



Keystone Development Partnership

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A Labor Management Partnership to Meet Workforce Needs

October 28, 2019

WORK PROCESSES OUTLINE

OCCUPATION: Training and Development Specialists /Registered Apprenticeship Navigator

O*NET-SOC CODE: 13-1151.00 Training and Development Specialists

RAPIDS CODE: 90417

SPONSOR: Keystone Development Partnership (KDP)

PURPOSE: To train workforce development intermediaries to become Registered Apprenticeship (RA) Navigators for the Pennsylvania Apprenticeship and Training Office (PA ATO), RA program sponsors, and other Registered Apprenticeship partners in the local region.

TERM OF APPRENTICESHIP: This apprenticeship program is competency based on program with the regulatory minimum of approximately 2,000 hours of on-the-job (OJT) plus 144 hours of related technical instruction. Apprentices may achieve competency in all areas in varying time frames, so competency measures have been established to ensure apprentice is completing program in its entirety; each apprentice must successfully attain the competencies described in these program provisions.

BACKGROUND: KDP is establishing an apprenticeship program for RA Navigators to support the PA ATO to provide structured, replicable, quality training that is worthy of a nationally recognized credential. This occupation can be used by other intermediary organizations to help expand apprenticeship into new occupations and industries. RA Navigators will assist potential programs in the development of new or revised standards.

These RA navigators will establish relationships leading to partnerships with employers, unions, industry associations, community/faith-based organizations, community colleges, and American Job Centers/Workforce Development Centers. RA Navigators will provide technical advice and assistance to employers and union representatives (either singly or jointly) on the effective maintenance and improvement of new and existing RA and Pre-RA programs, and on the better utilization of workers where particular training problems may be a concern. The RA Navigators will identify, analyze, and prepare training analysis reports and recommendations for further on-the-job learning.

WORK PROCESS SCHEDULE: In order to obtain well-rounded training and thereby qualify as a skilled workforce development intermediary, the apprentice shall have experience and training in the following areas and shall demonstrate competency, as specified herein. This instruction and experience shall include the following competencies but not necessarily in the sequence given. Time spent on specific competencies need not be continuous.

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On-the-job Learning

1. The apprentice shall make every attempt to meet OJL requirements; Unsuccessful performance of the OJL training by the apprentice within the apprenticeship program cannot result in any adverse action toward the employee.
2. During the apprenticeship, the apprentice shall receive work experience and job related education in all phases of the occupation, including safe work practices necessary to develop the skill and proficiency of a skilled professional.
3. The program sponsor, KDP, or its designated apprenticeship committee, must ensure apprentices are rotated throughout the various work processes to ensure a well-rounded professional upon completion of the apprenticeship, and identify what methodology will be used to track progression of experience on-the-job.
4. Such OJL shall be performed under the direction and guidance of a qualified professional.
5. The employer of each apprentice must designate a mentor who will help oversee the on-the-job learning and monitor the apprentices' progress. Mentorship training will be provided to these individuals where appropriate. Employers may assign more than one mentor for an apprentice, each with a specific skill set to offer.
6. Employer will have policies on that apprentice signs on to for Workplace Violence, Sexual Harassment, Cyber Security, and Confidentiality / Privacy. If an employer doesn't have policy, KDP will provide examples to adopt. Additional RA components will be delivered as part of Module 10 Compliance.

The following identifies the major work processes in which apprentices will be trained:

1. APPRENTICESHIP ORIENTATION
2. PA ATO POLICIES AND GUIDANCE
3. DEVELOPING APPRENTICESHIP PROGRAMS
4. PROGRAM SERVICING
5. EEO
6. NEW/REVISED OCCUPATIONS
7. REGISTERED APPRENTICESHIP PARTNERS INFORMATION DATA SYSTEM (*RAPIDS*)
8. PARTNER ENGAGEMENT
9. INTERMEDIARY ROLE

Competency Rubric

Competencies will be tracked as follows:

- **FE – Field Experience**; successfully attempted competency in the field
- **DC – Demonstrates Competence**; apprentice can perform the task with some coaching.
- **P – Proficient**; apprentice performs task properly and consistently.

Competency	Measure	FE	DC	P
PARTNER ENGAGEMENT				
Demonstrate ability to assess area businesses and industry training needs.	Apprentice successfully identified businesses in area where the apprenticeship model will assist in future workforce training and development.			
Demonstrate knowledge of the PA Apprenticeship Training Office, its functions, and responsibilities.	Apprentice successfully spoke to a potential employer or business about the duties of the Apprenticeship Training Office.			
Identify potential employer partner, visit facility, and determine capabilities of facility to properly train employees.	Apprentice successfully identified and spoke to a potential sponsor and determined their current training methods.			
Assist potential program employer partner in the determination of his/her additional training needs.	Apprentice successfully assisted potential program sponsor / employer with identifying training needs.			
Identify and explain goals of apprenticeship training programs to potential employer partner and how programs are administered.	Apprentice successfully explained RA to potential employer partner; including Fitzgerald Act, the PA Apprenticeship and Training Office, relationship between OA and SAA, the components of Registered Apprenticeship, and potential partnerships with training providers and more.			
Explain various types of apprenticeship programs; i.e. joint, non-joint, group, etc.	Apprentice successfully explained the different types of RA structures (joint, non-joint, etc.) to potential employer partner and identified appropriate one for their potential program.			
Explain Code of Federal Regulations: Title 29, CFR part 29: Apprenticeship Programs, Labor Standards for Registration, Amendment of Regulations Final Rule.	Apprentice successfully explained CFR Title 29 and standards to employer partner.			
Explain PA Apprentice and Training Office and its role in registering and overseeing a future program for employer partner.	Apprentice successfully explained the role of the Pennsylvania ATO in the RA Process.			

Competency	Measure	FE	DC	P
Explain PA Apprenticeship and Training Council and its governance / role in the RA Process.	Apprentice successfully explained the role of the PA State Apprenticeship & Training Council to employer partner.			
Explain PA Apprenticeship and Training Council and its governance / role in the RA Process.	Apprentice successfully explained the role of the PA State Apprenticeship & Training Council to employer partner.			
Explain Navigator program with potential employer partner; obtain agreement to initiate program and work with employer.	Apprentice successfully explained Navigator Program and how they could be of assistance to potential employer partner; and got employer to agree to work with them.			
DEVELOPING APPRENTICESHIP PROGRAMS				
Identify occupations of employer partner.	Apprentice successfully identified apprenticeable occupation, as approved by DOL, for employer partner.			
Identify training approaches: Time-based, Competency-based, or Hybrid.	Apprentices successfully, in conjunction with employer partner, identified appropriate RA program basis; hybrid, competency, time based.			
Research available work processes or develop training outline that is applicable to program.	Apprentice successfully researched and identified RTL and OJT processes appropriate to employer partners program.			
Identify vocational education facilities and/or other resources and capabilities for related technical training.	Apprentice successfully identified area educational facilities with the capability to deliver RTL needed in newly developing employer partner apprenticeship program.			
Present material to program sponsor.	Apprentice successfully presented a draft outline of employer partners potential program.			
Assist in preparation of standards and complete a review of the application documentation.	Apprentice successfully assisted employer partner in the creation of apprenticeship standards for program.			
Review 24-Point Checklist for Standards to ensure all documents have been checked for spelling, formatting, grammar, and etc.	Upon completion of newly developed apprenticeship standards, apprentice successfully reviewed the documents for accuracy; using the 24-point checklist			
Secure signatures of sponsor(s) on official standards.	Apprentice successfully secured signatures on all required documents to submit for approval.			
Submit for registration.	Apprentice successfully submitted application for approval of program; to PA ATO.			

Competency	Measure	FE	DC	P
Present and defend RA application to PATC.	In conjunction with employer partner, apprentice successfully attended PATC meeting to explain and defend the newly developed program.			
PROGRAM SERVICING				
Assist program sponsors in registering apprentices.	Apprentice successfully assisted employer partner with registering apprentices of new program.			
Consult with employer partners to maintain active programs	Apprentice successfully followed up with employer partner to assist in maintaining program.			
Encourage completion ceremonies and presentation of certificates	Apprentice successfully explained and encouraged completion ceremonies for graduating apprentices of new program.			
Provide information and training for employer partner personnel, arrange meetings, conferences, and seminars	Apprentices successfully provided general information to employer partner(s) about RA.			
Become familiar with local, regional and national best practices in recruitment and retention and provide technical assistance in these areas to the apprenticeship program.	Apprentice successfully remained current on RA best practices and forward any relevant information to employer partner.			
EQUAL EMPLOYMENT OPPORTUNITY (EEO)				
Services provided to program sponsors include guidance to compliance with the requirements of the state and federal laws and regulations; e.g., amending standards, determining underutilization, developing affirmative action plan	Apprentice successfully provided EEO information and guidance to employer partner.			
Encouraging recruitment and employment of minority and female applicants	Apprentice successfully encouraged employer partner to recruit minorities and females into newly formed programs and provided best practices to do so.			
Identify and attend meetings to coordinate activities with various outreach programs	Apprentice successfully connected to various outreach programs and attended meetings to become familiar with programs.			
RAPIDS SYSTEM (in coordination with State ATRs)				
Inputting programs information and occupations	Apprentice successfully navigated RAPIDS system and inputted proper data.			
Assisting programs in registering apprentices	Apprentice successfully navigated RAPIDS system and inputted proper data.			
Maintenance programs on apprentice (registering, suspending, canceling, and completing)	Apprentice successfully navigated RAPIDS system and inputted proper data.			

Competency	Measure	FE	DC	P
Tracking Overdue apprentices	Apprentice successfully tracked RAPIDS system to track apprentices in newly formed programs to ensure they are progressing timely.			
RAPIDS User Manual (ATO & Sponsor Guide)	Apprentice successfully obtained and became familiar with the RAPIDS Manual.			
RAPIDS help menu	Apprentice successfully located and became familiar with the RAPIDS help section to answer questions about the system.			
PARTNER ENGAGEMENT				
Workforce Development Organizations				
Develop knowledge and if appropriate relationship with other workforce development organizations	Apprentice successfully became familiar with one or more workforce development groups and began a relationship.			
Add WDBs, PA CareerLink®, etc.				
Collaborate with PA ATO to facilitate relationships with RA Program Sponsors	Apprentice successfully became familiar with the activities of the PA ATO and gathered leads for potential partners.			
Unions – National, State, Local				
Present RA information and connect to RA Programs	Apprentice successfully connected to various unions and explored new potential apprenticeship programs.			
Support Programs by attending workforce councils and advisory meetings	Apprentice successfully attended various workforce development meetings to gather information for employer partners.			
Become knowledgeable about program resources and training that they offer	Apprentice became familiar with different union programs, their training methods, and determined if new initiatives could be initiated.			
Community Based Organizations (CBOs) & Programs – Including Chamber of Commerce, Business & Education Associations, Veterans Affairs (VA), Job Corps, YouthBuild, OVR, Faith-based Organizations, minority & underserved population-focused CBOs and ESL				
Connect to RA Programs	Apprentice successfully identified and connected to various Community Based Organizations and familiarized them with the Navigator program, and RA.			

Competency	Measure	FE	DC	P
Become knowledgeable about program resources and training that they offer	Apprentice became familiar with different CBO programs, their training methods, and determined if new initiatives could be initiated.			
Women in Apprenticeship and Nontraditional Occupations (WANTO)				
Connect to RA Programs	Apprentice successfully identified and connected to various organizations for women and familiarized them with the Navigator program, and RA.			
Become knowledgeable about program resources and training that they offer	Apprentice became familiar with different organizations for women, their mission, and determined if new Navigator initiatives could be initiated.			
Pre-Apprenticeship				
Connect to RA Programs	Apprentice successfully identified and connected to various Pre-Apprenticeship Programs and familiarized them with the Navigator program, and RA.			
Become knowledgeable about program resources and training that they offer	Apprentice became familiar with different Pre-Apprenticeship programs, their training methods, and determined if new initiatives could be initiated.			