001- 3000	45%
Fourth	3001- 4000	50%
Fifth	4001- 5000	55%
Sixth	5001- 6000	60%
Seventh	6001- 7000	65%
Eighth	7001- 8000	70%
Ninth	8001- 9000	80%
Tenth	9001- 10000	90%

Fringe benefits as per the Inside Collective Bargaining Agreement Section 3.45 Contributions to Trust Funds. Apprentice Fund contribution rates shall be adjusted and become effective at the time that the journey-worker wireperson rate is adjusted and effective:

NEW Apprentices Indentured on or After 09/05/21 will follow the new wage schedule and fringe benefits:

PERIOD/STEP	HOURS	PERCENTAGE (%) OF JOURNEYWORKER RATE
First	0 - 1000	35%
Second	1001- 2000	40%
Third	2001- 3000	45%
Fourth	3001- 4000	50%
Fifth	4001- 5000	55%
Sixth	5001- 6000	60%
Seventh	6001- 7000	65%
Eighth	7001- 8000	70%
Ninth	8001- 9000	75%
Tenth	9001- 10000	80%
10,000+	10001- Completion	90%

Fringe benefits as per the Inside Collective Bargaining Agreement Section 3.45 Contributions to Trust Funds. Apprentice Fund contribution rates shall be adjusted and become effective at the time that the journey-worker wireperson rate is adjusted and effective:

14. APPRENTICESHIP AGREEMENT

- A. Each apprentice and a Representative of the Sponsor shall sign an apprenticeship agreement which shall incorporate, by reference, the provisions of these standards. An electronic registration copy shall be submitted to the Department of Labor and Industrial Relations for registration through the Federal RAPIDS System.
- B. The following shall receive copies of the completed apprenticeship agreement:
 - 1. Training Fund Office or Sponsor
 - 2. Apprentice
 - 3. Workforce Development Division
 - 4. Veterans Administration (if applicable)

15. APPRENTICE WORKING HOURS

The hours of work for the apprentice shall not exceed that of a journey-worker in the trade. No apprentice shall work without the supervision of a licensed journey-worker.

16. RATIO OF APPRENTICES TO JOURNEY-WORKERS

The JAC shall allow each qualified Employer a ratio of one indentured apprentice to two licensed journey-worker wirepersons, in accordance with Chapter 448E, H.R.S., when such apprentices are available. This ratio is to be interpreted to allow the following apprentice-to-journey-worker relation on any job or in the shop.

1 Apprentice:	1 Journey-worker
1 Apprentice:	2 Journey-workers
2 Apprentices:	3 Journey-workers
2 Apprentices:	4 Journey-workers
3 Apprentices:	5 Journey-workers
3 Apprentices:	6 Journey-workers
4 Apprentices:	7 Journey-workers
4 Apprentices:	8 Journey-workers
5 Apprentices:	10 Journey-workers

The progressive ratio stated above shall apply only up to the fourth apprentice after which the straight ratio of one apprentice to two journey-workers will be applied for every additional apprentice in excess of four (4).

17. CANCELLATION, SUSPENSION OR REINSTATEMENT OF APPRENTICESHIP AGREEMENT

- A. The JAC shall have full authority and responsibility to review and shall seek to resolve all issues and/or disputes pertaining to all apprenticeship and training matters.
- B. Apprenticeship agreements may be canceled by the JAC at any time during the term of apprenticeship, by written request to the DLIR, as follows:

- 1. Voluntary: An apprenticeship agreement may be canceled upon the apprentice's request and upon agreement between the JAC and the apprentice with notice of intent to all parties affected and providing the effective date of such cancellation.

Cancellation for cause (Involuntary): An apprenticeship agreement may be canceled for cause (involuntary) upon JAC recommendation of cancellation, with due notice to the apprentice and a reasonable opportunity, as determined by the JAC, for corrective action.

Suspension: An apprenticeship agreement may be suspended for good cause upon JAC recommendation of suspension, with due notice to the apprentice and a reasonable opportunity, as determined by the JAC, for corrective action.

The apprentice's work process hours and school hours shall be frozen until suspension has been completed. There shall be no back credit for work or school hours.

- C. The JAC shall provide written notice to the apprentice and the Registration Agency for cancellation of an apprenticeship agreement.
- D. Apprentices shall have the right to request an appearance before the JAC concerning specific issues or matters dealing with their apprenticeship agreement. Such requests must be in writing.
- E. Apprenticeship agreements may be reinstated by the JAC at any time providing the following:
 - 1. An apprentice will have only one (1) opportunity towards reinstatement.
 - 2. Upon reinstatement, the JAC will evaluate said apprentice on time spent in the program (before leaving the program) and how long out of the program (before returning to the program) for proper placement into the program.
 - 3. After the period of probation, if an apprentice voluntarily leaves the program and the JAC approves reinstatement, the apprentice will be placed back on the probationary period.

18. SETTLEMENT OF DIFFERENCES

- A. If differences arise between the employer and the apprentice, either party has the right of appeal to the JAC for such action and adjustment as contained within these standards.

- B. The services of the Administrator of Workforce Development Division may be utilized for consultation regarding differences arising out of the terms of an agreement entered into/under these standards. Any such differences or disagreements which are not covered by a CBA may be submitted to the Director of Labor and Industrial Relations for final decision.

19. TRANSFERRING APPRENTICES

- A. To provide diversity of training or work opportunities, the JAC shall have full authority and responsibility to act on matters pertaining to transferring apprentices from one job or shop to another.

20. TOOL REQUIREMENT

- A. The apprentice shall provide himself or herself with the necessary tools to properly conduct his or her work assignments at any given period of apprenticeship. To this end, the apprentice shall solicit the advice of journey-workers or supervisors regarding tool purchases and should work out a scheduled system of tool procurement.

21. RECORDS AND REPORT

- A. Apprentices shall be responsible for keeping a detailed record of daily work experience and related instruction on forms furnished by the Training Fund Office. At the end of each calendar month, the apprentice shall submit work records to his or her employer or supervisor for grading and signature. This report shall then be submitted to the Training Fund Office no later than the tenth (10th) day of each month.
- B. It is suggested that each employer maintain a master record card on each apprentice indicating hours worked each month.
- C. Adequate records of the selection process must be kept and made available to the Registration Agency upon request. Such records must be maintained for at least five (5) years. The records pertaining to individual applicants, selected, or rejected, shall be maintained in such manner as to permit identification of minority and female applicants.

22. REGISTRATION AGENCY

- A. The Registration Agency is the Workforce Development Division, Department of Labor and Industrial Relations, 830 Punchbowl Street, Room 329, Honolulu, Hawaii 96813.
- B. The Registration Agency shall conduct review and evaluation of apprentices' process in job performance and in related instruction and to ensure appropriate records are maintained upon periodic compliance review.
- C. All complaints shall be first reported to the JAC. If the settlement of differences cannot be amicably resolved by the established parties, then it

shall be submitted to the Registration Agency for settlement and final decision.

23. CANCELLATIONS/DEREGISTRATION OF APPRENTICESHIP PROGRAM

Cancellation/deregistration of the program may be affected upon the action of the JAC by request for voluntary cancellation of the registration, or upon reasonable cause by the DLIR, WDD instituting formal deregistration procedures.

24. RELATIONSHIP WITH COLLECTIVE BARGAINING AGREEMENT

Nothing in these standards shall nullify or supersede the terms and conditions of the Collective Bargaining Agreement (CBA) between any parties to these standards provided that the provisions of CBA comply with Federal and State laws and rules pertaining to apprenticeship.

25. CERTIFICATE OF COMPLETION

Upon the satisfactory completion of apprenticeship under the terms and conditions of these standards and the recommendation of the JAC, apprentices shall be awarded a certificate signed by the Department of Labor and Industrial Relations, and by either Management or Labor Representatives.

WIREFPERSON APPRENTICESHIP PROGRAM SELECTION PROCEDURES

The JAC has adopted the following Selection Procedures for its Apprenticeship Program. These procedures, as stated, shall be uniformly maintained, and consistently applied to all parties interested in the Apprenticeship Program.

SECTION 1 – APPLICATION & INTERVIEW PROCESS:

- A. The JAC shall designate the location where applications will be available and specific dates for the acceptance of applications.
- B. Anyone expressing an interest in making application with the JAC, and requesting an application, will be issued an application during the application period regardless of any other consideration.
- C. All application forms and all related information and documents pertaining to applicants shall be the property of the sponsor and shall be considered information protected under the Privacy Act.
- D. All applications and related documents will be maintained (for a minimum of five (5) years) by the JAC.
- E. After all transcripts, materials, and aptitude test results (if applicable) are received, the JAC will review the documents to determine if the applicant qualifies for an oral interview based on the Minimum Qualifications for Apprenticeship. If the applicant does not qualify for an interview with the JAC, the applicant will not be considered again until they have corrected any deficiencies and submitted a new application. Applicants who do not qualify for an interview based on the Minimum Qualifications for Apprenticeship will be notified via email and shall be advised of the right to appeal.
- F. Applicants who qualify and pass the interview will be ranked based on the results of the interview for purposes of the preparatory boot camp. The number of participants for each cohort of the boot camp will be determined by the JAC and participants will be selected based on their ranking. Applicants must complete and pass the boot camp requirement which includes up to 80-hours of both classroom and hands-on evaluation. Applicants who do not pass (fail) the boot camp must submit a new application for the apprenticeship program and will not be eligible to retake boot camp until 6-months following the date they failed.
- G. Applicants who complete and pass the preparatory boot camp will be included in the list of qualified eligible applicants (Pool of Eligible) available for potential ranking and selection to meet industry needs.
- H. Each applicant shall be ranked by the JAC based on the standard apprenticeship application rating form. Rankings shall be based on the information provided by the applicant. Rating of individual applicants shall be done against a standard of what the industry needs, not as a comparison to the other applicants.

The standard apprenticeship application rating form shall take into consideration the following:

1. Education - Algebra I and II, Geometry, Trigonometry, Advanced Math, Physical Sciences, Physics, Chemistry, Industrial Arts, Mechanical Drawing, Drafting, Computer Literacy, Programming, Related Vocational Technical Courses, etc. Attendance records and grades received will be reviewed along with work history, experience, and past performance.
 2. Ability to punctually report for on-the-job training assignments and related instructional classes-on a regular and continuous basis.
 3. Factors which are brought out during the oral interview, such as:
 - a. Interest in Apprenticeship
 - b. Personal Character
 - c. Cooperativeness
 - d. Judgement
 - e. Ability to develop alternative solutions and choose the best alternative to a problem.
 - f. Ability to plan and organize tasks to meet deadlines
 - g. Ability to maintain good relations with others in a work setting
 - h. Ability to work smoothly with others as a team to complete a task
 - i. Ability to be self-motivated, responsible, and dependable without close supervision
 - j. Ability to remain calm in an emergency
 - k. Ability to understand verbal instructions
 - l. Ability to communicate orally with others
- I. Informational material used for evaluation and ranking of each applicant shall be retained for at least five (5) years.
 - J. If the applicant indicates on the application a prior felony conviction, the JAC may choose to request that additional information be provided after a conditional apprenticeship offer is made.
 - K. If after one year from the date of their initial interview with the JAC, an applicant has gained at least 1,000 hours of work experience in the electrical construction industry, or has successfully completed two or more post-secondary, trade related classes which the applicant feels may enhance his or her chances for possible selection into the apprenticeship program, the applicant may be re-interviewed by the JAC. The applicant must submit a request in writing for re-interview by the JAC using the Application Re-interview Request Form. The JAC will consider the request and determine whether a re-interview is justified.
 - L. Applicants who failed to pass the aptitude test can submit an application and reapply for the program only after three (3) months have passed from the date of their last exam. This is subject to change based on the National Training Alliance aptitude test retake guidelines.

SECTION 2 - LIST OF ELIGIBLE APPLICANTS (POOL OF ELIGIBLE):

- A. Qualified applicants will be notified that they are included on the active list (Pool of Eligibles), subject to selection, and shall remain active for a period of two (2)

years from the date of inclusion in the list. After the JAC has exhausted its Pool of Eligible, or at any time wishes to re-open the lists, it may start a new selection process or opt to leave the list open for continual recruitment. If new eligibles are established prior to the termination of two (2) years, eligibles on the then current list shall be included with the new eligibles without necessity of re-applying and shall be retained on the list for the remainder of their two (2) year period. Reapplication is prohibited for two (2) years following placement on the Pool, regardless of any voluntary or involuntary removal from the Pool.

Exception:

- 1) Those who qualify for Direct Interview and/or Entry following placement on the Pool of Eligibles.
 - 2) Those who qualify for Direct Interview and/or Entry who opt to apply through the standard selection process following placement on the Pool of Eligibles.
 - 3) Applicants who belong to a branch of the United States Armed Services and who have been called upon to participate in military training exercises or active duty will not be removed from the Pool and maintain their standing so long as proper documentation is provided to the JAC.
- B. Applicants may be removed from the Pool before the expiration of two (2) years by their request or following their failure to respond to an apprentice job opportunity notice given by any of the following methods: phone and/or email. Applicants who have been accepted into the apprenticeship program shall be afforded a reasonable period, considering the customs and practices of the industry, to report for work. All applicants shall be treated equally in determining such period. It shall be the responsibility of the applicant to keep the JAC informed of his or her current contact information which includes: phone number, email, and mailing address. The JAC may, in its sole discretion, restore to the Pool of Eligible an applicant who has been removed from the Pool at his or her request or who has failed to respond to an apprentice job opportunity.

SECTION 3 - SELECTION OF APPRENTICES

- A. The number of new apprentices to be selected, at any time, will be determined by the JAC, based on industry needs and the JAC's ability to provide training.
- B. The actual selection of individuals will be made by using the current Pool of Eligible, starting with the top score and continuing, in descending order, until the desired number of accepted applicants has been reached - excluding those entering through the Selection of Apprentices - Exceptions.

As part of an affirmative action program, the sponsor may select certain individuals from the Pool of Eligible to meet established goals and timetables.

- C. All selected applicants will be notified of the JAC's offer of apprenticeship. Applicants selected will be advised via phone or email.

SECTION 4 - SELECTION OF APPRENTICES - EXCEPTIONS

The following **exceptions** for recruitment will be applied to the Wireperson Apprenticeship Program:

- A. Applicants possessing a certificate of completion in electricity or electronics from an accredited institution (minimum two (2) year **or 240-hour** program) such as a Community College, Electronics Institute, New York Technical, etc. may qualify for direct interview; as determined by the JAC, if apprenticeship opportunities are available. Subject to review, the JAC may require the applicant to complete a preparatory boot camp. To qualify under this provision, applicants must:
1. Complete an application form, accurately responding to all questions and items including statements indicating that they are:
 - a. Physically and mentally able to safely perform or learn to safely perform essential functions of the job either with or without reasonable accommodations.
 - b. Able to get to and from work at job sites anywhere within the geographical area that this apprenticeship program covers.
 - c. Able and willing to attend all related classroom training as required to complete their apprenticeship.
 - d. Able to climb and work from ladders, scaffolds, poles, and towers of various heights.
 - e. Able to crawl and work in confined spaces such as attics, manholes and crawlspaces.
 - f. Able to read, hear and understand instructions and warnings.
 2. Provide to the JAC proper, undisputable documentation that they possess a certificate of completion in electricity or electronics from an accredited institution. This documentation must be comprised of official documents such as: completion/graduation certificates, transcripts, notarized letters of confirmation and sworn statements. Such documentation must remain with the applicant's record. The JAC will examine all documentation submitted to determine qualification of the applicant and schedule an interview if needed.
 3. Sit for the electrical industry's aptitude test developed and validated by the American Institutes for Research.
- B. A signatory employer who is a sole owner of the company or a member of a partnership or an officer of a corporation; who employs their spouse, parent, or parent-in-law, brother, sister, brother-in-law, sister-in-law, son, daughter, son-in-law, or daughter-in-law; may request that such employee be registered as an apprentice. To qualify under this provision, applicants must:
1. Complete an application form, accurately responding to all questions and items including statements indicating that they are:
 - a. Physically and mentally able to safely perform or learn to safely perform essential functions of the job either with or without reasonable accommodations.
 - b. Able to get to and from work at job sites anywhere within the geographical area that this apprenticeship program covers.
 - c. Able and willing to attend all related classroom training as required to complete their apprenticeship.
 - d. Able to climb and work from ladders, scaffolds, poles, and towers of various heights.

- e. Able to crawl and work in confined spaces such as attics, manholes and crawlspaces.
 - f. Able to read, hear and understand instructions and warnings.
 2. Provide to the JAC proper, undisputable documentation that selected employees are of proper relation and are on payroll. This documentation must be comprised of official documents such as tax/payroll records, notarized letters of confirmation and sworn statements. Such documentation must remain with the applicant's record. The JAC will examine all documentation submitted to determine qualification of the applicant and schedule an interview if needed.
 3. Sit for the electrical industry's aptitude test developed and validated by the American Institutes for Research.
- C. A new signatory employer may select its employees (they must be on payroll) for direct entry into the apprenticeship program at the time of contract signing. The employer will then have one (1) year to register its selected employees for the program. If selected under this provision, the JAC will use standard means of evaluation if OJT and/or related instructional credit will be awarded for previous training and experience. The JAC will place such individual in the appropriate year of related training. To qualify under this provision, all selected employees must:
 1. Complete an application form, accurately responding to all questions and items including statements indicating that they are:
 - a. Physically and mentally able to safely perform or learn to safely perform essential functions of the job either with or without reasonable accommodations.
 - b. Able to get to and from work at job sites anywhere within the geographical area that this apprenticeship program covers.
 - c. Able and willing to attend all related classroom training as required to complete their apprenticeship.
 - d. Able to climb and work from ladders, scaffolds, poles, and towers of various heights.
 - e. Able to crawl and work in confined spaces such as attics, manholes and crawlspaces.
 - f. Able to read, hear and understand instructions and warnings.
 2. Provide to the JAC proper, undisputable documentation that selected employees are on payroll at the time of contract signing. This documentation must be comprised of official documents such as tax/payroll records, notarized letters of confirmation and sworn statements. Such documentation must remain with the applicant's record. The JAC will examine all documentation submitted to determine qualification of the applicant and schedule an interview if needed.
 3. Sit for the electrical industry's aptitude test developed and validated by the American Institutes for Research.
- D. Individuals who can verify (by providing undisputable documented evidence) that they have worked a minimum of three-thousand five hundred (3,500) hours, specifically in the electrical construction industry, may qualify for either direct interview or direct entry as determined by the JAC if apprenticeship opportunities

are available. If selected under this provision, the JAC will use standard means of evaluation if OJT and/or related instructional credit will be awarded for previous training and experience. The JAC will place such individual in the appropriate year of related training. To qualify under this provision, applicants must:

1. Complete an application form, accurately responding to all questions and items including statements indicating that they are:
 - a. Physically and mentally able to safely perform or learn to safely perform essential functions of the job either with or without reasonable accommodations.
 - b. Able to get to and from work at job sites anywhere within the geographical area that this apprenticeship program covers.
 - c. Able and willing to attend all related classroom training as required to complete their apprenticeship.
 - d. Able to climb and work from ladders, scaffolds, poles, and towers of various heights.
 - e. Able to crawl and work in confined spaces such as attics, manholes and crawlspaces.
 - f. Able to read, hear and understand instructions and warnings.
2. Provide to the JAC proper, undisputable documentation that defined their experience in the electrical construction industry. This documentation must be comprised of official documents such as tax/payroll records, notarized letters of experience confirmation and sworn statements. Such documentation must remain with the applicant's record. The JAC will examine all documentation submitted to determine qualification of the applicant and schedule an interview if needed. An absolute minimum of three-thousand five hundred (3,500) hours of electrical construction work experience must be proven to meet this qualification. No other form of electronic or electrical experience/training or construction experience will be given credit under this provision.
3. Sit for the electrical industry's aptitude test developed and validated by the American Institutes for Research.

E. Individuals who can verify (by providing undisputable documented evidence) that they have worked a minimum of two thousand (2,000) hours specifically in the electrical construction industry may qualify for a direct interview by the JAC if apprenticeship opportunities are available. If selected under this provision the JAC will use standard means of evaluation if OJT and/or related instructional credit will be awarded for previous training and experience. The JAC will place such individual in the appropriate year of related training. To qualify under this provision, applicants must:

1. Complete an application form, accurately responding to all questions and items including statements indicating that they are:
 - a. Physically and mentally able to safely perform or learn to safely perform essential functions of the job either with or without reasonable accommodations.
 - b. Able to get to and from work at job sites anywhere within the geographical area that this apprenticeship program covers.

- c. Able and willing to attend all related classroom training as required to complete their apprenticeship.
 - d. Able to climb and work from ladders, scaffolds, poles, and towers of various heights.
 - e. Able to crawl and work in confined spaces such as attics, manholes and crawlspaces.
 - f. Able to read, hear and understand instructions and warnings.
2. Provide to the JAC proper, undisputable documentation that defined their experience in the electrical construction industry. This documentation must be comprised of official documents such as tax/payroll records, notarized letters of experience confirmation and sworn statements. Such documentation must remain with the applicant's record. The JAC will examine all documentation submitted to determine qualification of the applicant and schedule an interview if needed. An absolute minimum of two thousand (2,000) hours of electrical construction work experience must be proven to meet this qualification. No other form of electronic or electrical experience/training or construction experience will be given credit under this provision.
 3. Sit for the electrical industry's aptitude test developed and validated by the American Institutes for Research.
- F. Subject to JAC review and approval, an apprentice who voluntarily terminated participation in the Apprenticeship Program may be permitted to return into the program.

An apprentice who was involuntarily terminated from participation in the Apprenticeship Program shall not be eligible until five (5) years from the date of such apprentice's involuntary termination from the Apprenticeship Program.

- G. The JAC may qualify individuals who can verify that they have completed a structured pre-apprenticeship training program meeting the minimum requirements established and recognized by the JAC and sponsored by community outreach groups, or by the IBEW, NECA, Electrical Training Alliance, Veteran's Electrical Entry Program, **an industry-related Department of Defense SkillBridge Program**, or by the Local, State, Regional or National Building Trades programs, State of Hawaii Department of Education, or by the JAC; for direct interview and/or entry provided there is no discrimination other than on qualifications for the job. Subject to review, the JAC may require the applicant to complete a preparatory boot camp. To qualify under this provision, applicants must:
1. Complete an application form, accurately responding to all questions and items including statements indicating that they are:
 - a. Physically and mentally able to safely perform or learn to safely perform essential functions of the job either with or without reasonable accommodations.
 - b. Able to get to and from work at job sites anywhere within the geographical area that this apprenticeship program covers.
 - c. Able and willing to attend all related classroom training as required to complete their apprenticeship.

- d. Able to climb and work from ladders, scaffolds, poles, and towers of various heights.
 - e. Able to crawl and work in confined spaces such as attics, manholes and crawlspaces.
 - f. Able to read, hear and understand instructions and warnings.
 2. Provide to the JAC proper, undisputable documentation that they have completed a structured pre-apprenticeship training program meeting the minimum requirements established and recognized by the JAC and sponsored by community outreach groups, or by the IBEW, NECA, Electrical Training Alliance, Veteran's Electrical Entry Program or by the Local, State, Regional or National Building Trades programs, State of Hawaii Department of Education, or by the JAC. This documentation must be comprised of official documents such as: completion/graduation certificates, transcripts, notarized letters of confirmation and sworn statements. Such documentation must remain with the applicant's record. The JAC will examine all documentation submitted to determine qualification of the applicant and schedule an interview if needed.
 3. Sit for the electrical industry's aptitude test developed and validated by the American Institutes for Research.
- H. The JAC may qualify individuals for Direct Interview who have: completed at least three (3) years of active duty military service with the U.S. Armed Forces (with a discharge under honorable conditions within five (5) years of the application date), completed at least six (6) years of U.S. military reserve service (who are still serving as a military reservist or have an honorable discharge within two (2) years of the application date), or have been honorably discharged from the military and have completed military technical training school in a Military Occupational Specialty ("MOS") applicable to the commercial and/or industrial electrical construction industry and can document a minimum of two (2) years of military experience in that MOS within five (5) years of the date of application (these individuals may also qualify for direct entry). If selected under this provision the JAC will use standard means of evaluation if OJT and/or related instructional credit will be awarded for previous training and experience. The JAC will place such individual in the appropriate year of related training. Subject to review, the JAC may require the applicant to complete a preparatory boot camp. To qualify under this provision, applicants must:
 1. Complete an application form, accurately responding to all questions and items including statements indicating that they are:
 - a. Physically and mentally able to safely perform or learn to safely perform essential functions of the job either with or without reasonable accommodations.
 - b. Able to get to and from work at job sites anywhere within the geographical area that this apprenticeship program covers.
 - c. Able and willing to attend all related classroom training as required to complete their apprenticeship.
 - d. Able to climb and work from ladders, scaffolds, poles, and towers of various heights.
 - e. Able to crawl and work in confined spaces such as attics, manholes and crawlspaces.
 - f. Able to read, hear and understand instructions and warnings.

2. Provide to the JAC a DD-214 or equivalent documentation acceptable to the JAC to establish their experience. The JAC will examine all documentation submitted to determine qualification of the applicant and schedule an interview if needed.
3. Sit for the electrical industry's aptitude test developed and validated by the American Institutes for Research.

SECTION 5 – APPEALS & COMPLAINT PROCEDURE:

- A. An Appeals Committee is hereby established composed of one member appointed by Labor, one member appointed by Management and a Public member jointly appointed by both Labor and Management. Each sponsoring organization shall appoint its own representative on the Appeals Committee in such a manner as it desires, except that no member of the JAC, or officer of either sponsoring party, shall serve on the Appeals Committee.
- B. The authority of the Appeals Committee shall be limited to the rendering of decisions on cases involving unjust treatment of applicants for the apprenticeship program with regards to selection. This Committee shall have no other involvement whatsoever with the JAC. This Committee shall not determine basic qualifications for apprenticeship or selection procedures.
- C. Any appeal must be filed in writing within thirty (30) days of the date of notification to the applicant-regarding the JAC's decision concerning application for apprenticeship. Appeals will be filed directly with the Appeals Committee at:

Hawaii Electricians JAC
Appeals Committee
1935 Hau Street, Suite 400
Honolulu, HI 96819
- D. A copy of the appeal shall be filed with the JAC.
- E. The JAC shall provide the Registration Agency with a copy of the appeal immediately upon receipt.
- F. The JAC must file a written answer to the appeal within thirty (30) days of receiving a copy of the appeal. The JAC will provide the Registration Agency with a copy of its response to the appeal.
- G. The Appeals Committee shall consider the written evidence and shall, on request, grant a hearing.
- H. A final decision shall be rendered within thirty (30) days of the date that the JAC filed its response to the appeal, or from the date of the hearing.
- I. Decisions of the Appeals Committee shall be final and binding upon the JAC.
- J. The Complaint Procedure below applies to apprenticeship applicants who feel that they have been discriminated against based on race, color, religion, national origin, sex or age (except applicant must meet the minimum age requirement)

with regard to apprenticeship, or that equal opportunity standards have not been followed.

1. Any Apprentice or Applicant who believes that he or she has been discriminated against based on race, color, religion, national origin or sex with regard to apprenticeship, or that equal opportunity standards have not been followed, has 180 days from the date of the alleged discrimination to register a complaint. The complaint shall be in writing and shall be signed by the complainant. It must include the name, address and telephone number of the person allegedly discriminated against, the program sponsored involved, and the brief description of the circumstances of the failure to apply the equal opportunity standards. Complaints may be registered with the JAC, the U.S. Department of Labor, Office of Apprenticeship, and the Registration Agency if other than the Office of Apprenticeship or Equal Employment Opportunity Commission (EEOC). The written Complaint Procedure with names and addresses of the organizations to which complaints may be filed, will be made available to all applicants and apprentices.

The foregoing Apprenticeship Standards and Selection Procedures for the Wirepersons are considered consistent with the Hawaii State Plan for Equal Employment Opportunity as required by Title 12, Chapter 31, Administrative Rules, Department of Labor and Industrial Relations are hereby agreed to and adopted as revised this 16th day of July, 2024.

Hawaii Electricians Joint Apprenticeship Committee

By: 
Its: CHAIRPERSON

EMPLOYER ORGANIZATION:

Electrical Contractors Association of Hawaii (ECAH)

By: 
Its: EXECUTIVE DIRECTOR

EMPLOYEE ORGANIZATION:

**International Brotherhood of Electrical Workers
Local Union 1186, IBEW, AFL-CIO**

By: 
Its: ASSISTANT BUSINESS MANAGER

Registered as revised with the Department of Labor and Industry Relations this _____ day of _____, 2024.

**STATE OF HAWAII
Department of Labor and Industrial Relations**

By: _____
Its: DIRECTOR

V. NEW BUSINESS

- 2. IT HELP DESK TECHNICIAN
APPRENTICESHIP PROGRAM,
PACIFIC CENTER FOR ADVANCED
TECHNOLOGY TRAINING, HONOLULU
COMMUNITY COLLEGE**

STANDARDS OF APPRENTICESHIP

DEVELOPED BY:

Pacific Center for Advanced Technology Training (PCATT)
Honolulu Community College
University of Hawaii Community Colleges

FOR THE OCCUPATION OF:

IT Help Desk Support Technician

O*NET SOC CODE:

15-1232.00

APPROVED AND REGISTERED BY:

**DEPARTMENT OF LABOR AND INDUSTRIAL RELATIONS
830 PUNCHBOWL STREET | HONOLULU, HI 96813**

PROGRAM IDENTIFICATION

A. Name of Program:

Pacific Center for Advanced Technology Training (PCATT) IT Help Desk Support Technician
Apprenticeship Program

B. Occupation(s):

IT Help Desk Support Technician

O*Net SOC Code:

15-1232

C. Name and Address of Sponsor:

Pacific Center for Advanced Technology Training
Honolulu Community College
874 Dillingham Blvd.
Building 2, Floor 5
Honolulu, HI 96817

D. Contact Person of the Program:

Daniel W. Doerger, EdD
Director, PCATT
874 Dillingham Blvd.
Building 2, Office 512
Honolulu, HI 96817
ddoerger@hawaii.edu
808.845.9296

E. Type of Apprenticeship Program: (Please check appropriate box)

- | | | |
|-------------------------------------|------------------------|---|
| <input type="checkbox"/> | "Group Joint" | Employers and Union Sponsorship |
| <input checked="" type="checkbox"/> | "Group Non-Joint" | Employers Association Sponsorship, No Union Participation |
| <input type="checkbox"/> | "Individual Joint" | Single Employer and Union Sponsorship |
| <input type="checkbox"/> | "Individual Non-Joint" | Single Employer, No Union Participation |

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SECTION I – PROGRAM OVERVIEW

Since 2001, The Pacific Center for Advanced Technology Training (PCATT) has been Hawaii's leading provider of advanced, industry-focused training and certification programs, designed to meet the evolving demands of the IT sector. Working across all seven University of Hawaii Community Colleges, and located at Honolulu Community College, PCATT is dedicated to empowering IT professionals and businesses with the skills and expertise necessary to thrive in today's fast-paced, technology-driven environment. Through close collaboration with industry leaders and educational institutions, PCATT ensures its training programs are aligned with the latest advancements and future trends in IT. We offer hands-on, practical training and industry-recognized certifications in key areas such as Cybersecurity, Cloud Computing, Networking, and Software Development. Our courses feature certifications from top organizations including Cisco, CompTIA, AWS, and Microsoft, ensuring Hawaii's workforce is equipped with cutting-edge knowledge and skills.

Using federal grant funds (US DOL Good Jobs Challenge) an IT Help Desk training and internship was recently piloted at Leeward Community College. This registered apprenticeship is intended to sustain that grant-funded work and capitalize on the forward momentum generated by that program. As a key entry-level position leading to a wide variety of IT jobs, it is critical to create a pathway to IT Help Desk positions that include an option for participants to earn money while furthering their education. While not regulated to recent high school graduates, we are working closely with the Workforce Development Team at the Hawaii Department of Education to create pathways for students to move seamlessly from high school to post-secondary training and into the IT workforce. A primary objective for this registered apprenticeship is to provide an entry level opportunity for a wide-range of participants thus offering flexibility for small to medium employers to promote from within for a variety of positions.

PCATT currently works closely with the Chamber of Commerce Hawaii and the established IT Sector Partnership to identify in-demand jobs across the state and then respond with trainings, many leading to industry recognized certifications. With this program, PCATT hopes to leverage our existing relationships with these two groups, especially the IT Sector Partnership, which will act in an advising capacity in alignment with two of their identified objectives: (1) improving transitions between training and employment; and (2) improving alignment between education and industry.

Overall, the purpose of the IT Help Desk Support Technician is to provide technical assistance to computer users and answer questions or resolve computer problems for clients in person, via telephone, or electronically. The person in this position may also provide assistance concerning the use of computer hardware and software, including printing, installation, word processing, electronic mail, and operating systems.

According to data collected by the University of Hawaii and found on the Career Explorer website, there are more than 2000 job openings for this type of work with an upward job market trend through at least 2028. This job position is also at low automation risk, therefore making it a secure career option. The PCATT apprenticeship Program is designed to help address the shortage of these workers in this high demand Information Technology field.

SECTION II – PROGRAM ADMINISTRATION

The Pacific Center for Advanced Technology Training at Honolulu Community College is the sponsor and will be responsible for the over-all operation and administration of the apprenticeship program, including but not limited to the following:

- a. Establish standards of apprenticeship for the Apprenticeship Program and submit to the Department of Labor and Industrial for approval.

- b. Modify and revise standards of apprenticeship of the program and submit revisions to the Registration Agency for approval.
- c. Determine the need for apprentices based on the needs of the sponsor/employer.
- d. Operate and administer the apprenticeship program in accordance with the standards of apprenticeship.
- e. Coordinate with the training provider for the effective delivery of the related training instruction component of the apprenticeship program
- f. Process apprenticeship transactions pertaining to registration, suspension, cancellation, or reinstatement for submission and approval by the Department of Labor and Industrial Relations (DLIR).
- g. Grant credit hours or advanced standing that may be granted to apprentices for previous experience and training.
- h. Conduct periodic review and evaluation of the progress of the apprentice on-the-job and related instruction.
- i. Recommend the completion of apprentices for issuance of the Certificate of Completion by the Department of Labor and Industrial Relations.
- j. Perform other activities that are necessary for the effective administration of the program.

The day-to-day operation and administration of the apprenticeship program will be the responsibility of the Apprenticeship Coordinator who is also the contact person for the program.

SECTION III – TERM OF APPRENTICESHIP

The term of apprenticeship will be one year and will consist of 2000 hours of on-the-job learning and supplemented by 190 hours of related instruction. Full credit will be given for on-the-job learning hours during the probationary period.

The program is Competency-Based. Skill acquisition and program completion will be measured throughout the apprenticeship to document the individual apprentice's successful demonstration of learned skills and knowledge. These are based on established competencies for the occupation and gained via on-the-job learning as verified by the employer and PCATT.

SECTION IV – ON THE JOB TRAINING

During the term of apprenticeship, the apprentice will receive on-the-job learning in all phases of the occupation that are necessary to develop the skill and proficiency to become a skilled and competent IT

Help Desk Support Technician. The on-the-job learning will be in accordance with the Work Process Schedule/Competencies as outlined in Appendix C.

On-the-job learning will be under the direction and guidance of the supervisor of the apprentice in accordance with the approved apprentices to journeyworker/mentor ratio.

SECTION V – RELATED TRAINING INSTRUCTION

The related training instruction (RTI) consists of 190 hours of technical subjects that are closely correlated with the practical experience and training received on the job.

The Pacific Center for Advanced Technology Training will serve as training provider for related instruction in accordance with the course curriculum/outline provided in Appendix D. The training provider will provide adequate instructional aids and equipment that are necessary to ensure safe and quality instruction. The Sponsor will secure competent instructors who have the knowledge and experience to provide the related instruction.

Related instruction will be delivered in a classroom setting or accomplished through online courses as approved by the Registration Agency. The Sponsor will monitor and document the apprentice's progress in related instruction classes

Apprentices attending related instruction classes will not be compensated while attending or accomplishing related instruction during or outside of regular working hours.

SECTION VI – MINIMUM QUALIFICATIONS AND SELECTION FOR APPRENTICESHIP

Minimum Qualification

Applicants shall meet the following minimum qualifications:

- 17 years old by the time the apprenticeship begins
- High school diploma or GED or in the process of completing high school or GED within one year from acceptance and registration as an apprentice; upon completion of high school or GED, the apprentice must submit evidence of high school diploma or certificate to continue in the program
- Hawaii resident

Selection Process

The sponsor has adopted the following selection procedures, consistent with the requirements set forth in 29 CFR § 30.10(b):

The sponsor will recruit apprentices from (but not limited to) the following sources:

- Candidates put forward by Cisco Academies
- Colleges, Universities, Community Colleges, and Career and Technical Education Centers
- One-Stop Centers, as established under the Workforce Investment Act, and reauthorized in the Workforce Innovation and Opportunities Act of 2014.

SECTION VII – APPRENTICE’S WAGE PROGRESSION

Apprentices’ wages shall be in accordance with the wage schedule that is based on a percentage of the prevailing hourly median wage for Hawaii that is applicable at the time of the selection of the apprentice. The following wage schedule for apprentices is based on the prevailing hourly median wages for this occupation in Hawaii found at onetonline.org as of November 2024.

STEP 1 - 1 - 1000 hours	75% of the prevailing hourly median wage of \$30.00 (\$22.50/hr)
STEP 2 - 1001 – 2000 hours	Increase to 85% of the prevailing wage of \$30.00 (\$25.50/hr)
STEP 3 – END WAGE	\$30.00/hr

SECTION VIII – PROBATIONARY PERIOD

All applicants selected for apprenticeship will serve a probationary period of 480 hours of on-the-job learning. Probationary period begins once the individual is hired/employed as an apprentice. During the probationary period, the apprentice or the sponsor/employer may terminate the apprenticeship program with or without cause

The records for each probationary apprentice shall be reviewed prior to the end of the period. Records may consist of periodic reports regarding progression made on both on-the-job learning (OJL) and related training instruction (RTI), and any disciplinary action taken during the probationary period.

Any probationary apprentice evaluated as satisfactory after a review of the probationary period shall be given full credit for OJL hours and RTI hours completed during the probationary period and continue in the program.

SECTION IX – RATIO OF APPRENTICE(S) TO JOURNEYWORKER(S)

The ratio of apprentice to journeyworker consistent with proper supervision, training/instruction, safety, and continuity of employment throughout the apprenticeship will be no more than three (3) apprentices to one (1) journeyworker/supervisor. Such journeyworker/supervisor is an individual who has the skills, training, and knowledge on the occupation and will be responsible for the training of the apprentice including work assignments, conduct review and evaluation of performance, and submit reports to the sponsor.

SECTION X – CREDIT FOR PREVIOUS EXPERIENCE OR ADVANCE STANDING

Credit hours may be granted to new apprentices who demonstrate previous acquisition of skills or knowledge equivalent to that which would be received under these Standards. Credit hours granted will be credited towards the term and completion of the apprenticeship.

Apprentices seeking credit for previous experience or related training must submit the request for credit at the time of application and furnish such records, affidavits, and other required evidence of work experience demonstrating competencies to substantiate the claim. The sponsor will assess and evaluate previous experience and training that aligns with the work processes or related instruction. The sponsor will determine the number of hours that will be granted based on the results of the assessment and evaluation.

If the apprentice's wage schedule provides for a progressively increasing schedule of wages, an apprentice granted credit will be advanced to the wage rate designated for the step to which such credit accrues. The Registration Agency will be advised of any credit granted and the wage rate to which the apprentice is advanced.

The granting of credit or advanced standing for both on-the-job learning and related instruction will be uniformly applied to all apprentices.

SECTION XI – COMPLAINT PROCEDURES

If an applicant or an apprentice believes an issue exists that adversely affects his/her participation in the apprenticeship program or violates the provisions of the Apprenticeship Agreement or Standards, relief may be sought through one or more of the following avenues, based on the nature of the issue:

- a. For issues regarding wages, hours, working conditions, and other issues, apprentices may seek resolution through the applicable Grievance and Arbitration procedures of the sponsor.
- b. Any apprentice or applicant for apprenticeship who believes that he/she has been discriminated against on the basis of race, color, religion, national origin, age, or sex, with regard to apprenticeship or that the equal opportunity standards with respect to his/her selection have not been followed in the operation of an apprenticeship program, may personally or through an authorized representative, file a complaint with the Registration Agency or, at the apprentice or applicants election, with the private review body established by the program sponsor (if applicable). The complaint will be in writing and will be signed by the complainant. It must include the name, address, and telephone number of the person allegedly discriminated against, the program sponsor involved, and a brief description of the circumstances of the failure to apply equal opportunity standards.
- c. The name of the person designated to review complaints is:
Daniel W. Doerger, EdD
Director, PCATT
874 Dillingham Blvd.
Building 2, Office 512
Honolulu, HI 96817
ddoerger@hawaii.edu
808.845.9143

The complaint must be filed not later than one hundred eighty (180) days from the date of the alleged discrimination or specified failure to follow the equal opportunity standards, and, in the case of complaints filed directly with the review body designated by the program sponsor to review such complaints, any referral of such complaint by the complainant to the Registration Agency must occur within the time

limitation stated above or thirty (30) days from the final decision of such review body, whichever is later. The time may be extended by the Registration Agency with good cause shown.

Complaints of discrimination in the apprenticeship program may be filed and processed under Chapter 31, Title 12 Hawaii Administrative Rules and the procedures as set forth above.

The services of the Department may also be utilized as provided in Item 3, General Provisions (Appendix B).

SECTION XII – EQUAL EMPLOYMENT STANDARDS

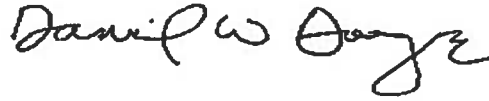
The Pacific Center for Advanced Technology Training shall comply with the following Equal Employment Opportunity Pledge on Apprenticeship:

"The recruitment, selection, employment, and training of apprentices during their apprenticeship shall be without discrimination on the basis of race, color, religion, national origin, sex (including pregnancy and gender identity), sexual orientation, genetic information, age (40 or older), disability, marital status, or arrest and court record which does not have a substantial relationship to the functions and responsibilities of the prospective or continued employment, provided that a sponsor may refuse to refer for employment an individual for good cause relating to the ability of the individual to perform the work in question. Affirmative action shall be undertaken to provide equal employment opportunity in apprenticeship and the apprenticeship program shall be operated as required under chapter 31, title 12, Administrative Rules or its successors and Title 29, part 30 of the Code of Federal Regulations."

The Sponsor is an Equal Employment Opportunity Employer and does not discriminate in the recruitment, selection, employment and training of apprentices and ensures the identification, positive recruitment, training, and motivation of underrepresented populations, including minority and female apprentices.

SECTION XIII – ADOPTION AND APPROVAL OF APPRENTICESHIP STANDARDS

A. Name of sponsor adopt and submits these Standards of Apprenticeship for approval:



Signature:

Name: Daniel W. Doerger

Title: Director, PCATT

Date: 11/15/2024

B. Approved and Registered by the Department of Labor and Industrial Relations

Signature: _____

Name: Jade Butay

Title: Director

Date: _____

APPENDIX A

ASSURANCES AND CERTIFICATIONS

By its signature to the Standards of Apprenticeship, the Sponsor assures and certifies that it will fully comply with the following requirements in accordance with Chapters 30 and 31, Title 12, Hawaii Administrative Rules, and Federal Regulations on Apprenticeship in 29 CFR Part 29:

1. Apprentices indentured into the sponsor program shall not be less than seventeen (17) years of age.
2. All apprentices shall be afforded qualified training personnel and adequate supervision on the job. All apprentices will receive instruction in safe and healthful work practices both on-the-job and in related instruction that are in compliance with State or Federal Occupational Safety and Health Standards.
3. All apprentices shall be placed under a written apprenticeship agreement, which shall directly, or by reference, incorporate the standards of the program as part of the agreement.
4. Proposed modifications to the Apprenticeship Program shall be promptly submitted to the DLIR for review and approval.
5. The Sponsor shall promptly request apprentice registrations, completions, cancellations, and suspension with reasons to DLIR.
6. If for any reason, the Sponsor is unable to fulfill his/her training obligations due to lack of work or inability to conform to these Standards, the Sponsor will make every effort to refer the apprentices who are interested in continuing their apprenticeship to another registered program for the same or similar occupation, if available. This will provide the apprentices an opportunity for completion of their Apprenticeship Program. The Sponsor will make available to the apprentice and the receiving employer the apprentice's training record if a similar program is available.
7. The Sponsor will maintain for a period of five (5) years from date of last action, all records relating to apprentice applications (whether selected or not), the employment and training of apprentices, and any other information relevant to the operation of the program, and make these records available on the request of the Registration Agency.
8. For Competency-Based Apprenticeship Programs, the Sponsor is responsible to maintain records and documentation of competencies attained with a date when the competency is attained, and initialed by both the apprentice and supervisor for each competency so that the apprentice is aware of his or her progress in the apprenticeship program.

The apprentice will authorize release of related instruction records before submitting to the Sponsor. All data, written records of progress evaluations, and corrective and final actions pertaining to the apprentice will be maintained by and will be the property of the Sponsor. These records will be included in each apprentice's records maintained by the Sponsor.

9. Periodically, or at any other time when conditions warrant, the Sponsor will evaluate the apprentice's record of performance to determine whether he/she has made satisfactory progress. If an apprentice's related instruction or on-the-job progress is found to be unsatisfactory, the Sponsor may determine whether the apprentice will be required to repeat a work process. Should it be found that the apprentice

does not have the ability or desire to continue the training to become a journey worker, the Sponsor will, after the apprentice has been given adequate assistance and opportunity for corrective action, request DLIR to terminate the Apprenticeship Agreement.

10. The Sponsor may request at any time to cancel the apprenticeship program set forth herein. If the Sponsor fails to abide by these Standards, DLIR may initiate deregistration of the Apprenticeship Program.
11. The transfer of an apprentice between apprenticeship programs and within an apprenticeship program must be based on agreement between the apprentice and the affected apprenticeship committee or program sponsors, and must comply with the following requirements:
 - a. The transferring apprentice must be provided a transcript of related training instruction and on-the-job learning by the committee or program sponsor;
 - b. The transfer must be to the same occupation; and
 - c. A new apprenticeship agreement must be executed when the transfer occurs between program sponsors.
12. The Standards for Apprenticeship shall comply with federal and state laws, rules, regulations, and requirements pertaining to apprenticeship.
13. The Sponsor agrees to follow and provide all Appendices to these Standards of Apprenticeship, if applicable:
 - Appendix A – Assurances and Certifications
 - Appendix B – General Provisions
 - Appendix C – Work Process Schedule/Competencies
 - Appendix D – Related Training Instruction/Course Curriculum Outline
 - Appendix E – Affirmative Action Program
 - Appendix F – Selection Procedures
 - Appendix G – Union’s Concurrence with the Apprenticeship Program
 - Appendix H – List of Signatory Employers
 - Appendix I – Employer Acceptance Agreement
14. The Sponsor certifies that the information contained in the Apprenticeship Agreement is true and correct to the best of their knowledge and understands that the agreement will not be considered if it is incomplete. Further, the Sponsor understands that any false or misleading statements and/or omissions, whenever discovered, regarding the Apprenticeship Program are grounds for disqualification from further consideration and from dismissal from the program.

APPENDIX B

GENERAL PROVISIONS

The administration and operation of the Apprenticeship Program shall be in accordance with the following General Provisions:

1. During the period of probation, the DLIR Director shall cancel the apprenticeship agreement at the request in writing of any party thereto. (This provision is not applicable if probationary period is covered by collective bargaining).
2. After an apprentice's probationary period, if applicable, the DLIR Director may cancel an apprenticeship agreement:
 - i. Upon agreement of the parties thereto;
 - ii. At the request of the apprentice;
 - iii. Upon recommendation by the sponsor, for good cause, with due notice to the apprentice and a reasonable opportunity for corrective action; or
 - iv. For good cause by DLIR after giving all parties notice and opportunity to be heard.
3. The services of DLIR may be utilized for consultation regarding the settlement of differences arising out of the apprenticeship agreement where the differences cannot be settled internally by the parties or in accordance with their established procedures, and that any such differences which cannot be amicably settled by the parties may be submitted to the DLIR Director for final decision.
4. The DLIR shall recognize an apprentice's completion of an apprenticeship program by issuing a certificate of completion to the apprentice.
5. The DLIR shall register, cancel, or deregister Apprenticeship Programs in compliance with Chapter 372 HRS, and Chapter 12, Subtitle 5, Chapter 30 Administrative Rules for Apprenticeship.

APPENDIX C

WORK PROCESSES SCHEDULE/COMPETENCIES

The work process schedule is intended as a guide. It is not to be followed in any particular sequence, and it is understood that some adjustments may be necessary in the apprentice's assignments allotted for different work experience. Overall, an apprentice shall receive sufficient experience to demonstrate a high level of expertise in the work processes which are part of this occupation. In addition, the apprentice shall be fully instructed in safety and OSHA requirements as may be applicable to maintain a safe and healthy work environment.

Below is the rating system/rubric used to assist in determining competency. The sponsor will work with the assigned mentor and the apprentice to implement the rubric so that evidence of mastery of competencies is accurately evaluated and recorded. Given the breadth of competencies, the apprentice and mentor will meet at a minimum of once every two weeks to review progress using this rubric as an evaluation tool. The sponsor will work with the mentor and apprentice to ensure that competencies are being met in such a way that the apprentice will successfully complete the on-the-job training within the allotted time. Review of competency completion with the sponsor, mentor, and apprentice will occur at minimum every three months.

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

IT Help Desk Support Technician Apprenticeship Competencies – Technical

JOB FUNCTION 1: Sets up and removes employee or client workstations or devices, including setting up access controls	
Competencies	Approximate Hours
A. Sets up desktop, laptop and other devices for employees	80
B. Installs software on network or individual users' computers, laptops or devices and sets appropriate access controls or authorities	40
C. Sets up user identifications and passwords and implements policies regarding passwords and user/administrator permissions	40
D. Establishes secure external connections to network or desktops using secure remote access technology	80
E. Installs printers on networks or individual devices	40
F. Sets up network map, employee folders and centralized data repositories	40
G. Sets up email account for users and establishes storage limits and backup parameters	40
H. Maintains and manages software licenses	20
I. Removes users from network, archives data and files, removes workstations and disables devices for users exiting the organization or prohibited from using IT resources	40
TOTAL HOURS	420

JOB FUNCTION 2: Installs, provides user support for, or troubleshoots hardware and commercial software	
Competencies	Approximate Hours
A. Uses FAQ's or other job aids to troubleshoot hardware or software faults	40
B. Uses logic to discover source of faults and recommends appropriate solutions	80
C. Demonstrates ability to use basic software, including set-up of preferred default settings, instructs other users on the basic features of standard software packages, and identifies and remedies typical faults in relevant software packages	40

D. Identifies situations in which the fault must be escalated to a higher-level technology support individual, including an outside vendor	40
E. Contacts outside vendors or vendor-supported help desk to solve difficult problems or procure software patches	40
F. Prioritizes "tickets" or requests for help based on business need, staff hierarchy or urgency of problems	40
TOTAL HOURS	280

JOB FUNCTION 3: Supports internal or external clients in the use of audio/visual technology and conference technology

Competencies	Approximate Hours
A. Sets up and links audiovisual equipment, including projectors, screens, laptops, cameras and related device	40
B. Installs, launches, operates and troubleshoots software designed to facilitate presentations, web-based conferencing and audioconferencing	40
C. Test equipment and software prior to use to ensure sound and video quality is acceptable	40
D. Sets up, schedules and manages web-based or video conferences	40
E. Provides support to users during meetings, conferences or webinars	40
F. Sets up user accounts on voice technologies or systems, including voicemail	30
TOTAL HOURS	230

JOB FUNCTION 4: Installs, maintains and troubleshoots networks

Competencies	Approximate Hours
A. Installs and maintains wired and wireless networks	50
B. Connects devices to networks physically and using remote access technologies	40
C. Installs network security software and devices and monitors system for signs of hacking, intrusion or viruses	40
D. Test resiliency of security devices or software and monitor bandwidth utilization	40

E. Establishes and sets access levels and permissions based on employees' job roles and company policies	40
F. Assists in setting up, configuring and managing servers including data storage	40
G. Sets up user identification parameters on servers	40
H. Assists in monitoring server use, efficacy of data back-up and storage systems and integrity of redundant systems or technologies	40
TOTAL HOURS	320

JOB FUNCTION 5: Makes minor software modifications to improve performance or customize to user needs	
Competencies	Approximate Hours
A. Surveys user needs to understand what modifications are needed	40
B. Modifies a program within a software package, including securing permission from vendors to do so	50
C. Inserts or loads organizational templates or standards into software, such as presentation templates in PowerPoint or equivalent software	40
D. Monitor computer performance and recommend/make upgrades or modifications as necessary to improve speed or other performance parameters	40
E. Uses software to set up needed business functions, such as workflows, tracking, archiving or other functions	40
TOTAL HOURS	200

JOB FUNCTION 6: Assists in maintaining or updating web content and manages user access profiles and authorities	
Competencies	Approximate Hours
A. Sets user/author access permissions based on organization's policies	40
B. Uploads new content to organization's website or removes old content as instructed	40
C. Test functionality of links embedded in the website	40
D. Notifies appropriate person if incorrect, outdated or otherwise problematic content is identified	40

E. Notifies appropriate person if website is not functioning properly	40
TOTAL HOURS	200

JOB FUNCTION 7: Monitors and helps maintain network security by adhering to security policies	
Competencies	Approximate Hours
A. Monitors adherence to password policies, including enforcement of password update intervals	40
B. Sets user access levels and permissions based on organizational policies	40
C. Monitors antiviral software to understand potential threats and updates as needed	50
D. Reads, attends conferences or interacts with other IT professionals to know and understand current threat levels and mechanisms	40
E. Ensures that encryption technology and access controls are utilized to protect sensitive data	40
F. Ensures that off-site staff are using secure connections to access network	40
G. Assists in or monitors use of back-up technologies and network redundancies to minimize risk	80
TOTAL HOURS	320
OVERALL TOTAL HOURS	2000

APPENDIX D

COURSE CURRICULUM OUTLINE For IT Help Desk Support Technician

Method of Delivery: Any combination of in-house training, classroom, and/or online.

Source of Instruction: any combination of community college, private industry training provider, sponsoring employer, or computer-based training.

Note: These are National Guideline Standards. Course titles and classes may differ slightly depending upon the RI provider.

The Recommended RI for this Occupation consists of three (3) Courses totaling approximately 190 Hours.

Course 1

CompTIA A+ Exam Core 1 (220-1101) will be taken following this class. Candidates must complete both 220-1101 and 220-1102 to earn certification.

A+ Computer Training and Certification Preparation	Course Time 70 Hours	
This training is designed to prepare participants for the CompTIA participants for the CompTIA core 1 exam. This verifies that the successful candidate has the knowledge and skills required to install, configure, and maintain computer equipment, service components based on customer needs, understands network basics, properly and safely diagnoses and resolve common hardware and software issues, applies troubleshooting skills, and understands basics of scripting, cloud technologies virtualization, and multi-OS deployments in corporate settings.		
Section Topic	Objective	Hours
Section 1. Mobile Devices		8
1.1 Laptop Configuration	Given a scenario, install and configure laptop hardware and components.	
1.2 Display Components	Compare and contrast the display components of mobile devices.	
1.3 Accessories and Ports	Given a scenario, set up and configure accessories and ports of mobile devices	
1.4 Mobile-device networks	Given a Scenario, configure basic mobile-device network connectivity and application support.	
Section 2. Networking		16
2.1 TCO and UPD	Compare and contrast Transmission Control Protocol (TCP) and User Datagram Protocol (UDP) ports, protocols, and their purposes.	
2.2 Networking Hardware	Compare and contrast common Networking hardware.	
2.3 Wireless Networking	Compare and contrast Protocols for wireless networking	
2.4 Network Hosts	Summarize services provided by networked hosts.	
2.5 Installation of wired or wireless networks (SOHO)	Given a scenario, install and configure basic wired/wireless small office/home office (SOHO) networks.	
2.6 Network Configuration	Compare and contrast common network configuration concepts.	
2.7 Internet Connection and Network types	Compare and contrast Internet connection types and network types and their features.	
2.8 Networking tools	Given a scenario, use networking tools.	

Section 3 Hardware		14
3.1 Cable Types	Explain basic cable types and their connectors, features and purposes.	
3.2 RAM	Given a scenario, install the appropriate RAM	
3.3 Storage Devices	Given a scenario, select and install storage devices.	
3.4 Motherboards, Cooling, CPUs and Add-on Cards	Given a scenario, install and configure motherboards, central processing units (CPUs) and add on cards.	
3.5 Power Supplies	Given a scenario, install or replace the appropriate power supply.	
3.6 Multifunctioning devices	Given a scenario, deploy and configure multifunctioning devices/printers and settings.	
3.7 Printer Consumables	Given a scenario, install and replace printer consumables	
Section 4. Virtualization and Cloud Computing		14
4.1 Cloud-Computing Concepts	Summarize cloud-computing concepts	
4.2 Virtualization	Summarize aspects of client-side virtualization	
Section 5. Hardware and Network Troubleshooting		18
5.1 Best Practices of Problem Solving	Given a scenario, apply the best practice methodology to resolve problems	
5.2 Troubleshooting motherboards, RAM, CPU and power	Given a scenario, troubleshoot problems related to motherboards, RAM, CPU, and power.	
5.3 Troubleshooting Storage Drives and RAID Arrays	Given a scenario, troubleshoot and diagnose problems with storage drives and RAID arrays.	
5.4 Display Troubleshoot	Given a scenario, troubleshoot video, projector, and display issues.	
5.5 Troubleshooting Mobile Devices	Given a scenario, troubleshoot common issues with mobile devices.	
5.6 Printer Troubleshoot	Given a scenario, troubleshoot and resolve printer issues.	
5.7 Troubleshoot Wired and Wireless Networks	Given a scenario, troubleshoot problems with wired and wireless networks.	

Course 2

CompTIA A+ Exam Core 2 (220-1102) will be taken following this class. Passing this exam will qualify the student as CompTIA A+ Certified.

Cisco Certified Support Technician (CCST)- Networking certification will also be taken following this class.

A+ Computer Training and Certification Preparation	Course Time 50 Hours	
<p>This comprehensive CompTIA A+ Exam Core 2 training and certification preparation course is designed to equip students with the knowledge and practical skills required to succeed in today's IT environment. Aligned with the CompTIA A+ Core 2 exam (220-1102), this course covers essential areas of IT support, including operating systems, security, software troubleshooting, and operational procedures. Through hands-on labs, real-world scenarios, and instructor-led discussions, students will learn to install, configure, and troubleshoot a variety of operating systems and software components, understand basic network and security principles, and develop effective problem-solving strategies for common IT challenges. By the end of this course, students will be well-prepared to pass the CompTIA A+ Core 2 exam, validate their skills, and launch or advance their career in IT support and administration.</p>		
Section Topic	Objective	Hours
Section 1. Operating Systems		15

1.1 Microsoft Windows	Identify basic features of Microsoft Windows editions.	
1.2 Microsoft Command-line Tools	Given a scenario, use the appropriate Microsoft command-line tool.	
1.3 Microsoft Windows Operating Systems	Given a scenario, use features and tools of the Microsoft Windows 10 operating system (OS).	
1.4 Windows 10 Control Panel utility.	Given a scenario, use the appropriate Microsoft Windows 10 Control Pane utility.	
1.5 Windows Settings	Given a scenario, use the appropriate Windows settings.	
1.6 Microsoft Windows Networking	Given a scenario, configure Microsoft Windows networking features on a client/desktop.	
1.7 Installation and Configuration	Given a scenario, apply application installation and configuration concepts.	
1.8 Common OS types	Explain common OS types and their purposes.	
1.9 OS Installation and Upgrades	Given a scenario, perform OS installations and upgrades in a diverse OS environment.	
1.10 macOS	Identify common features and tools of the macOS/desktop OS.	
1.11 Linux	Identify common features and tools of Linux client/desktop OS.	
Section 2. Security		15
2.1 Security Measures	Summarize various security measures and their purpose	
2.2 Security Protocols	Compare and contrast wireless security protocols and authentication methods.	
2.3 Malware	Given a scenario, detect, remove, and prevent malware using the appropriate tools and methods.	
2.4 Social-engineering attacks, threats, and vulnerabilities	Explain Common social-engineering attacks, threats, and vulnerabilities.	
2.5 Microsoft Windows OS Security	Given a scenario, manage and configure basic security settings in the Microsoft Windows OS.	
2.6 Workstation Security Best Practices	Given a scenario, configure a workstation to meet best practices for security.	
2.7 Mobile security	Explain common methods for securing mobile and embedded devices.	
2.8 Data Destruction	Given scenario, use common data destruction and disposal methods.	
2.9 SOHO Security	Given a scenario, configure appropriate security settings on small office/home office (SOHO) wireless and wired networks.	
2.10 Browser Security	Given a scenario, install and configure browsers and relevant security settings.	
Section 3. Software Troubleshooting		10
3.1 Windows OS Problems	Given a scenario, troubleshoot common Windows OS problems.	
3.2 PC Security Issues	Given a scenario, troubleshoot common personal computer (PC) security issues.	
3.3 Malware Removal	Given a scenario, use best practices for malware removal.	
3.4 Mobile OS App Issues	Given a scenario, troubleshoot common mobile OS and application issues.	
3.5 Mobile Security Issues	Given a scenario, troubleshoot common mobile OS and application security issues.	
Section 4. Operational Procedures		10

4.1 Information Management	Given a scenario, implement best practices associated with documentation and support systems information management.	
4.2 Change-management Best Practices	Explain basic management best practices.	
4.3 Workstation Back-up and Recovery	Given a scenario, implement workstation backup and recovery methods.	
4.4 Safety Procedures	Given a scenario, use common safety procedures.	
4.5 Environmental Controls	Summarize environmental impacts and local environmental controls.	
4.6 Policy Concepts	Explain the importance of prohibited content/activity and privacy, licensing, and policy concepts.	
4.7 Communication Techniques	Given a scenario, use communication techniques and professionalism.	
4.8 Basic Scripting	Identify basic scripting.	
4.9 Remote Access Technologies	Given a scenario, use remote access technologies.	

Course 3

CISCO CCST – IT Support Training and Certification Preparation	Course Time 70 Hours	
<p>The Cisco CCST IT Support Training Program is an entry-level course designed to prepare students for the Cisco Certified Support Technician (CCST) IT Support certification exam and provide essential skills for success in IT support roles. This program covers core IT concepts, including computer hardware and software, operating systems, networking fundamentals, and cybersecurity basics. Students will develop hands-on skills in troubleshooting, configuring, and maintaining desktops, laptops, and networked devices. Throughout this course, students will gain experience using key tools and techniques to diagnose and resolve common IT issues, manage user support requests, and secure IT environments. By the end of this program, students will be equipped with the foundational knowledge needed for IT support roles, such as IT support specialist, help desk technician, or junior systems administrator, and will be ready to pursue the CCST IT Support certification.</p>		
Section Topic	Objective	Hours
Core IT Support Concepts	Describe fundamental IT concepts, including hardware, software, operating systems, and basic networking principles. Explain the functions and components of desktop and laptop computers, mobile devices, and networked systems.	8
Installation and Configuration of Operating Systems and Software	Install, configure, and manage common operating systems such as Windows, macOS, and Linux. Perform basic software installations, updates, and configurations to meet user requirements.	8
Hardware and Software Troubleshoot	Diagnose and resolve common hardware issues, such as device malfunctions, connectivity problems, and performance issues. Use troubleshooting techniques and tools to identify and fix software and OS problems.	10
Management and Maintenance of IT Systems and Devices	Perform routine maintenance tasks, including system updates, disk cleanup, and hardware inspections. Configure system settings, peripherals, and device drivers to optimize performance and functionality.	10
Implementation of Basic Network Troubleshooting	Explain networking essentials such as IP addressing, network protocols, and connectivity. Use tools like ping, traceroute, and IP configuration to troubleshoot basic network issues.	10

Cybersecurity Fundamentals	Understand basic cybersecurity principles, such as authentication, encryption, and malware protection. Apply fundamental security practices, including password management, firewall settings, and data protection.	8
Effective User Support and Communication	Handle user support requests efficiently, using best practices in communication and customer service. Document troubleshooting steps and solutions to ensure consistent and professional user support.	8
Prepare for IT Support Roles and Certification	Develop entry-level skills for roles like IT support specialist, help desk technician, and junior systems administrator. Be equipped with the knowledge needed to successfully complete the CCST IT Support certification exam.	8

In addition, employers may select from the following additional modules as needed. These modules are available at no additional charge to the industry partner or the apprentice.

- | | |
|-------------------------------|----|
| 1. Teamwork and Collaboration | 8 |
| 2. Communications | 10 |
| 3. Problem Solving | 5 |
| 4. Critical Thinking | 3 |
| 5. Conflict Management | 3 |
| 6. Time Management | 5 |
| 7. Customer Service | 3 |

TOTAL: 37

Submitted by: Pacific Center for Advanced Technology Training

Reviewed and Recommended for Approval: _____
Signature

_____ Date

APPENDIX E

AFFIRMATIVE ACTION PLAN PROGRAM

As required under Title 12, Chapter 31, Hawaii Administrative Rules and Title 29, Code of Federal Regulations, Part 30 as amended.

Adopted by the Pacific Center for Advanced Technology Training (PCATT)

Section I: Introduction

The Sponsor, the Pacific Center for Advanced Technology Training, (PCATT) adopts this Affirmative Action Plan (AAP) with good faith for the purpose of promoting equality of opportunity into its registered apprenticeship program. The Pacific Center for Advanced Technology Training seeks to increase the recruitment of qualified women, minorities, and/or persons with disabilities for possible selection into the apprenticeship program in the event women and/or minorities are underutilized in the apprenticeship program.

Section II: Equal Opportunity Pledge

The Sponsor commits to the following Equal Opportunity Pledge:

"The recruitment, selection, employment, and training of apprentices during their apprenticeship shall be without discrimination on the basis of race, color, religion, national origin, sex (including pregnancy and gender identity), sexual orientation, genetic information, age (40 or older), disability, marital status, or arrest and court record which does not have a substantial relationship to the functions and responsibilities of the prospective or continued employment, provided that a sponsor may refuse to refer for employment an individual for good cause relating to the ability of the individual to perform the work in question. Affirmative action shall be undertaken to provide equal employment opportunity in apprenticeship and the apprenticeship program shall be operated as required under chapter 31, title 12, Administrative Rules or its successors and Title 29, part 30 of the Code of Federal Regulations."

Section III: Utilization and Analysis, Goals and Timetables

In order to allow positive recruitment and full utilization of minorities and women in the apprenticeship program, the Pacific Center for Advanced Technology Training pledges to undertake outreach efforts under Section IV. An analysis of the minority and women in the labor force will be made to determine if deficiencies exist in terms of underutilization of minorities and/or women in the occupations registered with the Registration Agency. (See attached Affirmative Action Plan Analysis Worksheet)

Section IV: Outreach and Positive Recruitment

The Sponsor will conduct outreach and positive recruitment efforts that would reasonably be expected to increase minority and women's participation in apprenticeship by expanding the opportunity of minorities and women to become eligible for apprenticeship selection that may include the following:

- a) Announcement of specific apprenticeship openings will be disseminated thirty (30) days in advance of the earliest date for application at each interval to different organizations which can effectively reach minorities, women, or other underrepresented populations. These organizations may include the following:

- Registration Agency
 - Women's Organizations/Centers
 - Local Schools
 - Employment Service Centers
 - American Job Centers
 - Vocational Education Schools
- b) Participate in workshops for the purpose of familiarizing school, employment service and other appropriate personnel with the apprenticeship program and current opportunities.
 - c) Work with school boards, vocational educational systems, or community colleges to develop programs for preparing students to meet the standards and criteria required to qualify for entry into the apprenticeship program.
 - d) Communicate internally the equal opportunity policy in such manner that will foster understanding, acceptance, and support among various officers, supervisors, and employees and to encourage such persons to take the necessary action to aid in meeting its obligations.
 - e) Utilize programs, such as pre-apprenticeship, preparatory trade training, or other programs designed to afford related work experience or prepare candidates for apprenticeship. Those who complete such programs are afforded full and equal opportunity for admission into the apprenticeship program.
 - f) Other activities to ensure that the recruitment, selection, employment, and training of apprentices during their apprenticeship will be without discrimination, including the use of minority and female apprentices and journey-workers to conduct outreach or recruitment.

Section V: Annual Review of Affirmative Action Plan

The Sponsor will make an annual review of its current AAP and its overall effectiveness and institute any revisions or modifications warranted. The review will analyze (independently and collectively) the affirmative action steps taken for evaluating the positive impact, as well as the adverse impact in the areas of outreach and recruitment, selection, employment, and training. The Sponsors will work diligently to identify the cause and affect those results from their affirmative action measures and will continually monitor these processes in order to identify the need for a new affirmative action effort and/or deletion of ineffective existing activities. All changes to the AAP will be submitted to the Department of Labor and Industrial Relation for approval. The Sponsor will continually monitor the participation rates of underrepresented population in the apprenticeship program in an effort to identify any type of underutilization. If underutilization exists, corrective action will be immediately implemented. The goals and timetables also will be reviewed periodically as determined by the Registration Agency and updated where necessary.

AFFIRMATIVE ACTION PLAN – ANALYSIS WORKSHEET

Occupational Title: IT Helpdesk Support Technician O*Net Code: 15-1232.00
Sponsor: The Pacific Center for Advanced Technology Training
Address: 874 Dillingham Blvd.
City: Honolulu State: HI Zip: 96817
Phone: 808.845.9296 Type of Selection Uses: _____
Labor Market Area: Hawaii

LABOR MARKET AREA DATA
(Leave this blank)

Total Labor Force in Labor Market Area: Honolulu, Oahu, Hawaii
Number Women: _____ (____%) of Labor Force
Number Minority: _____ (____%) of Labor Force

Working Age Population in Labor Market Area: Honolulu, Oahu, Hawaii
Number Women: _____ (____%) of Working Age Population
Number Minority: _____ (____%) of Working Age Population

The General Availability of Minorities and Women with the Present or Potential Capacity for Apprenticeship.
Number Women: _____
Number Minority: _____

SPONSOR'S WORKFORCE DATA

Journey-Workers: _____
Number Women: _____ (____%) of Journey-Workers
Number Minority: _____ (____%) of Journey-Workers

Apprentices: _____
Number Women: _____ (____%) of Apprentices
Number Minority: _____ (____%) of Apprentices

DETERMINATION OF UTILIZATION

Minority Underutilization: Yes No
Female Underutilization: Yes No

(Note: All Factors Need Not Be Weighed Equally.)

SPONSOR'S GOALS

The sponsor agrees to make good faith efforts to attain the goal that apprentices who are registered with the program within two years from the approval of the program will constitute 75% minorities and 30% women. These goals shall not be used to discriminate against any qualified applicant on the basis of race, color, religion, national origin or sex.

Estimated Number of New Apprentices to be hired within one year of program approval: 6

APPENDIX F

QUALIFICATIONS AND SELECTION PRODECURES

As required under Title 12, Chapter 31, Hawaii Administrative Rules and Title 29, Code of Federal Regulations, Part 30 as amended.

Adopted by the Pacific Center for Advanced Technology Training (PCATT)

Section I: Minimum Qualifications

Applicants shall meet the following minimum qualifications:

- 17 years old by the time the apprenticeship begins
- High school diploma or GED or in the process of completing high school or GED within one year from acceptance and registration as an apprentice; upon completion of high school or GED, the apprentice must submit evidence of high school diploma or certificate to continue in the program
- Hawaii resident

Section II: Application Procedures

- A. Applicants will be accepted (throughout the year or as specified). All persons requesting an application will have one made available upon request.
- B. All applications will be identical in form and requirements. The application form will be numbered in sequence corresponding with the number appearing on the applicant log so that all applications can be accounted for. Columns will be provided on the applicant log to show race/ethnic and sex identification and the progress by dates and final disposition of each application.
- C. Before completing the application, each applicant will be required to review the Apprenticeship Standards and will be provided information about the program. If the applicant has any additional questions on the qualifications or needs additional information to complete the application, such information will be provided by the sponsor
- D. Receipt of the properly completed application form, along with required supporting documents (proof of age, driver's license, birth certificate or other acceptable documentation; copy of high school diploma, GED Certificate or other acceptable documentation) will constitute the completed application.
- E. Completed applications will be checked for minimum qualifications. Applicants deficient in one or more qualifications or requirements or making false statements on their application will be notified in writing of their disqualification. The applicant will also be notified of the appeal rights available to them. No further processing of the application will be taken.
- F. Applicants meeting the minimum qualifications and submitting the required documents will be notified where and when to appear for an interview (if applicable).

Section III: Selection Procedures

- A. The Sponsor will schedule the interview (if applicable) and evaluation session. All applicants who have met the minimum qualifications and have submitted the required documents must be notified of the date, time, and place to appear.

- B. The interviewer(s) will rate each applicant during the interview on each of the factors on the applicant rating form considering the information on the application and required documents, if applicable. The interviewer will record the questions asked and the general nature of the applicant's answers. The interviewer will then prepare a written summary of his or her judgment of the applicant derived from the interview.
- C. After completing the interview and evaluation of the applicants, the individual rating scores of the interviewer(s) will be added together and averaged to determine the applicant's final rating.
- D. Applicants will be placed on a "Ranking List" according to their scores at the evaluation session, with the applicant having the highest score being at the top of the list, and all applicants then listed in descending order based on score.
- E. As openings for the registration of new apprentices occur, the highest ranked applicant will be notified of selection by telephone. It will be the responsibility of the applicant to keep the Sponsor informed of their current mailing address and telephone number.
- F. Selected applicants must respond to the notice of selection within thirty-six (36) hours of notice. If applicants cannot be reached by telephone, their names will be passed, and notice sent to their address by "Certified Mail - Return Receipt Requested" to determine if the applicants are still interested. If no response is received in fifteen (15) working days from the written notice, the applicant's name will be removed from the list. Only one certified notice will be mailed.
- G. Qualified applicants remaining on a preceding ranking list will automatically be carried forward on the new ranking list and slotted in wherever their rating score placed them for a period of two (2) years, unless the applicant has been removed from the list by their own written request or following failure to respond to an apprentice opening. Applicants who were not placed during the two (2) year period that were on the ranking list, will be required to reapply.
- H. During the two-year period, applicants who feel that their qualifications have improved since their original rating may submit documented evidence of such additional experience or training and request reevaluation and rating at the next regular processing cycle.
- I. Youth who complete a Job Corps training program in any occupation covered in these Standards, who meet the minimum qualifications of the apprenticeship program, may be admitted directly into the program, or if no apprentice opening is available, the Job Corps graduate may be placed at the top of the current applicant ranking list and given first opportunity for placement. The Sponsor will evaluate the Job Corps training received for granting appropriate credit on the term of apprenticeship. Entry of Job Corps graduates will be done without regard to race, color, religion, national origin, or gender. ***(Note: This is a method of direct entry into the apprenticeship program.)***
- J. Transfer of Apprenticeship - Direct Entry. In order to transfer an apprenticeship agreement between participating employers (if applicable) of the Sponsor's registered apprenticeship program, the following requirements must be met.

The apprentice must submit a written request for transfer, describing in detail the needs and reasons upon which the request is based.

The apprentice's employer must agree to the transfer.

The receiving employer must agree to accept the transfer.

The two employers must agree to the transfer.

The receiving employer will have complete access to all apprenticeship records pertaining to the transferring apprentice.

Upon being accepted by the receiving employer, the apprentice's existing Apprenticeship Agreement will be terminated.

Indenture proceedings will be initiated with the receiving employer and the Department of Labor and Industrial Relations will be provided with all documentation necessary and/or required to verify that the transfer is justifiable.

Apprentices accepted for transfer will be given full credit for on-the-job learning experience and related instruction successfully completed while indentured with the previous employer. The transferring apprentice must:

- a) Complete an application form, accurately responding to all questions.
 - b) Provide the receiving employer official documentation pertaining to their participation in the apprenticeship program with the previous employer.
 - c) An official copy of all records established with the sponsor (including a copy of the application form and the Apprenticeship Agreement properly registered with the Registration Agency) and other information submitted will be provided to the receiving employer. The receiving employer will examine all documentation submitted before granting permission to transfer. All such records will become part of the receiving employer permanent files.
- K. Veterans who completed military technical training school and participated in a registered apprenticeship program while in the military may be given direct entry into the apprenticeship program. The Sponsor/Employer will evaluate the military training received for granting appropriate credit on the term of apprenticeship and the appropriate wage rate. The Sponsor/Employer will determine what training requirements they need to meet to ensure they receive all necessary training for completion of the apprenticeship program. Entry of veterans will be done without regard to race, color, religion, national origin, or sex.

NOTE: Selection Procedures may be modified by individual Employers

Section IV: Complaint Procedure

- A. Any apprentice or applicant for apprenticeship who believes that he /she has been discriminated against on the basis of race, color, religion, national origin, or sex, with regard to apprenticeship or that the equal opportunity standards with respect to his /her selection have not been followed in the operation of an apprenticeship program, may personally or through an authorized representative, file a complaint with the Registration Agency or, at the apprentice or applicant's election, with the private review body established by the Sponsor (if applicable).
- B. The complaint will be in writing and will be signed by the complainant. It must include the name, address, and telephone number of the person allegedly discriminated against, and a brief description of the circumstances of the failure to apply equal opportunity standards.
- C. The complaint must be filed not later than 180 days from the date of the alleged discrimination or specified failure to follow the equal opportunity standards, and, in the case of complaints filed directly with the review bodies designated by the Sponsor to review such complaints, any referral of such complaint by the complainant to the Registration Agency must occur within the time limitation stated above or 30 days from the final decision of such review body, whichever is later. The time may be extended by the Registration Agency for good cause shown.
- D. Complaints of harassment in the apprenticeship program may be filed and processed under Chapter 31, Title 12, Hawaii Administrative Rules or Title 29, CFR Part 30, and the procedures as set forth above.
- E. The Sponsor will provide written notice of their complaint procedure to all applicants for apprenticeship and all apprentices.

Section V: Maintenance of Records

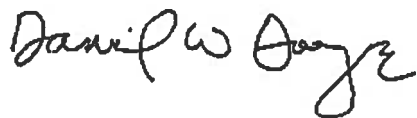
The Sponsor will keep adequate records including a summary of the qualifications of each applicant, the basis for evaluation and for selection or rejection of each applicant, the records pertaining to interviews of applicants, the original application for each applicant, information relative to the operation of the apprenticeship program, including, but not limited to, job assignment, promotion, demotion, layoff, or termination, rates of pay or other forms of compensation or conditions of work, hours including hours of work and, separately, hours of training provided, and any other records pertinent to a determination of compliance with the regulations at Chapter 30, Title 12, Hawaii Administrative Rules and 29 CFR Part 30, as may be required by the U.S. Department of Labor. The records pertaining to individual applicants, selected or rejected, will be maintained in such manner as to permit the identification of minority and female (minority and non-minority) participants.

The Sponsor will retain a statement of its affirmative action plan for the prompt achievement of full and equal opportunity in apprenticeship, including all data and analysis made, and maintain evidence that its qualification standards have been validated.

In addition to the above requirements, adequate records will include a brief summary of each interview and the conclusions on each of the specific factors, e.g., motivation, ambition, and willingness to accept direction which are part of the total judgment. Records will be maintained for 5 years from the date of last action and made available upon request by the Department of Labor and Industrial Relations, the U.S. Department of Labor or any other authorized representative.

Section VI: Official Adoption of Selection Procedures

The Sponsor hereby officially adopts these Selection Procedures on this
(Date) day of (Month) 2024.

A handwritten signature in black ink that reads "Daniel W. Doerger". The signature is written in a cursive style with a large, stylized 'D' and 'W'.

Signature

Daniel W. Doerger
Printed Name

Director, PCATT
Title

APPENDIX G

UNION'S CONCURRENCE WITH THE APPRENTICESHIP PROGRAM

This Section is Not Applicable

APPENDIX H

LIST OF SIGNATORY EMPLOYERS

Intech Hawaii
900 Fort Street #1722
Honolulu, HI 96813


APPENDIX I

EMPLOYER ACCEPTANCE AGREEMENT

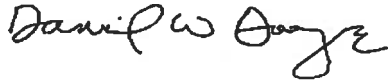
Employer/Company Name: Intech Hawaii		
Address (Street, City, State, and Zip code) 900 Fort Street #1722 Honolulu, HI 96813		
Name of Owner/Authorized Representative: Branden Baker		Position/Title: President
Phone No: 808-596-9500	Email Address: bbaker@intech-support.com	
Employer ID# (EIN): 99-0339051	Total No. of Employees: 25	Total No. of Journeyworker (JW): 2
APPRENTICE WAGE SCHEDULE: The progressive wage schedule for apprentices will be an increasing percentage of the journeyworker rate as provided in the Standards of Apprenticeship. The minimum starting wage of apprentices is \$22.50 and end wage is \$25.50.		

I consent to participate in the IT Help Desk Support Technician Apprenticeship Program, and I hereby agree to carry out the intent and purpose of the apprenticeship program. I have been furnished a copy of the Standards of Apprenticeship and Rules and Regulations of the program and have read and understand the same, including my responsibilities under the program with all attendant rights and benefits thereof, until canceled voluntarily or revoked for good cause by the sponsor or the Department of Labor and Industrial Relations which is the registration agency in Hawaii.

I agree to comply with Equal Employment Opportunity laws and regulations and shall not discriminate in the recruitment, selection, employment, and training of apprentices.

 <hr style="border: 0.5px solid black;"/>	President <hr style="border: 0.5px solid black;"/>
Signature Branden Baker	Title/Position 11/14/2024
Printed Name of Employer/Representative	Date

APPROVED BY PCATT:



Daniel W. Doerger, Director

Daniel W. Doerger
Printed Name

11/15/2024

Date

