



NEVADA LABOR COMMISSIONER  
NEVADA STATE APPRENTICESHIP COUNCIL  
2021 Non-Joint Standards of Apprenticeship

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# STANDARDS OF APPRENTICESHIP

DEVELOPED BY

*Nevada Help Desk*

FOR

ALL OCCUPATIONS IDENTIFIED IN APPENDIX A

APPROVED BY

NEVADA LABOR COMMISSIONER AND  
THE NEVADA STATE APPRENTICESHIP COUNCIL

A handwritten signature in blue ink, appearing to read "Richard J. Williams", is positioned above a horizontal line.

Richard J. Williams, Nevada State Apprenticeship Director

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REGISTERED AS PART OF THE NATIONAL APPRENTICESHIP ACT  
IN ACCORDANCE WITH THE BASIC STANDARDS OF APPRENTICESHIP  
ESTABLISHED BY THE U.S. DEPARTMENT OF LABOR, THE NEVADA LABOR COMMISSIONER,  
AND THE NEVADA STATE APPRENTICESHIP COUNCIL

## TABLE OF CONTENTS

	Page
Table of Contents .....	2
Foreword .....	3
 SECTION 1            Program Administration .....	 4
SECTION 2            Equal Opportunity Pledge .....	5
SECTION 3            Affirmative Action Plan and Selection Procedures .....	6
SECTION 4            Qualifications for Apprenticeship .....	6
SECTION 5            Apprenticeship Agreement .....	7
SECTION 6            Supervision of Apprentices and Ratios .....	7
SECTION 7            Term of Apprenticeship.....	8
SECTION 8            Probationary Period.....	8
SECTION 9            Hours of Work .....	8
SECTION 10            Apprentice Wage Progression .....	8
SECTION 11            Credit for Previous Experience .....	9
SECTION 12            Work Experience .....	9
SECTION 13            Related Instruction .....	9
SECTION 14            Safety and Health Training.....	10
SECTION 15            Maintenance of Records .....	10
SECTION 16            Certificate of Completion of Apprenticeship .....	11
SECTION 17            Notice to Registration Agency.....	11
SECTION 18            Registration, Cancellation, and Deregistration .....	11
SECTION 19            Amendments and Modifications .....	12
SECTION 20            Adjusting Differences; Complaint Procedure .....	12
SECTION 21            Transfer of an Apprentice and Training Obligation.....	14
SECTION 22            Responsibilities of the Apprentice .....	14
SECTION 23            Technical Assistance .....	15
SECTION 24            Conformance with Federal and State Laws and Regulations.....	15
SECTION 25            Collective Bargaining Agreements .....	15
SECTION 26            Definitions.....	15
SECTION 27            Official Adoption of Apprenticeship Standards .....	19
 Appendix A - Work Process Schedules and Related Instruction Outline	
Appendix B - Apprenticeship Agreement and Certification of Completion of Apprenticeship	
Appendix C - Affirmative Action Plan	
Appendix D - Qualifications and Selection Procedures	
Appendix E - Employer Acceptance Agreement	

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**FOREWORD**

These **Nevada Help Desk** apprenticeship standards have as their objective the training of numerous apprenticeable occupations skilled in all phases of various industries. **Nevada Help Desk** acting as sponsor, recognize that to accomplish this, there must be well-developed on-the-job learning combined with related instruction.

Pursuant to Title 29, CFR part 29.4 these occupations are apprenticeable because each meet the following criteria:

- (a) Involve skills that are customarily learned in a practical way through a structured, systematic program of on-the-job supervised learning.
- (b) Be clearly identified and commonly recognized throughout an industry.
- (c) Involve the progressive attainment of manual, mechanical or technical skills and knowledge in accordance with the industry standard for the occupation. The program uses a competency-based approach, which specifies the skills that must be demonstrated by an apprentice and addresses how on-the-job learning will be integrated into the program.
- (d) Require related instruction to supplement the on-the-job learning.

This recognition has resulted in the development of these standards of apprenticeship. They were developed in accordance with the basic standards recommended by the U.S. Department of Labor, Office of Apprenticeship, as well as the Nevada Labor Commissioner, and the Nevada State Apprenticeship Council, as a basis from which the sponsor can work to establish an apprenticeship training program that meets the needs of the area.

### **SECTION 1 – PROGRAM ADMINISTRATION**

Program sponsors are responsible for the administration of all aspects of a Registered Apprenticeship program. Sponsor means any person, association, committee, or organization operating an apprenticeship program and in whose name the program is registered or approved. Sponsors may establish a Joint Apprenticeship and Training Committee (JATC) to carry out the responsibilities and duties required of a Program Sponsor as described in these Standards of Apprenticeship. A list of the membership and the areas of expertise they represent must be provided to the Registration Agency. The sponsor **will not** administer the program with the services of a JATC.

#### **Responsibilities of the Sponsor or JATC**

- A. Cooperate in the selection of apprentices as outlined in this program.
- B. Ensure that all apprentices are under written apprenticeship agreements.
- C. Ensure in writing an employer agrees to pay the applicable apprenticeship wage and the costs of the training assessed to the apprentice, as defined in Section XIII.
- D. Review and recommend apprenticeship activities in accordance with this program.
- E. Establish the minimum standards of education and experience required of apprentices.
- F. Register the local apprenticeship standards with the Registration Agency.
- G. Hear and resolve all complaints of violations of apprenticeship agreements.
- H. Arrange evaluations of apprentices' progress in manipulative skills and technical knowledge.
- I. Maintain records of all apprentices, showing their education, experience, and progress in learning the occupation.
- J. Certify to the Registration Agency that apprentices have successfully completed their apprenticeship program.
- K. Notify, within 10 days, the Registration Agency of all new apprentices to be registered, credit granted, suspensions for any reason, reinstatements, extensions, completions, and cancellations with explanation of causes.
- L. Supervise all the provisions of the local standards and be responsible, in general, for the successful operation of the standards by performing the duties here listed. Cooperate with public and private agencies, which can be of assistance in obtaining publicity to develop public support of apprenticeship. Keep in contact with all parties concerned, including apprentices, employers, and journey workers.
- M. Provide each apprentice with a copy of these standards, along with any applicable written rules and policies. Require the apprentice to sign an acknowledgment receipt of same. Follow this procedure whenever revisions or modifications are made to the rules and policies.
- N. When notified that an apprentice's related instruction or on-the-job progress is found to be unsatisfactory, the sponsor will determine whether the apprentice should continue in a probationary status and may require the apprentice to repeat a process or series of processes before advancing to the next wage classification. Should it be found during this determination 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

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adequate assistance and opportunity for corrective action, terminate the apprenticeship agreement, as provided in NRS 610.180 and 29 CFR § 29.7(h)(1)(2)(i) and (ii).

- O. The employer(s) will provide each registered apprentice with continuous employment sufficient to provide the opportunity for completion of his or her apprenticeship program. If the sponsor is unable to fulfill its training and/or employment obligation in conformance with these standards, the sponsor will, per Section XXI of these standards and with the apprentice's consent, make a good-faith effort to facilitate a transfer of the apprentice to another registered employer(s) for completion of the apprenticeship.

If conditions of business make it necessary to temporarily suspend the period of apprenticeship, apprentices suspended for this reason will be given the opportunity to resume their active apprenticeships before any additional apprentices are employed. The suspension and reinstatement of apprentices shall be done in relation to retention of the most advanced apprentice and in accordance with the company policy for breaks in seniority.

#### **Structure of the Joint Apprenticeship and Training Committee (JATC)**

- A. There will not be any members of the JATC selected by the groups they represent.
- B. Membership will be composed of an equal number of representatives of the employer(s) and of the employees represented but does not have a bona fide collective bargaining agent(s).

#### **Administrative Procedures**

- A. The JATC will elect a chairperson and a secretary and will determine the time and place of regular meetings. Meetings will be held as frequently as needed to effectively manage the program. Written minutes of the meetings will be kept.
- B. The chairperson and secretary will have the power to vote on all questions affecting the apprenticeship program.
- C. The offices of chairperson and secretary will rotate among members of the JATC.
- D. The JATC will invite a representative from the Office of the Labor Commissioner to serve as a consultant to the committee.
- E. The JATC will notify the Nevada State Apprenticeship Council via the Registration Agency, of any termination or agreement within 10 days.
- F. The JATC will be comprised of an equal number of representatives of management and labor and any public representatives whom they select.

#### **SECTION 2 - EQUAL OPPORTUNITY PLEDGE - NRS 610.144, NAC 610.540 and 29 CFR §§ 29.5(b)(21) and 30.3(b)**

The sponsor 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. The sponsor will take affirmative action to provide equal opportunity in apprenticeship and will operate the apprenticeship program as required under NRS 610.144 Nevada State Plan for Equal Opportunity, and 29 CFR § 30.

The Program Sponsor 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 and Nevada State Plan for EEO. The Program Sponsor shall not discriminate against a qualified individual with a disability because of the disability of such individual. The Program Sponsor will provide reasonable accommodation to individuals as required by federal, state, or local disability law.

**SECTION 3 - AFFIRMATIVE ACTION PLAN AND SELECTION PROCEDURES - NAC 610.810 and 29 CFR §§ 29.5(b)(21), 30.4, and 30.5**

Sponsors are required to provide a written selection procedure (Appendix D), which will become part of these standards of apprenticeship and those with five or more registered apprentices are required to adopt an Affirmative Action Plan (Appendix C) two years after program registration. However, the Nevada State Apprenticeship Council encourages the development of these two plans for all programs regardless of apprentice numbers.

For programs with fewer than five apprentices, these plans are not required, and the sponsor may continue to select apprentices in conformance with its current human resources and equal employment opportunity hiring policies.

**SECTION 4 - QUALIFICATIONS FOR APPRENTICESHIP - NRS 610.144 NAC 610.090 and 29 CFR § 29.5(b)(10)**

Applicants will meet the following minimum qualifications. These qualification standards, and the score required on any standard for admission to the applicant pool, must be directly related to job performance, as shown by a statistical relationship between the score required for admission to the pool and performance in the apprenticeship program:

A. Age

Minimum qualifications required by the sponsor for persons entering the apprenticeship program, with an eligible starting age not less than 16 years.

B. Education

A high school diploma, General Educational Development (GED) equivalency or other high school equivalency credential is required for students who have completed their secondary education. Applicant must provide an official transcript(s) for high school and any post-high school education. Applicant must submit the GED certificate or other high school equivalency credential if applicable.

C. Physical

Applicants will be physically capable of performing the essential functions of the apprenticeship program, with or without a reasonable accommodation, and without posing a direct threat to the health and safety of the individual or others.

Applicants will pass screening for the current illegal use of drugs required by the employer on acceptance into the program and prior to being employed.



**SECTION 5 - APPRENTICESHIP AGREEMENT - NRS 610.150, NRS 610.160 and 29 CFR §§ 29.3(d), 29.3(e), and 29.5(b)(11)**

After an applicant for apprenticeship has been selected, but before employment as an apprentice or enrollment in related instruction, the apprentice will be covered by a written apprenticeship agreement (Appendix B) which can be submitted electronically through the Registered Apprenticeship Partners Information Data System (RAPIDS) or its successor, using the Apprentice Electronic Registration process by the sponsor and the apprentice and approved by and registered with the Registration Agency. Such agreement will contain a statement making the terms and conditions of these standards a part of the agreement as though expressly written therein. The sponsor shall provide a copy of the apprenticeship agreement to the apprentice, the Registration Agency, and the employer. An additional copy will be provided to the veteran's state approving agency for those veteran apprentices desiring access to any benefits to which they are entitled.

Prior to signing the apprenticeship agreement, each selected applicant will be given an opportunity to read and review these standards, the sponsor's written rules and policies, and the apprenticeship agreement. The Nevada State Apprenticeship Council, via the Registration Agency will be advised within 10 days of the execution of each apprenticeship agreement and will be given all the information required for registering the apprentice.

**SECTION 6 - SUPERVISION OF APPRENTICES AND RATIOS - NRS 610.144 and 29 CFR § 29.5(b)(14) and 29 CFR § 29.5(b)(7)**

No apprentice shall work without proper or adequate supervision of the journey worker.

For the purpose of these apprenticeship standards, adequate or proper supervision of the apprentice means the apprentice is always under the supervision of a fully qualified journey worker or supervisor who is responsible for making work assignments, providing on-the-job learning (OJL), and ensuring safety at the worksite.

To supervise an apprentice adequately or properly does not mean the apprentice must be within eyesight or reach of the supervisor, but that the supervisor knows what the apprentice is working on; is readily available to the apprentice; and is making sure the apprentice has the necessary instruction and guidance to perform tasks safely, correctly, and efficiently.

The sponsor shall establish a numeric ratio of apprentices to fully proficient workers (journey workers) consistent with proper supervision, training, safety, continuity of employment. The ratio language must be specific and clearly described as to its application to the jobsite, workforce, department, or plant. The ratio of apprentices to fully proficient workers (journey workers) will be 1 apprentice to 1 journeyman.

**SECTION 7 - TERM OF APPRENTICESHIP - 29 CFR § 29.5(b)(2) NRS 610.144(3)(b)**

The term of the occupation will be competency-based with an OJL attainment supplemented by the required hours of related instruction as stated on the Work Process Schedules and Related Instruction Outlines (Appendix A).

The sponsor may utilize a career lattice as a pathway for apprentices to move upward in the organization, which may or may not include interim credential leading to the Certificate of Completion of Apprenticeship or career lattice credential, if applicable.

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**SECTION 8 - PROBATIONARY PERIOD – NRS 610.150, NRS 610.144, and 29 CFR §§ 29.5(b)(8) and 29.5(b)(20)**

Every applicant selected for apprenticeship will serve a probationary period. The probationary period cannot exceed 25 percent of the length of the program or 1 year, whichever is shorter.

During the probationary period, either the apprentice or the sponsor may terminate the apprenticeship agreement, without stated cause, by notifying the other party in writing. The records for each probationary apprentice will be reviewed prior to the end of the probationary period. Records may consist of periodic reports regarding progression made in both the OJL and related instruction, and any disciplinary action taken during the probationary period.

Any probationary apprentice evaluated as satisfactory after a review of the probationary period will be given full credit for the probationary period and continue in the program.

After the probationary period, the apprenticeship agreement may be cancelled at the request of the apprentice or may be suspended or cancelled by the sponsor for reasonable cause after documented due notice to the apprentice and a reasonable opportunity for corrective action. In such cases, the sponsor will provide written notice to the apprentice and to the Nevada State Apprenticeship Council via the Registration Agency of the final action taken.

**SECTION 9 - HOURS OF WORK**

Apprentices will generally work the same hours as fully proficient workers (journey workers), except that no apprentice will be allowed to work overtime if it interferes with attendance in related instruction classes. Apprentices who do not complete the required hours of OJL during a given segment will have the term of that segment extended until they have accrued the required number of hours of training.

**SECTION 10 - APPRENTICE WAGE PROGRESSION – NRS 610.144 and 29 CFR § 29.5(b)(5)**

Apprentices will be paid a progressively increasing schedule of wages and fringe benefits during their apprenticeship based on the acquisition of increased skill and competence on the job and in related instruction. Before an apprentice is advanced to the next segment of training or to fully proficient or journey worker status, the sponsor will evaluate all progress to determine whether advancement has been earned by satisfactory performance in OJL and in related instruction courses. In determining whether satisfactory progress has been made, the sponsor will be guided by the work experience and related instruction records and reports.

The progressive wage schedule will be an increasing percentage of the fully proficient or journey worker wage rate. The percentages that will be applied to the applicable fully proficient or journey worker rate are shown on the attached Work Process Schedules and Related Instruction Outlines (Appendix A). In no case will the starting wages of apprentices be less than that required by any minimum wage law that may be applicable, or 35% of the rate for journey workers/fully competent workers in a non-construction trade, the minimum wage set by the Nevada State Apprenticeship Council, or the minimum reasonable and profitable wage for an apprentice in the construction industry set by the Nevada State Apprenticeship Council.



**SECTION 11 - CREDIT FOR PREVIOUS EXPERIENCE - NRS 610.140 and 29 CFR §§ 29.5(b)(12) and 30.4(c)(8)**

The sponsor may grant credit toward the term of apprenticeship to new apprentices. Credit will be based on demonstration of previous skills or knowledge equivalent to those identified in these standards.

Apprentice applicants seeking credit for previous experience gained outside the supervision of the sponsor must submit the request at the time of application and furnish such records, affidavits, and other documents to substantiate the claim. An applicant who is a veteran and who wishes to receive consideration for military training and/or experience must submit a DD-214. Applicants requesting credit for previous experience who are selected into the apprenticeship program will start at the beginning wage rate. The request for credit will be evaluated and a determination made by the sponsor during the probationary period, when actual on-the-job and related instruction performance can be examined. Prior to completion of the probationary period, the amount of credit to be awarded will be determined after review of the apprentice's previous work and training/education record and evaluation of the apprentice's performance and demonstrated skill and knowledge during the probationary period.

An apprentice granted credit will be advanced to the wage rate designated for the period to which such credit accrues. The Nevada State Apprenticeship Council, via the Registration Agency, will be advised of any credit granted and the wage rate to which the apprentice is advanced. The granting of advanced standing will be uniformly applied to all apprentices.

**SECTION 12 - WORK EXPERIENCE - NRS 610.144 and 29 CFR § 29.5(b)(3)**

During the apprenticeship, the apprentice will receive OJL and related instruction in all phases of the occupation necessary to develop the skill and proficiency of a skilled journey worker. The OJL will be under the direction and guidance of the apprentice's supervisor.

**SECTION 13 - RELATED INSTRUCTION - NRS 610.144 and 29 CFR § 29.5(b)(4)**

Every apprentice is required to participate in coursework related to the job as outlined in Appendix A, with a minimum of 144 hours of related instruction is required for each year of the apprenticeship. Apprentices agree to take such courses as the sponsor deems advisable. The sponsor will secure the instructional aids and equipment it deems necessary to provide quality instruction. Although the apprentice shall not pay for costs of training, the sponsor may require apprentice to pay the costs of his or her books, tools and any license required to work in occupation. In cities, towns, or areas having no vocational schools or other schools that can furnish related instruction, the sponsor may require apprentices to complete the related instruction requirement through electronic media or other instruction approved by the Registration Agency.

Apprentices may or may not be paid for hours spent attending related instruction classes, based on each individual employer acceptance agreement (see Appendix E).

The sponsor will inform each apprentice of the availability of college credit (if applicable).

Any apprentice who is absent from related instruction will satisfactorily complete all coursework missed before being advanced to the next period of training. In cases of failure of an apprentice to

fulfill the obligations regarding related instruction without due cause, the sponsor will take appropriate disciplinary action and may terminate the apprenticeship agreement after due notice to the apprentice and opportunity for corrective action.

To the extent possible, related instruction will be closely correlated with the practical experience and training received on the job. The sponsor will monitor and document the apprentice's progress in related instruction classes.

The sponsor will secure competent instructors whose knowledge, experience, and ability to teach will be carefully examined and monitored. The sponsor may require the instructors to attend instructor training to meet the requirements of NRS 610.144 and 29 CFR § 29.5(b)(4)(i)(ii) or state regulations.

### **SECTION 14 - SAFETY AND HEALTH TRAINING - NRS 610.144 and 29 CFR § 29.5(b)(9)**

All apprentices will receive instruction in safe and healthful work practices both on the job and in related instruction that follow the Occupational Safety and Health Administration standards promulgated by the Secretary of Labor under 29 U.S.C. 651 et seq., as amended, or state standards that have been found to be at least as effective as the federal standards.

### **SECTION 15 - MAINTENANCE OF RECORDS - NRS 610.144 and 29 CFR §29.5(b)(6), 29.5(b)(23), and 30.8**

Program sponsors are responsible for maintaining, at a minimum, the following records:

- summary of the qualifications of each applicant;
- basis for evaluation and for selection or rejection of each applicant;
- records pertaining to interview;
- the original application;
- records of each apprentice's OJL;
- related instruction reviews and evaluations;
- progress evaluations;
- record of job assignments, promotions, demotions, layoffs, or terminations, rates of pay; and
- any other actions pertaining to the apprenticeship.

Program sponsors will also maintain all records relating to apprenticeship applications (whether selected or not), including, but not limited to, the sponsor's outreach, recruitment, interview, and selection process. Such records will clearly identify minority and female (minority and nonminority) applicants and must include, among other things, the basis for evaluation and for selection or rejection of each applicant. For a complete list of records that each sponsor is required to maintain under NRS 610.144 (please refer to NAC 610.910) and 29 CFR § 30 (please refer to 29 CFR § 30.8).

All such records are the property of the sponsor and will be maintained for a period of five years from the date of last action. They will be made available to the Registration Agency upon request.

**SECTION 16 - CERTIFICATE OF COMPLETION OF APPRENTICESHIP - NRS 610.120 and 29 CFR § 29.5(b)(15), and Circular 2015-02**

Upon satisfactory completion of the requirements of the apprenticeship program as established in these Standards, the sponsor will so certify to the Registration Agency and request the awarding of a Certificate of Completion of Apprenticeship to the completing apprentice(s). Such requests may be completed electronically using the Registered Apprenticeship Partners Information Data System (RAPIDS) or its successor, or in writing using the supplied U. S. Department of Labor, ETA, Office of Apprenticeship, Application for Certification of Completion of Apprenticeship Form in (Appendix B), accompanied by the appropriate documentation for both on-the-job learning and the related instruction as may be required by the Registration Agency.

**Certificate of Training**

A Certificate of Training may be requested from and issued by the U.S. Department of Labor's Office of Apprenticeship, Office of the Administrator (the Registration Agency), only for a registered apprentice who has been certified by the sponsor as having successfully met the requirements to receive an interim credential as identified in these standards. The Registration Agency may require that a record of completed OJL and related instruction for the apprentice accompany such requests.

**SECTION 17 - NOTICE TO REGISTRATION AGENCY - NRS 610.160 and 29 CFR §§ 29.3(d), 29.3(e), and 29.5(b)(19)**

The Nevada State Apprenticeship Council, via the Registration Agency, must be notified within 10 days of any apprentice action—for example, registered, reinstated, extended, modified, granted credit, completed, transferred, suspended, cancelled—and a statement of the reasons for such actions.

**SECTION 18 - REGISTRATION, CANCELLATION, AND DEREGISTRATION - NRS 610.095, NRS 610.180, and 29 CFR §§ 29.5(b)(18), 29.8(a)(2), and 29.8(b)(8)**

These standards will, upon adoption by the sponsor, be submitted to the Nevada State Apprenticeship Council for approval. Such approval will be required before implementation of the program.

The sponsor reserves the right to discontinue at any time the apprenticeship program set forth herein. The sponsor will notify the Nevada State Apprenticeship Council via Registration Agency within 30 days in writing of any decision to cancel the program.

The Nevada State Apprenticeship Council may initiate deregistration of these standards for failure of the sponsor to abide by the provisions herein, including NAC 610 and NRS 610. Such deregistration will be in accordance with the Registration Agency's regulations and procedures.

The sponsor will notify each apprentice of the cancellation of the program and the effect of same. If the apprenticeship program is cancelled at the sponsor's request, the sponsor will notify the apprentice(s) within 10 days of the date of the Nevada State Apprenticeship Council's acknowledgment of the sponsor's request. If the Nevada State Apprenticeship Council orders the deregistration of the apprenticeship program, the sponsor will notify the apprentice(s) within 10

days of the effective date of the order. This notification will conform to the requirements of NAC 610 and 29 CFR § 29.8.

**SECTION 19 - AMENDMENTS AND MODIFICATIONS - NRS 610.150 and 29 CFR § 29.5(b)(18)**

These standards may be amended or modified at any time by the sponsor, provided that no amendment or modification adopted will alter any apprenticeship agreement in force at the time without the consent of all parties. Such amendment or modification will be submitted to the Nevada State Apprenticeship Council for approval and registration prior to being placed in effect. A copy of each amendment or modification adopted will be furnished to each apprentice to whom the amendment or modification applies.

**SECTION 20 - ADJUSTING DIFFERENCES: COMPLAINT PROCEDURE - NRS 610.180 and 29 CFR § 29.5(b)(22), 29.7(k), and 30.11**

The sponsor will have full authority to enforce these standards. Its decision will be final and binding on the employer, the sponsor, and the apprentice, unless otherwise noted below.

If an applicant or an apprentice believes an issue exists that adversely affects their participation in the apprenticeship program or violates the provisions of the apprenticeship agreement or standards, the applicant or apprentice may seek relief through one or more of the following avenues, based on the nature of the issue:

**NRS 610.180 and 29 CFR § 29.7(k)**

The sponsor will hear and resolve all complaints of violations concerning the apprenticeship agreement and the registered apprenticeship standards for which written notification is received within 10 days of the alleged violations. The sponsor will make such rulings as it deems necessary in each individual case within 30 days of receiving the written notification. Either party to the apprenticeship agreement may consult with the Nevada State Apprenticeship Council for an interpretation of any provision of these standards over which differences occur. The name and address of the appropriate authority to receive, process, and dispose of complaints, as specified in Appendix B:

DeMeasa Pitra  
Human Resources  
Nevada Help Desk  
2620 Regatta Drive, Suite 102  
Las Vegas NV 89128  
Email: [hr@nevadahelpdesk.com](mailto:hr@nevadahelpdesk.com)  
(702) 919-4357

**NRS 610.180 and 29 CFR § 30.11**

Any apprentice or applicant for apprenticeship who believes that they have 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 their selection have not been followed in the operation of an apprenticeship program may, personally or through an authorized representative, file a complaint with the Nevada State Apprenticeship Council, via Registration Agency or, at the apprentice or applicant's election, with the private review body established by the program sponsor (if applicable).



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 sponsor involved, and a brief description of the circumstances of the failure to apply the equal opportunity standards provided in NRS 610.144 and 29 CFR § 30.

The complaint must be filed not later than 300 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 Nevada State Apprenticeship Council 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 Nevada State Apprenticeship Council for good cause shown.

Complaints of discrimination and failure to follow equal opportunity standards in the apprenticeship program may be filed and processed under NRS 610.180 and 29 CFR § 30 and the procedures set forth above. The sponsor shall provide written notice of its complaint procedure to all applicants for apprenticeship and all apprentices.

**NAC 610.460 Dismissal of apprentice; reconsideration of dismissal; appeal from final decision. ([NRS 610.090](#), [610.140](#), [610.180](#))**

1. A joint committee may cancel an agreement with any apprentice and dismiss them. Upon such a cancellation and dismissal, the joint committee shall serve written notice of the dismissal upon the apprentice and notify them of the right to request the joint committee to reconsider its decision. Such a notification must be given by certified or registered mail.

2. The apprentice may make such a request by filing a written notice of the request with the joint committee within 30 days after the date on which the notice of dismissal from the program is deposited in the mail.

3. Within 30 days after receipt of a request or at its next scheduled meeting, whichever is sooner, the joint committee shall hold a hearing for the reconsideration. The joint committee shall notify:

(a) The apprentice of the joint committee's final decision upon reconsideration and of the right to appeal from that decision to the Council if the joint committee has affirmed the dismissal; and

(b) The Council of the joint committee's final decision upon reconsideration.

4. The joint committee shall prepare a record of the hearing required pursuant to subsection 3 that includes, without limitation, an explanation of the final decision of the joint committee.

5. The apprentice may appeal from the joint committee's final decision to the Council by filing a written notice of appeal with the Council. This appeal must be filed within 30 days after the date on the notice of cancellation from the joint committee.

The apprentice may appeal to:

**NEVADA LABOR COMMISSIONER  
NEVADA STATE APPRENTICESHIP COUNCIL  
3300 W. Sahara Ave., Suite 225  
Las Vegas, NV 89102  
[NEVADASAC@labor.nv.gov](mailto:NEVADASAC@labor.nv.gov)**



**SECTION 21 - TRANSFER OF AN APPRENTICE AND TRAINING OBLIGATION - NRS 610.090 and 29 CFR § 29.5(13)**

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 committees or program sponsors and must comply with the following requirements:

- i. The transferring apprentice must be provided a transcript of related instruction and OJL by the committee or program sponsor.
- ii. Transfer must be to the same occupation; and
- iii. A new apprenticeship agreement must be executed when the transfer occurs between the program sponsors.

The apprentice must receive credit from the new sponsor for the training already satisfactorily completed.

**SECTION 22 - RESPONSIBILITIES OF THE APPRENTICE**

Apprentices, having read these standards formulated by the sponsor, agree to all the terms and conditions contained herein and agree to abide by the sponsor's rules and policies, including any amendments, and to serve such time, perform such manual training, and study such subjects as the sponsor may deem necessary to become a skilled journey worker.

In signing the apprenticeship agreement, apprentices assume the following responsibilities and obligations under the apprenticeship program:

- A. Maintain and make available such records of work experience and training received on the job and in related instruction as may be required by the sponsor.
- B. Develop and practice safe working habits and work in such a manner as to assure his/her personal safety and that of fellow workers.
- C. Work for the employer to whom the apprentice is assigned for the duration of the apprenticeship, unless the apprentice is reassigned to another employer, or the apprenticeship agreement is terminated by the sponsor.

**SECTION 23 - TECHNICAL ASSISTANCE**

Technical assistance, such as that from the U.S. Department of Labor's Office of Apprenticeship, the Nevada Labor Commissioner, Nevada State Apprenticeship Council, and vocational schools, may be requested to advise the sponsor.

The sponsor is encouraged to invite representatives from industry, education, business, private organizations, and public agencies to provide consultation and advice for the successful operation of its training program.

## **SECTION 24 - CONFORMANCE WITH FEDERAL AND STATE LAWS AND REGULATIONS**

No Section of these Standards of Apprenticeship shall be construed as permitting violation of any Federal or Nevada State Law or Regulation.

## **SECTION 25 - DEFINITIONS**

**APPRENTICE:** Any individual employed by the employer meeting the qualifications described in the standards of apprenticeship who has signed an apprenticeship agreement with the local sponsor providing for training and related instruction under these standards and who registers with the Registration Agency.

**APPRENTICE ELECTRONIC REGISTRATION (AER/RAPIDS):** An electronic tool that allows for instantaneous transmission of apprentice data for more efficient registration of apprentices and provides program sponsors with a faster turnaround on their submissions and access to their apprenticeship program data.

**APPRENTICESHIP AGREEMENT:** The written agreement between the apprentice and the sponsor setting forth the responsibilities and obligations of all parties to the apprenticeship agreement with respect to the apprentice's employment and training under these standards. Each apprenticeship agreement must be registered with the Registration Agency.

**JOINT APPRENTICESHIP TRAINING COMMITTEE (JATC):** Those persons designated by the sponsor to act as agents for the sponsor in the administration of the program. A non-joint committee, which may also be known as a unilateral committee or (if it includes workers' representatives) a group non-joint committee, has employer representatives but does not have a bona fide collective bargaining agent as a participant.

**CAREER LATTICE:** Career lattice apprenticeship programs include occupational pathways that move an apprentice laterally or upward within an industry. These programs may or may not include an interim credential leading to the Certificate of Completion of Apprenticeship credential.

**CERTIFICATE OF COMPLETION OF APPRENTICESHIP:** The credential issued by the Registration Agency to those registered apprentices certified and documented as having successfully completed the apprentice training requirements outlined in these standards of apprenticeship.

**CERTIFICATE OF TRAINING:** A credential that may be issued by the U.S. Department of Labor's Office of Apprenticeship, Nevada Labor Commissioner, or by the Nevada State Apprenticeship Council administrator to those registered apprentices whom the sponsor has certified in writing to the Registration Agency as having successfully met the requirements to receive an interim credential.

**COMPETENCY-BASED OCCUPATION:** An occupation using an apprenticeship approach that requires the attainment of manual, mechanical, or technical skills and knowledge, as specified by an occupation standard and demonstrated by an appropriate written and hands-on proficiency measurement.

**ELECTRONIC MEDIA:** Media that utilizes electronics or electromechanical energy for the end user (audience) to access the content. Includes, but is not limited to, electronic storage media, transmission media, the Internet, extranets, lease lines, dial-up lines, private networks, and the physical movement of removable/transportable electronic media and/or interactive distance learning.

**EMPLOYER:** Any person or organization employing an apprentice, whether or not such person or organization is a party to an apprenticeship agreement with the apprentice. A person, business, or company signatory to this sponsor's standards that is responsible for providing hours of work, supervision, wages, and/or benefits to apprentices in its employ as registered under these standards.

**HYBRID OCCUPATION:** An occupation using an apprenticeship approach that measures the individual apprentice's skill acquisition through a combination of a specified minimum number of hours of on-the-job learning and the successful demonstration of competency as described in a work process schedule.

**INTERIM CREDENTIAL:** A credential may be issued by the Registration Agency, upon request of the appropriate sponsor, as certification of competency attainment by an apprentice.

**JOB CORPS CENTER:** Any of the federally funded Job Corps centers throughout the U.S. and Puerto Rico. Job Corps serves youths and young adults 16-24 years of age. Sponsors that wish to hire Job Corps graduates who are trained in any occupation covered under these standards and who meet the minimum qualifications for apprenticeship may do so via the direct entry provision described in Appendix D: Qualifications and Selection Procedures.

**JOURNEYWORKER/FULLY COMPETENT WORKER:** A worker who has attained a level of skills, abilities, and competencies recognized within an industry as mastery of the skills and competencies required for the occupation. These terms may also refer to a mentor, technician, specialist, or other skilled worker who has documented sufficient skills and knowledge of an occupation, either through formal apprenticeship or through practical on-the-job experience and formal training.

**O\*NET-SOC CODE or its successor:** The Occupational Information Network (O\*NET) codes and titles are based on the new Standard Occupational Classification (SOC) system mandated by the federal Office of Management and Budget for use in collecting statistical information on occupations. The O\*NET classification uses an O\*NET-SOC Code. Use of the SOC classification as a basis for the O\*NET Codes ensures that O\*NET information can be readily linked to labor market information such as occupational employment and wage data at the national, state, and local levels.

**ON-THE-JOB LEARNING (OJL):** Tasks learned on-the-job in which the apprentice must become proficient before a completion certificate is awarded. The learning must be through structured, supervised work experience.

**PROVISIONAL REGISTRATION:** The one-year initial provisional approval of newly registered programs that meet the required standards for program registration, after which program approval may be made permanent, continued as provisional, or rescinded following a review by the Registration Agency, as provided for in NAC 610.357 and 29 CFR §§ 29.3(g) and (h).

**REGISTERED APPRENTICESHIP PARTNERS INFORMATION DATA SYSTEM (RAPIDS) successor:**

A federal system that provides for the automated collection, retention, updating, retrieval, and summarization of information related to apprentices and apprenticeship programs.

**REGISTRATION AGENCY and FIELD REPRESENTATIVE:** The U.S. Department of Labor's Office of Apprenticeship, Nevada Labor Commissioner, or the Nevada State Apprenticeship Council that has responsibility for registering apprenticeship programs and apprentices, providing technical assistance, conducting reviews for compliance with 29 CFR § 29 and 30, and conducting quality assurance assessments.

The field representative shall mean the person designated by Office of Apprenticeship to service this program.

The Registration Agency and field representative identified are:

Nevada Labor commissioner and/or Nevada State Apprenticeship Council 702-486-2650

and

U.S. Department of Labor, Office of Apprenticeship 702-388-6396

**RELATED INSTRUCTION:** An organized and systematic form of instruction designed to provide the apprentice with knowledge of the theoretical and technical subjects related to the apprentice's occupation. Such instruction may be given in a classroom, through occupational or industrial courses, or by correspondence courses of equivalent value, electronic media, or other forms of self-study approved by the Registration Agency.

**SPONSOR:** Any person, association, committee, or organization that operates an apprenticeship program and in whose name the program is registered. That assumes the full responsibility for administration and operation of the apprenticeship program.

**STANDARDS OF APPRENTICESHIP:** This entire document, including all appendices and attachments hereto, and any future modifications and additions approved by the Registration Agency.

**SUPERVISOR OF APPRENTICE(S):** An individual designated by the program sponsor to supervise or have charge and direction of an apprentice.

**TIME-BASED OCCUPATION:** An occupation using an apprenticeship approach that measures skill acquisition through the individual apprentice's completion of at least 2,000 hours of on-the-job learning as described in a work process schedule.

**TRANSFER:** A shift of apprenticeship registration from one program to another or from one employer within a program to another employer within that same program, where there is agreement between the apprentice and the affected apprenticeship committees or program sponsors.

**YOUTHBUILD:** A youth and community development program that addresses core issues facing low-income communities: housing, education, employment, crime prevention, and leadership development. In Youth Build programs, low-income young people ages 16-24 work toward their high school diploma or General Educational Development (GED) equivalency, learn job skills and serve their communities by building affordable housing, and transform their own lives and roles in society. Sponsors that wish to hire Youth Build students who are trained in any occupation covered under these standards and who meet the minimum qualifications for apprenticeship may do so via the direct entry provision described in Appendix D: Selection Procedures.

**SECTION 27 - OFFICIAL ADOPTION OF APPRENTICESHIP STANDARDS**

**Nevada Help Desk hereby adopts these standards of apprenticeship.**

*Sponsor(s) designate the appropriate person(s) to sign the standards on their behalf.*

  
\_\_\_\_\_  
**Signature of Sponsor (designee)**

**Date:** 10-15-21

Duana Malone, Executive Director  
**Type Name and Title**

\_\_\_\_\_  
**Signature of Sponsor (designee)**

**Date:** \_\_\_\_\_

\_\_\_\_\_  
**Type Name & Title**





NEVADA LABOR COMMISSIONER  
NEVADA STATE APPRENTICESHIP COUNCIL  
2021 Non-Joint Standards of Apprenticeship

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## **Appendix A**

### **WORK PROCESS SCHEDULES AND RELATED INSTRUCTION OUTLINE**

*Nevada Help Desk*

**Digital Marketer**

**O\*NET-SOC CODE: 13-1161.01 RAPIDS CODE: 2077CB**

APPROVED BY  
THE NEVADA LABOR COMMISSIONER AND THE NEVADA STATE APPRENTICESHIP COUNCIL

A blue ink signature of Richard J. Williams is written over a horizontal line.

Richard J. Williams, Nevada State Apprenticeship Director

REGISTRATION DATE: 11/16/2021

RAPIDS PROGRAM ID NUMBER: 2022-NV-104257

DEVELOPED IN COOPERATION WITH THE  
THE NEVADA LABOR COMMISSIONER, THE NEVADA STATE APPRENTICESHIP COUNCIL AND  
THE U.S. DEPARTMENT OF LABOR

## Appendix A

### WORK PROCESS SCHEDULE

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

#### 1. TYPE OF OCCUPATION

☒ Competency-based

#### 2. TERM OF APPRENTICESHIP

The term of the occupation shall be defined by the attainment of all competencies of the position, which would be expected to occur within approximately 2,000 hours (must be at least 2,000 hours) of OJL, supplemented by the minimum of 180 hours of related instruction per year of the apprenticeship.

#### 3. RATIO OF APPRENTICES TO JOURNEYWORKERS

The apprentice to journey worker/fully trained worker ratio is: 1 apprentice to 1 journey worker/fully trained worker.

#### 4. APPRENTICE WAGE SCHEDULE

An apprentice minimum starting wage will be at least \$17.50 per hour. Apprentices shall be paid a progressively increasing schedule of wages based on either a percentage or a dollar amount of the current hourly journey worker/fully trained worker wage.

##### 1-Year Term Example:

1<sup>st</sup> 6 months = \$17.50

2<sup>nd</sup> 6 months = \$18.50

A journey worker/fully trained worker minimum wage will be at least \$20.50

Periodic review and evaluation of the apprentice's on-the-job learning and related technical instruction will be conducted in alignment with the wage schedule established.

#### 5. WORK PROCESS SCHEDULE (See attached Work Process Schedule)

The sponsor may modify the work processes to meet local needs prior to submitting these Standards to the appropriate Registration Agency for approval.

#### 6. RELATED INSTRUCTION OUTLINE (See attached Related Instruction Outline)

The sponsor may modify the related instruction to meet local needs prior to submitting these Standards to the appropriate Registration Agency for approval.

**Appendix A**

**Apprenticeship Competencies – Technical**

The following is the rating system that will be used to determine competency:

<b>Rating System</b>	<b>Description</b>	<b>Points</b>
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

## On-the-Job Learning Outline

JOB FUNCTION 1		Design a Digital Marketing Campaign		
Work Processes	Rating	Validated by Initials		Date
Gathers information on key characteristics of a buyer persona and buyer journey, in accordance with the buyer’s preferences and needs.				
Gathers information, assess a digital advertising budget for online lead generation that increases online traffic.				
Creates marketing content for blogs, ads to increase online traffic with the targeted buyer persona.				
Identifies and selects effective marketing objectives to include milestones, deliverables, and resources for a campaign that generates and nurtures leads in the marketing funnel.				
Creates content targeting the buyer persona to launch effective emails to increase the Click Through Rate (CTR).				
Builds email workflows and increases productivity, using marketing automation tools effectively.				
Builds a storyboard that captures buyer persona preferences and needs for a product and or service.				
Develops a video platform, distributes the video, and reviews post production to increase online traffic.				
JOB FUNCTION 2		Digital Analytics: Analyze, measure, monitor, and assess digital marketing campaigns.		
Work Processes	Rating	Validated by Initials		Date
Demonstrates ability to determine and track the conversion of online leads, nurturing a marketing funnel.				
Accurately tracks and assesses the performance of leads with google analytic reporting.				
Builds a social media and google analytics benchmark report, tracking results of a marketing campaign and or social post.				

## 2021 Non-Joint Standards of Apprenticeship

Creates data visualization charts and dashboards summarizing conversion and tracking data.			
Gathers, assesses, and interprets data from leads to communicate a story with the data, improving the attraction and conversion of leads.			
<b>JOB FUNCTION 3</b>	<b>Assess, plan and prepare social media campaigns on various social media platforms</b>		
<b>Work Processes</b>	<b>Rating</b>	<b>Validated by Initials</b>	<b>Date</b>
Create a buyer persona & editorial calendar - set goals and priorities for social media			
Measures Return On Investment (ROI) by assessing campaign goals and metrics.			
Sets up social media platforms to launch social media posts attracting and converting leads in a campaign.			
Obtain a Google Analytics certification			
Target specific audience to market content offers			
<b>JOB FUNCTION 4</b>	<b>Utilize marketing automation technology for lead generation</b>		
<b>Work Processes</b>	<b>Rating</b>	<b>Validated by Initials</b>	<b>Date</b>
Uses the Pardot/HubSpot marketing automation tool to generate leads.			
Builds and customizes a sales funnel with a customer relationship management system.			
Segments lead lists based on the buyer persona within a Customer Relationship System (CRM).			
<b>JOB FUNCTION 5</b>	<b>Administer effective Digital Advertising to maximize ad spend</b>		
<b>Work Processes</b>	<b>Rating</b>	<b>Validated by Initials</b>	<b>Date</b>
Builds and deploys a Google AdWords campaign.			
Sets up a remarketing strategy effectively targeting a buyer persona.			
Sets up Google Tag Manager to monitor traffic and website performance.			
Creates compelling ad copy to capture traffic and leads.			
Creates a display ad that targets a buyer persona to a website.			



## 2021 Non-Joint Standards of Apprenticeship

Monitors and assesses an ad spend budget.			
Builds a landing page-using split testing (A/B testing).			
Builds a Conversion Rate Optimization (CRO) plan that includes A/B testing.			
<b>JOB FUNCTION 6</b>			
	<b>Develop a Website using Hyper Text Markup Language (HTML), Cascading Style Sheets (CSS) and JavaScript (JS) skills</b>		
<b>Work Processes</b>	<b>Rating</b>	<b>Validated by Initials</b>	<b>Date</b>
Builds coding in WordPress, HTML, CSS, and JavaScript to add content, graphics editing or adding a webpage.			
Creates a personal website using a web platform.			
Develops a User Experience Interaction (UXI) on a website improving the ease of a buyer persona and or customer to access a product or service.			
Conducts a customer journey mapping of their interaction with a product or service on a website.			
Produces a budget and deploys a web development plan with vendors and or a development team.			
<b>JOB FUNCTION 7</b>			
	<b>Build effective Search Engine Optimization (SEO) for search engine ranking or Search Engine Results Page (SERP)</b>		
<b>Work Processes</b>	<b>Rating</b>	<b>Validated by Initials</b>	<b>Date</b>
Creates an SEO Audit on a website using an SEO Audit industry checklist.			
Builds keyword research with targeted keywords that attract buyer persona, customer preferences, and needs.			
Builds effective meta tags with keywords that rank for Search Engine Ranking Performance (SERP).			
Creates an off- and on-page SEO plan to capture Search Engine Ranking Performance (SERP) using customer preferences and needs.			
Builds an effective link building strategy to capture search engine ranking performance attracting buyer persona, customer preferences, and needs.			
Sets up local SEO plans that incorporate			

## 2021 Non-Joint Standards of Apprenticeship

technology tools to build the local digital footprint for online reviews.			
<b>JOB FUNCTION 8</b>	<b>Build portfolios that demonstrate digital marketing competency in marketing automation design i.e., Hubspot, content, ecommerce, mobile marketing, Customer Relationship Management (CRM) automation, Google Shopping, AdWords Scripts, Adobe Creative Suite</b>		
<b>Work Processes</b>	<b>Rating</b>	<b>Validated by Initials</b>	<b>Date</b>
Creates a portfolio of templates within HubSpot's marketing automation tool.			
Build a portfolio of marketing content generating brand awareness to attract buyer personas, and customers.			
Design and establish an ecommerce platform site with products to be sold online.			
Review Salesforce or similar CRM to developing lead scoring.			
Builds a mobile marketing strategy to allow users to sign up to mobile list via text message using a keyword on a short code.			
Create a Google campaign to promote online and local inventory, to boost traffic to a website or local store, and find qualified leads.			
Develop an AdWords Scripts to improve an AdWords account using JavaScript code. Scripts will automate tasks or interact with external data.			
Obtain a Facebook Blueprint Certification			

The above on-the-job-learning (OJL) work process competencies are intended as a guide. It need not be followed in any particular sequence, and it is understood that some adjustments may be necessary in the hours allotted for different work experience. In all cases, the apprentice is to receive sufficient experience to make them fully competent and use good workmanship in all work processes, which are a part of the industry. In addition, the apprentice shall be fully instructed in safety and OSHA requirements.

**Apprenticeship Competencies – Behavioral**

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

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

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**RELATED INSTRUCTION OUTLINE**

The related instruction has been developed in cooperation with employer-partners as part of the apprenticeship. Method of Delivery: 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 RTI provider. The following is a set of courses to be delivered by subject matter experts.

Related Technical Instruction (RTI) - This instruction shall include, but not be limited to, at least 180 hours per year for each year of the apprenticeship. The related theoretical education listed below is tightly integrated with real work experiences. The curriculum is defined as a variety of classes, around which the exams and projects are based. By defining the RTI this way, all competencies required of the students are met, through project work.

**PROGRESSION LEVELS FOR APPRENTICESHIP INCREASE RATES IN PAY EVERY 6 MONTHS  
FOR THE FIRST YEAR OF APPRENTICESHIP.**

**LEVEL 1 INCREASE QUALIFICATION:**

When the competency level is achieved at a minimum total score of 3.0 in \*EACH\* of the job function levels for 1-4, then the Apprentice qualifies for the 1st pay increase as defined in Form 5910.

**LEVEL 2 INCREASE QUALIFICATION:**

Once the competency level is achievement at a minimum total score rating of 3.0 in each of the job function levels 5-8, then the Apprentice qualifies for the 2nd pay increase as defined in Form 5910 for the 2nd pay increase.

**RELATED INSTRUCTION OUTLINE**  
**DIGITAL MARKETER**  
**O\*NET-SOC CODE: 13-1161.01 RAPIDS CODE: 2077CB**

<b>Course Topic</b>	<b>Subjects</b>	<b>Approximate Hours</b>
A	Introduction to Digital Inbound Marketing, HubSpot Marketing Software	4
B	Project Management, Buyer Personas, Integrated MarTech Ecosystem	12
C	Conversion Tracking, Analytics Reporting, Google Tag Manager, Regular Expressions, Page Optimization	8
D	Blogging, Copywriting, Lead Generation, Sales Enablement, Landing Pages, SEO, Video Marketing, call-to-action (CTA), Email, Interactive Content, Content Calendar	20
E	Paid Social Advertising, Metrics and ROI Measurement Tools, Editorial Calendar, Content Creation	4
F	Budgeting, Planning, Local Strategy, Mobile Strategy, Strategic Marketing Planning	8
G	Automation Tools, Pardot Software, Customized Sales Funnel, CRMs	16
H	Run Google AdWords campaign, Remarketing Strategy, Ad Copy, CRO	16
I	WordPress, Basics of HTML, CSS, Javascript (JS), Responsive Web Design, Content and Information Layout, Design Thinking, User Experience, Design Principles, User Testing and Research, Create Personal Website	32
J	Database Technologies, Tableau, Data Science Solutions	28
K	Advanced Excel Analysis of Marketing Data, Structured Query Language (SQL)	12
L	Example Electives: Hub Spot Design, Copywriting, ecommerce, Salesforce, Mobile Marketing, Google Shopping, AdWords Scripts, Adobe Creative Suite	20
	<b>Total</b>	<b>180</b>



## 2021 Non-Joint Standards of Apprenticeship

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In addition, and to meet the recommended minimum 180 hours/year, Employers may select from the following modules as needed:

1. Teamwork and Collaboration	8
2. Communication	10
3. Problem Solving	5
4. Critical Thinking	3
5. Conflict Management	3
6. Time Management	5
7. Customer Service	3
<hr/>	
TOTAL: 37	

## COURSE TOPIC DESCRIPTIONS

The courses below correspond to the Related Instruction Outline above and describes below the description of each course topic.

- A. Easily create, deploy and manage online marketing campaigns with Pardot. Learn more. Understand each step of your campaign, capturing true marketing ROI  
Digital Inbound Marketing represents the process of reaching and converting qualified consumers by creating and pursuing organic tactics in online settings. The most prominent elements of digital inbound marketing are interactivity and engagement.
- B. This course will cover how to gathers information on key characteristics of a buyer persona and buyer journey, in accordance with the buyer's preferences and needs.
- C. This course will cover how to track the conversion of online leads, nurturing a marketing funnel.
- D. This course will cover how to creates marketing content for blogs, ads to increase online traffic with the targeted buyer persona.
- E. This course will cover how to identify and select effective marketing objectives to include milestones, deliverables, and resources for a campaign that generates and nurtures leads in the marketing funnel. Apprentices will learn how to set up social media platforms to launch social media posts attracting and converting leads in a campaign.
- F. This course will cover how to use a buyer persona to set budgeting goals and priorities for social media campaigns.
- G. This course will cover how to use the Pardot/HubSpot marketing automation tool to generate leads.
- H. This course will cover how to effectively setup Google Adwords campaign
- I. This course will cover how to create a website using a content management system – WordPress. Apprentices will also learn beginners coding to understand the basics of what's "under the hood" of a website.
- J. This course will cover how to connect and visualize any data from spreadsheets to databases to cloud services without being a programmer. How to combine multiple views of data to get richer insight. Best practices of data visualization.
- K. This course will start from basics of databases and structured query language (SQL) and teach you every thing you would need in any data science profession including Writing and executing efficient Queries, Joining multiple tables and appending and manipulating tables.

The chosen elective will allow the apprentice to use a variety of technology applications to enhance on the previous courses by integrating additional 3<sup>rd</sup> party plug-ins and applications such as e-commerce shopping carts or customer management systems.

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**OFFICIAL ADOPTION OF APPRENTICESHIP STANDARDS**

**Nevada Help Desk hereby adopts these standards of apprenticeship.**

*Sponsor(s) designate the appropriate person(s) to sign the standards on their behalf.*

  
\_\_\_\_\_  
**Signature of sponsor (designee)**

**Date:** 10/21/21

Duana Malone, Executive Director

**Type Name & Title**



NEVADA LABOR COMMISSIONER  
NEVADA STATE APPRENTICESHIP COUNCIL  
2021 Non-Joint Standards of Apprenticeship

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## **Appendix B**

# **APPRENTICESHIP AGREEMENT**

**AND**

# **APPLICATION FOR CERTIFICATION OF COMPLETION OF APPRENTICESHIP**

*Nevada Help Desk*

**RAPIDS PROGRAM ID NUMBER: 2022-NV-104257**

**DEVELOPED IN COOPERATION WITH THE  
THE NEVADA LABOR COMMISSIONER, THE NEVADA STATE APPRENTICESHIP COUNCIL, AND  
THE U.S. DEPARTMENT OF LABOR**

# Program Registration and Apprenticeship Agreement



## NEVADA LABOR COMMISSIONER NEVADA STATE APPRENTICESHIP COUNCIL

### APPRENTICE REGISTRATION

**Warning:** This agreement does not constitute a certification under NRS 610, NAC 610, Title 29, CFR, Part 5 for the employment of the apprentice on Federally financed or assisted construction projects. Current certifications must be obtained from the Office of Apprenticeship (OA) or the recognized State Apprenticeship Agency shown below. (Item 24)

The program sponsor and apprentice agree to the terms of the Apprenticeship Standards incorporated as part of this Agreement. The sponsor will not discriminate in the selection and training of the apprentice in accordance with the Equal Opportunity Standards in Title 29 CFR Part 30, and Executive Order 11246. This agreement may be terminated by either of the parties, citing cause(s), with notification to the registration agency, in compliance with Title 29, CFR, Part 29 and NRS & NAC 610.

#### PART A: TO BE COMPLETED BY APPRENTICE. NOTE TO SPONSOR: PART A SHOULD ONLY BE FILLED OUT BY APPRENTICE.

Apprentice Identification Number:		Answer Both A and B (Voluntary)		5. Veteran Status (Mark one)	
1. Name of Apprentice:		4. a. Ethnic Group (Mark one)		<input type="checkbox"/> Non-Veteran	
Last Name, First Name, Initial		<input type="checkbox"/> Hispanic or Latino		<input type="checkbox"/> Veteran	
Address		<input type="checkbox"/> Not Hispanic or Latino		6. Education Level (Mark one)	
City State Zip Code		b. Race (Mark one or more)		<input type="checkbox"/> 8th grade or less	
2. Date of Birth (Mo., Day, Yr.)		<input type="checkbox"/> American Indian or Alaska native		<input type="checkbox"/> 9th to 12th grade	
3. Sex (Mark one)		<input type="checkbox"/> Asian		<input type="checkbox"/> GED	
<input type="checkbox"/> Male <input type="checkbox"/> Female		<input type="checkbox"/> Black or African American		<input type="checkbox"/> High School Graduate or Greater	
		<input type="checkbox"/> Native Hawaiian or other Pacific Islander		<input type="checkbox"/> Post-Secondary or Technical Training	
		<input type="checkbox"/> White			
7a. Employment Status (Mark one) <input type="checkbox"/> New Employee <input type="checkbox"/> Existing Employee					
7b. Career Connection (Mark one) (Instructions on reverse) <input type="checkbox"/> None <input type="checkbox"/> Pre-Apprenticeship <input type="checkbox"/> Technical Training School <input type="checkbox"/> Military Veterans					
<input type="checkbox"/> Job Corps <input type="checkbox"/> YouthBuild <input type="checkbox"/> HUD/STEP-UP <input type="checkbox"/> Career Center Referral <input type="checkbox"/> School-to-Registered Apprenticeship					
8. Signature of Apprentice			9. Signature of Parent/Guardian (if minor)		
Date			Date		

#### PART B: SPONSOR: EXCEPT FOR ITEMS 6, 7, 8, 10a. - 10c, REMAINDER OF ITEMS REPOPULATED FROM PROGRAM REGISTRATION.

1. Sponsor Program No.		2a. Occupation (The work processes listed in the standards are part of this agreement)		2b. Occupation Code:	
Nevada Help Desk Sponsor Name		Digital Marketer		13-1161.01	
2620 Regatta Drive, Suite #102 Address		3. Occupation Training Approach (Mark one)		4. Term (Hrs., Mos., Yrs.)	
Las Vegas, NV, 89128 City State Zip Code		3a. <input type="checkbox"/> Time-Based 3b. <input checked="" type="checkbox"/> Competency-Based 3c. <input type="checkbox"/> Hybrid		2000 hours	
		5. Probationary Period (Hrs., Mos., Yrs.)		500 hours	
		6. Credit for Previous Experience (Hrs., Mos., Yrs.)		7. Term Remaining (Hrs., Mos., Yrs.)	
				8. Date Apprenticeship Begins	
9a. Related Instruction (Number of Hours Per Year)		9b. Apprentice Wages for Related Instruction		9c. Related Training Instruction Source	
180		<input type="checkbox"/> Will Be Paid <input checked="" type="checkbox"/> Will Not Be Paid		Nevada Help Desk, Adobe, Google, Facebook Blueprint	
10. Wages:					
10a. Pre-Apprenticeship Hourly Wage \$		10b. Apprentice's Entry Hourly Wage \$		10c. Journeyworker's Hourly Wage \$	
Check Box		Period 1		Period 2	
10d. Term after		3		4	
<input type="checkbox"/> Hrs., <input checked="" type="checkbox"/> Mos., or <input type="checkbox"/> Yrs.		17.50		18.50	
		20.50			
10e. Wage Rate (Mark one) % <input checked="" type="checkbox"/> or \$ <input type="checkbox"/>		85%		90%	
		100%			

11. Signature of Sponsor's Representative		Date Signed		12. Name and Address of Sponsor Designee to Receive Complaints (If applicable)	
		10/20/21		Name Demeasa Pitra, Human Resources Director, Nevada Help Desk	
				Address: 2620 Regatta Drive #102	
				Las Vegas, NV 89128	
				City State Zip Code	

#### PART C: TO BE COMPLETED BY REGISTRATION AGENCY

1. Registration Agency and Address:		2. Signature State Apprentice Director		3. Date Registered	
NEVADA LABOR COMMISSIONER					
3300 West Sahara Avenue Ste 225, Las Vegas NV 89102					



## Program Definitions and/or Instructions:

### Part A

#### Item 4.a. Definition - Ethnic Group:

**Hispanic or Latino.** A person of Cuban, Mexican, Puerto Rican, South or Central American, or other Spanish culture or origin, regardless of race. The term, "Spanish origin," can be used in addition to "Hispanic or Latino."

#### Item 4.b. Definitions - Race:

**American Indian or Alaska Native.** A person having origins in any of the original peoples of North and South America (including Central America), and who maintains tribal affiliation or community attachment.

**Asian.** A person having origins in any of the original peoples of the Far East, Southeast Asia, or the Indian subcontinent including, for example, Cambodia, China, India, Japan, Korea, Malaysia, Pakistan, the Philippine Islands, Thailand, and Vietnam.

**Black or African American.** A person having origins in any of the black racial groups of Africa. Terms such as "Haitian" or "Negro" can be used in addition to "Black or African American."

**Native Hawaiian or Other Pacific Islander.** A person having origins in any of the original peoples of Hawaii, Guam, Samoa, or other Pacific Islands.

**White.** A person having origins in any of the original peoples of Europe, the Middle East, or North Africa.

#### Item 7b. Instructions:

Indicate any career connection (definitions follow). Enter "None" if no career connection applies.

**Pre-Apprenticeship.** A program or set of strategies designed to prepare individuals to enter and succeed in a Registered Apprenticeship program which has or have a documented partnership(s) with a Registered Apprenticeship program(s).

**Technical Training School.** Graduates trained in an occupation from a technical training school related to an occupation registered by the program sponsor and who meet the minimum qualifications for Registered Apprenticeship.

**Military Veterans.** Veterans that completed a military technical training school and/or elect to participate in the Building and Construction Trades Helmets to Hardhats Program or trained in an occupation while in the military related to an occupation registered by the program sponsor and who meet the minimum qualifications for Registered Apprenticeship.

**Job Corps.** Graduates trained in an occupation from a federally funded Job Corps center related to an occupation registered by the program sponsor and who meet the minimum qualifications for Registered Apprenticeship.

**YouthBuild.** Graduates trained in an occupation from a federally funded YouthBuild program related to an occupation registered by the sponsor and who meet the minimum qualifications for Registered Apprenticeship.

**HUD/STEP-UP.** Applicants who successfully participated in the U.S. Department of Housing and Urban Development Step-Up program and received an apprenticeship experience which meets the minimum qualifications for Registered Apprenticeship.

**Career Center Referral.** Includes career center participants referred to the Registered Apprenticeship Program and/or apprentice(s) that receive workforce system funded services that support their participation in a Registered Apprenticeship program. This may include the use of individual training accounts and/or on-the-job training reimbursements.

**School-to-Registered Apprenticeship.** Program designed to allow high school youth ages 16 - 17 to enter a Registered Apprenticeship program and continue after graduation with full credit given for the high school portion.

### Part B

#### Item 3. Occupation Training Approach. The program sponsor decides which of the three training methods to use in the program as follows:

- 3.a. Time-Based Training Approach - apprentice required to complete a specific number of hours of on-the-job learning (OJL) and related training instruction (RTI).
- 3.b. Competency-Based Training Approach - apprentice required to demonstrate competency in defined subject areas and does not require any specific hours of OJL or RTI; or
- 3.c. Hybrid-Training Approach - apprentice required to complete a minimum number of OJL and RTI hours and demonstrate competency in the defined subject areas.

**Item 4. Term (Hrs., Mos., Yrs.).** Based on the program sponsor's training approach. See Part B, Item 4. Available in the terms of the Apprenticeship Standards.

**Item 5. Probationary Period (Hrs. Mos., Yrs.)** Probation period cannot exceed 25 percent of the length of the program or one year, whichever is shorter.

**Item 7. Term Remaining (Hrs., Mos., Yrs.).** Under Part B, Item 6., Credit for Previous Experience (Hrs., Mos., Yrs.) is determined by the program sponsor. The Term Remaining (Hrs., Mos., Yrs.) in Part B, Item 7., for the apprentice to complete the apprenticeship is based on the training approach indicated in Part B, Item 3. The term remaining is available in the terms of the Apprenticeship Standards.

#### Item 10. Wage Instructions:

10a. Pre-Apprentice hourly wage: sponsor enters the individual's hourly wage in the quarter prior to becoming an apprentice.

10b. Apprentice's entry hourly wage (hourly dollar amount paid): sponsor enters this apprentice's entry hourly wage.

10c. Journeyworker's wage: sponsor enters wage per hour.

10d. Term: sponsor enters in each box the apprentice schedule of pay for each advancement period based on the program sponsor's training approach. See Part B, Item 3. and is available in the terms of the Apprenticeship Standards.

10e. Percent or dollar amount: sponsor marks one.

**Note:** 10c. If the employer is signatory to a collective bargaining agreement, the journeyworker's wage rate in the applicable collective bargaining agreement is identified. Apprenticeship program sponsors not covered by a collective bargaining agreement must identify a minimum journeyworker's hourly wage rate that will be the basis for the progressive wage schedule identified in Item 10e, of this agreement.

10d. The employer agrees to pay the hourly wage rate identified in this section to the apprentice each period of the apprenticeship based on the successful completion of the training approach and related instructions outlined in the Apprenticeship Standards. The period may be expressed in hours, months, or years.

10e. The wage rates are expressed either as a percent or in dollars and cents of the journeyworker's wage depending on the industry.

**Example (Time-based approach) - 3 YEAR APPRENTICESHIP PROGRAM**

<u>Term</u>	<u>Period 1</u>	<u>Period 2</u>	<u>Period 3</u>	<u>Period 4</u>	<u>Period 5</u>	<u>Period 6</u>
Hrs., Mos., Yrs.	1000 Hrs.	1000 Hrs.	1000 Hrs.	1000 Hrs.	1000 Hrs.	
%	55	60	65	70	80	90

**Example (Time-based approach) - 4 YEAR APPRENTICESHIP PROGRAM**

<u>Term</u>	<u>Period 1</u>	<u>Period 2</u>	<u>Period 3</u>	<u>Period 4</u>	<u>Period 5</u>	<u>Period 6</u>	<u>Period 7</u>	<u>Period 8</u>
Hrs., Mos., Yrs.	6 Mos.	6 Mos.	6 Mos.	6 Mos.	6 Mos.	6 Mos.	6 Mos.	6 Mos.
	50	55	60	65	70	75	80	90

**Item 13.** Identifies the individual or entity responsible for receiving complaints (Code of Federal Regulations, CFR, Title 29 part 29.7(k)).

**Part C.**

**Item 4. Definition:** The Registered Apprenticeship Partners Information Data System (RAPIDS) encrypts the apprentice's social security number and generates a unique identification number to identify the apprentice. It replaces the social security number to protect the apprentice's privacy.

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\*The submission of your social security number is requested. The apprentice's social security number will only be used to verify the apprentice's periods of employment and wages for purposes of complying with the Office of Management and Budget related to common measures of the Federal job training and employment programs for measuring performance outcomes and for purposes of the Government Performance and Results Act. The Office of Apprenticeship will use wage records through the Wage Record Interchange System and needs the apprentice's social security number to match this number against the employers' wage records. Also, the apprentice's social security number will be used, if appropriate, for purposes of the Davis Bacon Act of 1931, as amended, U.S. Code Title 40, Sections 276a to 276a-7, and Title 29 CFR 5, to verify and certify to the U.S. Department of Labor, Wage and Hour Division, that you are a registered apprentice to ensure that the employer is complying with the geographic prevailing wage of your occupational classification. Failure to disclose your social security number on this form will not affect your right to be registered as an apprentice. Civil and criminal provisions of the Privacy Act apply to any unlawful disclosure of your social security number, which is prohibited.

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The collection and maintenance of the data on ETA-671, Apprentice Registration – Section II Form, is authorized under the National Apprenticeship Act, 29 U.S.C. 50, and CFR 29 Part 29.1. The data is used for apprenticeship program statistical purposes and is maintained, pursuant to the Privacy Act of 1974 (5 U.S.C. 552a.), in a system of records entitled, DOL/ETA-4, Registered Apprenticeship Partners Information Management Data System (RAPIDS) at the U.S. Department of Labor, Office of Apprenticeship. Data may be disclosed to a State Apprenticeship Agency to determine an assessment of skill needs and program information, and in connection with federal litigation or when required by law.

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Persons are not required to respond to this collection of information unless it displays a currently valid OMB control number. Public reporting burden for this collection of information is estimated to average five minutes per response, including the time for reviewing instructions, searching existing data sources, gathering, and maintaining the data needed, and completing and reviewing the collection of information. The obligation to respond is required to obtain or retain benefits under 29 USC 50. Send comments regarding this burden or any other aspect of this collection of information including suggestions for reducing this burden to the U.S. Department of Labor, Office of Apprenticeship, 200 Constitution Avenue, N.W., Room N-5311, Washington, D.C. 20210 (Paperwork Reduction Project 1205-0023.)

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Program Registration and  
Apprenticeship Agreement  
Office of Apprenticeship

**U.S. Department of Labor**  
Employment and Training Administration

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Voluntary Disability Disclosure

OMB No. 1205-0223

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Please check one of the boxes below:

- ☐ YES, I HAVE A DISABILITY (or previously had a disability)
- ☐ NO, I DON'T HAVE A DISABILITY
- ☐ I DON'T WISH TO ANSWER

Your name: \_\_\_\_\_

Date: \_\_\_\_\_

**Why are you being asked to complete this form?**

Because we are a sponsor of a registered apprenticeship program and participate in the National Registered Apprenticeship System that is regulated by the U.S. Department of Labor, we must reach out to, enroll, and provide equal opportunity in apprenticeship to qualified people with disabilities.<sup>[1]</sup> To help us learn how well we are doing, we are asking you to tell us if you have a disability or if you ever had a disability. Completing this form is voluntary, but we hope that you will choose to fill it out. If you are applying for apprenticeship, any answer you give will be kept private and will not be used against you in any way.

If you already are an apprentice within our registered apprenticeship program, your answer will not be used against you in any way. Because a person may become disabled at any time, we are required to ask all of our apprentices at the time of enrollment, and then remind them yearly, that they may update their information. You may voluntarily self-identify as having a disability on this form without fear of any punishment because you did not identify as having a disability earlier.

**How do I know if I have a disability?**

You are considered to have a disability if you have a physical or mental impairment or medical condition that substantially limits a major life activity, or if you have a history or record of such an impairment or medical condition. Disabilities include, but are not limited to: blindness, deafness, cancer, diabetes, epilepsy, autism, cerebral palsy, HIV/AIDS, schizophrenia, muscular dystrophy, bipolar disorder, major depression, multiple sclerosis (MS), missing limbs or partially missing limbs, post-traumatic stress disorder (PTSD), obsessive compulsive disorder, impairments requiring the use of a wheelchair, intellectual disability (previously called mental retardation).

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<sup>[1]</sup> Part 30 – Equal Employment Opportunity in Apprenticeship. For more information about this form or the equal employment obligations of Federal contractors, visit the U.S. Department of Labor's Office of Apprenticeship website at <https://www.doleta.gov/OA/eo/>.

NEVADA LABOR COMMISSIONER  
NEVADA STATE APPRENTICESHIP COUNCIL APPLICATION FOR  
CERTIFICATION OF COMPLETION OF APPRENTICESHIP

*(If required please type or print all information, attach additional apprentices on separate sheet)  
(This Application is optional, for Sponsor utilizing Electronic Registration)*

**Sponsor Information**

Sponsor:	Program #:
Address:	Contact Name:
City, State, Zip:	Phone:

**Apprentice Information**

Full Name of Apprentice: (Print/type name as indicated on the ETA 671 or in RAPIDS)
Apprentice Registration Number:
Occupation:
Term:
Registration Date:
Date of Completion:
Completion Wage:

**Related Instruction Certification**

Related Instruction Hours completed:
Related Instruction Furnished by:
Teacher(s) or Director(s) of Related Instruction Certifying to above information:
Name: _____ Address: _____

**Request for Certificate**

Certify that the apprentice named in the application has satisfactorily completed and is working at the Journey worker Level of their apprenticeship program as registered with the State Apprenticeship Agency by using the completion form for the issuance of the Certificate of Completion of Apprenticeship.
Sponsor's Signature: _____ Date: _____
Type Name/Title: _____

NEVADA LABOR COMMISSIONER  
NEVADA STATE APPRENTICESHIP COUNCIL APPLICATION FOR  
CERTIFICATION OF COMPLETION OF APPRENTICESHIP

*(If required please type or print all information, attach additional apprentices on separate sheet)  
(This Application is optional, for Sponsor utilizing Electronic Registration)*

**Authentication of Requests for Certificate of Completion of Apprenticeship**

Where the Office of Apprenticeship is the Registration Agency, issuance of a Certificate of Completion of Apprenticeship to apprentices upon satisfactory completion of the requirements of the apprenticeship program as established in these Standards, the sponsor certifies to the Registration Agency and requests the awarding of a Certificate of Completion of Apprenticeship to the completing apprentice(s). Such requests are completed either electronically using the Register Apprenticeship Partner Information System (RAPIDS) or in writing using with the use of this form from the sponsor to the appropriate field office.

**General Guidance**

The sponsor will verify that the apprentice has completed all requirements of apprenticeship including a signed copy of transcripts from the sponsor, provider, or sponsor of the related instruction. The field office representative shall have in evidence an electronic or written Application for Certification of Completion of Apprenticeship.

When a large number of apprentices are completing at the same time from the same occupation, one application form from the sponsor can be used with an attached list of pertinent information for the completing apprentices. When the sponsor has more than one occupation or more than one employer, the sponsor should complete separate forms for each occupation and employer, follow the procedure above.

The occupation identified, must be the occupation title as listed in the most current List of Officially Recognized Apprenticeable Occupations. For sponsors who use a slightly different occupational title, OA staff may use the sponsor's title as long as the officially recognized occupational title is included in parenthesis under the sponsor's occupational title. Please see attached "sample" for reference.

The term "journeyman, journeyworker, journeyperson, etc." should not be included in the occupational title. These terms are used to describe a level of competency rather than an occupational title.

In rare instances where a program sponsor may utilize such a term above in their occupational title and that terminology is consistently used within their organization and training materials, OA staff may use that terminology on the sponsor's occupational title as long as the officially recognized occupational title is listed in parenthesis under the sponsor's title. The practice of using a level of competency in the occupational title should be discouraged when possible.

The sponsor's name on the Certificate of Completion of Apprenticeship shall be as it is registered and approved in their apprenticeship standards.

The date completed shall be the date of completion as indicated on the request form.

**Issuance of Replacement OA Certificate of Completion of Apprenticeship**

Replacement certificate requests shall be verified with undeniable proof that an original certificate was either issued or requested by the sponsor. This shall be verified through OA's records or the program sponsor's records. In the event a field office has no proof, yet a program sponsor does, or vice versa, a copy of that proof shall be sent to the field office and included in the program folder. The term "**Replacement Certificate**" shall be printed on the certificate.

The Certificate of Completion of Apprenticeship shall not be used for any other purpose than completion of a Registered Apprenticeship program.



NEVADA LABOR COMMISSIONER  
NEVADA STATE APPRENTICESHIP COUNCIL  
2021 Non-Joint Standards of Apprenticeship

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## **Appendix C**

### **AFFIRMATIVE ACTION PLAN**

#### **ADOPTED BY**

*Nevada Help Desk*

**RAPIDS PROGRAM ID NUMBER: 2022-NV-104257**

**DEVELOPED IN COOPERATION WITH  
THE NEVADA LABOR COMMISSIONER, THE NEVADA STATE  
APPRENTICESHIP COUNCIL AND THE U.S. DEPARTMENT OF LABOR**

**AS REQUIRED UNDER TITLE 29, CODE OF FEDERAL REGULATIONS, PART 30 and THE  
NEVADA STATE PLAN FOR EQUAL OPPORTUNITY IN APPRENTICESHIP**



### **SECTION 1 - INTRODUCTION**

The sponsor enters this Affirmative Action Plan (AAP) in good faith to promote equality of opportunity in its registered apprenticeship program. If women and/or minorities are underutilized in the apprenticeship program, the sponsor seeks to increase the recruitment of qualified women and/or minorities for possible selection into the apprenticeship program. The sponsor hereby adopts the equal opportunity pledge located in Section II and the AAP.

This AAP is a supplement to the apprenticeship standards. Any changes made by the sponsor to the AAP will become part of this written AAP. All changes to the AAP must be submitted to the Registration Agency for approval.

### **SECTION 2 - EQUAL OPPORTUNITY PLEDGE - NRS 610.144 and NAC 610.540**

The sponsor commits to the following equal opportunity pledge:

"The sponsor 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. The sponsor will take affirmative action to provide equal opportunity in apprenticeship and will operate the apprenticeship program as required under 29 CFR § 30 and the Nevada State Plan for EEO."

### **SECTION 3 - ANALYSES AND GOALS**

To ensure full utilization of minorities and women in the apprenticeship program, the sponsor will conduct analyses to determine whether minorities and/or females are being underutilized and, if they are, will establish appropriate goals for the full utilization of minorities and/or women in apprenticeship. To determine whether underutilization exists, the sponsor will analyze at least the following five factors:

- (1) The size of the working age minority and female (minority and nonminority) population in the program sponsor's labor market area.
- (2) The size of the minority and female (minority and nonminority) labor force in the program sponsor's labor market area.
- (3) The percentage of minority and female (minority and nonminority) participation as apprentices in the particular occupation as compared with the percentage of minorities and women (minority and nonminority) in the labor force in the program sponsor's labor market area.
- (4) The percentage of minority and female (minority and nonminority) participation as journeyworkers employed by the employer or employers participating in the program as compared with the percentage of minorities and women (minority and nonminority) in the sponsor's labor market area and the extent to which the sponsor should be expected to correct any deficiencies through the achievement of goals for the selection of apprentices; and
- (5) The general availability of minorities and women (minority and nonminority) with present or potential capacity for apprenticeship in the program sponsor's labor market area.

Underutilization exists if there are fewer minorities and/or women in the registered occupation(s) in the sponsor's apprenticeship program than would reasonably be expected in view of all relevant factors. If the sponsor detects underutilization of minorities and/or women in its apprenticeship program in the registered occupation(s), it will establish goals for the selection of minority and/or female applicants. (For further instructions, see the attached affirmative action plan workforce analysis worksheet.) The sponsor will make good-faith efforts to meet its goals.

**SECTION 4 - OUTREACH AND POSITIVE RECRUITMENT- 29 CFR § 30.4(c) and NRS 610.144**

The sponsor will undertake appropriate outreach and positive recruitment efforts that would reasonably be expected to increase minorities and women's participation in apprenticeship by expanding the opportunities of minorities and women to become eligible for apprenticeship selection. The sponsor will set forth the specific steps it intends to take under each selected effort below. The sponsor will undertake a significant number of activities to enable it to meet its obligations under 29 CFR § 30.4(c) and the Nevada State Plan for EEO.

- A. The sponsor will disseminate information concerning the nature of the apprenticeship, requirements for admission to apprenticeship, availability of apprenticeship opportunities, sources of apprenticeship applications, and its equal opportunity policy to the following:
- Registration Agency
  - Women's centers
  - Local schools
  - Employment service offices
  - Other outreach programs and community organizations, including those that can effectively reach minorities and women
  - Newspapers, including those that are circulated in minority communities and among women
  - Social media outlets (Facebook, Twitter, Instagram, LinkedIn, etc.)
1. ☒ Sponsors of programs accepting applications only at specified intervals must disseminate the above information at least 30 days in advance of the earliest date for application at each interval.
2. ☒ Sponsors of programs customarily receiving applications throughout the year must disseminate the above information regularly, not less than semiannually.
- B. ☒ The sponsor will participate in annual workshops conducted by employment service agencies for the purpose of familiarizing school, employment service, and other appropriate personnel with the apprenticeship program and current opportunities.
- C. ☒ The sponsor will cooperate with local school boards and vocational educational systems to develop programs for preparing students to meet the standards and criteria required to qualify for entry into the apprenticeship program.
- D. ☒ The sponsor will communicate its equal opportunity policy internally in such a manner as to foster understanding, acceptance, and support of the policy among the sponsor's various officers, supervisors, employees, and members and to encourage such persons to take the necessary action to aid in meeting its obligation under 29 CFR § 30 and the Nevada State Plan for EEO.

- E. ☒ The sponsor will engage in programs such as outreach for the positive recruitment and preparation of potential applicants for apprenticeships; where appropriate and feasible, such programs will provide for pretesting experience and training. In initiating and conducting these programs, the sponsor may be required to work with other sponsors and appropriate community organizations. The sponsor will also initiate programs to prepare women and encourage women to enter traditionally male programs.
- F. ☒ The sponsor will encourage the establishment and utilization of programs of pre-apprenticeship, preparatory occupational training, or others designed to afford related work experience or prepare candidates for apprenticeship. The sponsor will make appropriate provisions in its AAP to assure that those who complete such programs are afforded full and equal opportunity for admission into the apprenticeship program.
- G. ☒ The sponsor will utilize journeyworkers to assist in the implementation of its AAP.
- H. ☒ The sponsor will grant advance standing or credit based on previously acquired experience, training, skills, or aptitude for all applicants equally.
- I. ☒ The sponsor will take other appropriate action to ensure that the recruitment, selection, employment, and training of apprentices during their apprenticeship will be without discrimination because of race, color, religion, national origin, or sex (e.g., general publication of apprenticeship opportunities and advantages in advertisements, industry reports, articles, etc.; use of present minority and women apprentices and journeyworkers as recruiters; career counseling; periodic auditing of AAPs and activities; and development of reasonable procedures to ensure equal employment opportunity, including reporting systems, on-site reviews, and briefing sessions).

**For each item checked in Section IV, describe in detail each specific step that the sponsor will undertake to fulfill that outreach and recruitment step:**

Nevada Help Desk will actively recruit candidates from a wide range of sources to fulfill our promote diversity, equity and inclusion. We have an existing network of secondary education and post-secondary institutions that we will seek support in promoting apprenticeship opportunities and offer, when possible, apprenticeship readiness trainings to help prepare candidates for RAP opportunities.

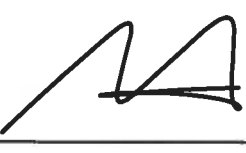


**SECTION 5 - ANNUAL REVIEW OF AFFIRMATIVE ACTION PLAN**

The sponsor will make an annual review of its current AAP and its overall effectiveness and will institute any revisions or modifications warranted. The review will analyze the affirmative action steps (independently and collectively) taken by the sponsor to evaluate their effectiveness in ensuring equal opportunity in all aspects of apprenticeship, including recruitment, selection, employment, and training. The sponsor will continually monitor these processes in order to identify and address any barriers to equal opportunity. This may require that the sponsor identify the need for new affirmative action efforts and/or deletion of ineffective existing activities. All changes to the AAP must be submitted to the Registration Agency for approval.

**SECTION 6 - OFFICIAL ADOPTION OF AFFIRMATIVE ACTION PLAN**

**Nevada Help Desk hereby officially adopts this Affirmative Action Plan.**

*Sponsor(s) must designate the appropriate person(s) to sign the standards.*

  
\_\_\_\_\_  
**Signature of Sponsor (designee)**

**Date:** 10/20/21

**Duana Malone, Executive Director**

\_\_\_\_\_  
**Type Name/Title**

\_\_\_\_\_  
**Signature of Sponsor (designee)**

**Date:** \_\_\_\_\_

\_\_\_\_\_  
**Type Name/Title**

## AFFIRMATIVE ACTION PLAN WORKFORCE ANALYSIS WORKSHEET

**A. SPONSOR INFORMATION**

Program Number:		
Nevada Help Desk:	Nevada Help Desk	
Address:	2620 Regatta Drive, Suite #102	
City/State/Zip Code:	Las Vegas, NV 89128	
Contact Person:	Duana Malone	
Phone Number: 702-919-4357	Fax Number: 866-747-3599	
E-Mail Address:	drmalone@nevadahelpdesk.com	

**B. OCCUPATIONAL INFORMATION**

Occupation Title:	Digital Marketer		
RAPIDS Code: 13-1161.01	O*NET-SOC Code: 2077CB		
Type of Selection Method Used:	<input type="checkbox"/> Selection on basis of rank from pool of eligible applicants <input type="checkbox"/> Random selection from pool of eligible applicants <input type="checkbox"/> Selection from pool of current employees <input checked="" type="checkbox"/> Alternative selection		
Labor Market Area Description:	<input type="checkbox"/> State	<input type="checkbox"/> SMA	<input type="checkbox"/> County

**C. LABOR MARKET AREA AND OCCUPATIONAL PARTICIPATION DATA**

<b>C.1. Total Labor Force in Labor Market Area*</b>		
Number of women:	4%	% of labor force
Number of minorities:		% of labor force
<b>C.2. Working Age Population in Labor Market Area*</b>		
Number of women:		% of labor force
Number of minorities:		% of labor force
<b>C.3. Apprentice Participation in Occupation in National Apprenticeship System*</b>		
Number of women:		% of apprentices
Number of minorities:		% of apprentices
<b>C.4. General Availability of Minorities and Women with the Present or Potential Capacity for Apprenticeship in relevant Labor Market Area**</b>		
Number of women:		
Number of minorities:		

**D. SPONSOR'S WORKFORCE DATA**

<b>D.1. Total Number of Journeyworkers Employed</b>		
Number of women:		% of work force
Number of minorities:		% of work force
<b>D.2. Total Percentage of Apprentices or of Applicant Pool (Depending on Selection Method Used)</b>		
Percentage of women apprentices or women in applicant pool:		%
Percentage of minority apprentices or minorities in applicant pool:		%



**E. ADDITIONAL RESOURCE DATA FOR CONSIDERATION IN ESTABLISHING GOALS**

Industry Source Data	Minority rate of participation	Female rate of participation
E.1. Registered Apprenticeship Partners Information Data System (RAPIDS)		
E.2. EEOC Occupational Employment Data***		

**F. DETERMINATION OF UTILIZATION**

Analysis	Yes	No
Minority underutilization:		
Female underutilization:		

**G. SPONSOR'S GOALS**

The program sponsor proposes and agrees to make a good-faith effort to attain the goal of selecting \_\_\_\_\_ % minorities and/or \_\_\_\_\_ % women during the next EEO review cycle. These goals will not be used to discriminate against any qualified applicant based on race, color, religion, national origin, or sex.

The number of new apprentices to be hired during the next year (or selection period) is estimated to be \_\_\_\_\_.

**The undersigned certifies that it is the sponsor's responsibility to complete all of the above to the best of their ability and in utilizing the existing labor market area and occupational participation data, sponsor's workforce data, and additional resource data to create the determination of utilization and establish the above sponsor's goals.**



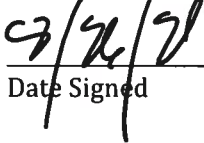
Program Sponsor's Signature

Duana Malone

Typed Name

Executive Director

Title



Date Signed

Suggested resources for obtaining labor market information:

\* <http://bls.gov/>

\*\* Program sponsors may use any reasonable method to propose the entries for "The General Availability of Minorities and Women with the Present or Potential Capacity for Apprenticeship," including relying on the data recorded in Section C.1 for "Total Labor Force," C.2 for "Working Age Population," and C.3 for "Apprentice Participation in Occupation."

\*\*\* <http://www.census.gov/eo2000/index.html>



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**Instructions for Completing This Worksheet**

The purpose of this workforce analysis worksheet is to establish a benchmark against which the demographic composition of the sponsor's apprenticeship program can be compared. The sponsor must separately determine the availability of minorities and women for each occupational title represented by the program. In determining availability, the sponsor must consider, at the very least, the factors identified at 29 CFR § 30.4(e) and the Nevada State Plan for EEO in order to determine whether barriers to equal employment opportunity may exist within a particular occupational title.

**Part A** The sponsor information section will be prepared by the sponsor representative.

**Part B** Occupational information must be taken from the registered program standards and must be prepared by the sponsor representative. A workforce analysis worksheet must be completed for each occupational title identified.

**Part C** The sponsor must use the most current and discrete statistical data available in determining availability estimates for the labor market area specified in Part B. Census data is one example of an appropriate source of statistical information. Other sources include data from local job service offices and data from colleges and other training institutions.

For the purpose of this section, the term "labor force" is defined to include both those individuals who are employed and those who are unemployed but looking for employment. The term "working age population" means persons ages 16 years and over whether or not they are currently in the labor force or looking for employment.

**Part D** The program sponsor must provide current workforce data as described in Part D. If the sponsor utilizes either selection method 29 CFR § 30.5(b)(1) or (2), the data in D.2 must reflect the pool of eligible applicants from which selections are made. If the sponsor utilizes either selection method 29 CFR § 30.5(b)(3) or (4), the data in D.2 must reflect the apprentices currently registered in the program.

**Part E** Utilizing the data found in Parts C and D, the sponsor will determine and record whether minorities and/or women are underutilized.

**Parts F&G** If the sponsor's analyses determine that minorities and/or women are underutilized, the sponsor, utilizing the resource data found in Parts C and D, will establish goals that are reasonable in consideration of the results that could be expected from its good-faith efforts to make its overall affirmative action program successful.



NEVADA LABOR COMMISSIONER  
NEVADA STATE APPRENTICESHIP COUNCIL  
2021 Non-Joint Standards of Apprenticeship

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## **Appendix D**

### **QUALIFICATIONS AND SELECTION PROCEDURES**

**ADOPTED BY**

***Nevada Help Desk***

**RAPIDS PROGRAM ID NUMBER: 2022-NV-104257**

**DEVELOPED IN COOPERATION WITH  
THE NEVADA LABOR COMMISSIONER, THE NEVADA STATE APPRENTICESHIP  
COUNCIL, AND THE U.S. DEPARTMENT OF LABOR**

The certification of this selection procedure is not a determination that, when implemented, it meets the requirements of the Uniform Guidelines on Employee Selection Procedures (41 CFR § 60-3) or 29 CFR § 30 and NAC 610. Note that selection procedures may need to be modified to provide reasonable accommodations to qualified individuals with disabilities.

## **SECTION 1 - MINIMUM QUALIFICATIONS**

Applicants will meet the following minimum qualifications. These qualification standards, and the score required on any standard for admission to the applicant pool, must be directly related to job performance, as shown by a statistical relationship between the score required for admission to the pool and performance in the apprenticeship program:

A. Age

Minimum age qualification required by the sponsor for persons entering the apprenticeship program, with an eligible starting age not less than 16 years.

B. Education

A high school diploma, General Educational Development (GED) equivalency or other high school equivalency credential is required for students (*except students with active enrollment in High School*). Applicant must provide an official transcript(s) for high school and any post-high school education. Applicant must submit the GED certificate or other high school equivalency credential if applicable.

C. Physical

Applicants will be physically capable of performing the essential functions of the apprenticeship program, with or without a reasonable accommodation, and without posing a direct threat to the health and safety of the individual or others.

Applicants will pass applicable physical agility test, fitness test, or screen for the current illegal use of drugs required by the employer on acceptance into the program and prior to being employed.

## **SECTION 2 - APPLICATION PROCEDURES**

- A. Applicants will be accepted throughout the year or as specified by the employer. Every person requesting an application will have one made available upon signing the applicant log.
- 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, ethnicity, and sex 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, it will be provided by the sponsor.

- D. Receipt of the properly completed application form along with required supporting documents (driver's license, birth certificate, or other acceptable proof of age; copy of high school diploma, GED certificate, or other acceptable documentation of education) 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 applications will be notified in writing of their disqualification and of the appeal rights available to them. No further processing of such applications 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 3 - SELECTION PROCEDURES (EXAMPLES)**

***Sponsor must select one (1) of the following:***

1. ☐ ***Alternative selection methods***

The sponsor may select apprentices by any other method, including its present selection method, provided that the sponsor meets the requirements listed in 29 CFR § 30.5(b)(4) and NAC 610.860.

2. ☒ ***Selection on basis of rank from pool of eligible applicants***

The sponsor may select apprentices from a pool of eligible applicants on the basis of the rank order of their scores on one or more qualification standards where there is a significant statistical relationship between rank order of scores and performance in the apprenticeship program. The selection of any qualification standards beyond minimum legal working age, the use of oral interviews, the notification of applicants, and the establishment of goals for the admission of minorities and women (minority and nonminority) into the pool of eligibles must proceed in accordance with the requirements of 29 CFR § 30.5(b)(1) and NAC 610.845. The method of rating is listed by each employer.

3. ☐ ***Random selection from pool of eligible applicants***

The sponsor may select apprentices from a pool of eligible applicants on a random basis. The method of random selection is subject to approval by the State Apprenticeship Council. Supervision of the random selection process shall be by an impartial person or persons selected by the sponsor but not associated with the administration of the apprenticeship program. The time and place of the selection, and the number of apprentices to be selected, shall be announced. The place of the selection shall be open to all applicants and the public. The names of apprentices drawn by this method shall be posted immediately following the selection at the program sponsor's place of business.

4. ☐ ***Selection from pool of current employees***

The sponsor may select apprentices from an eligibility pool of the workers already employed by the program sponsor or by the sponsor's established promotion policy. The sponsor adopting this method of selecting apprentices shall establish goals for the selection of minority and female apprentices, unless the sponsor concludes, in accordance with the provisions of 29 CFR §§ 30.4(d), (e), and (f) and NAC 610.855 that it does not have deficiencies in terms of underutilization of minorities and/or women (minority and nonminority) in the apprenticeship of journeyworker occupations represented by the program.

Employer must attach an outline of their in-house selection process with their Employer Acceptance Agreement.

#### **SECTION 4 - DIRECT ENTRY**

Sponsors that wish to invoke the direct entry provision may do so without regard to the existing selection procedure or minimum qualifications used for entry into the apprenticeship program. Individuals selected into the apprenticeship program via direct entry shall include only those individuals described below who have received training or employment in an occupation directly or indirectly related to the occupation(s) registered in these standards. The sponsor will award credit for previous experience in accordance with Section XII of these standards and will pay each apprentice at the wage rate commensurate with his or her skill attainment. The credit for previous experience shall be awarded without regard to race, color, religion, national origin, or sex. The methods for direct entry are as follows:

##### **Sponsor must select the ones they will use**

- A. ☐ A youth who has completed a Job Corps training program in any occupation covered in these standards and who meets 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 to grant appropriate credit on the term of apprenticeship. Entry of Job Corps graduates will be done without regard to race, color, religion, national origin, or sex. *(Note: This is a method of direct entry into the apprenticeship program.)*
- B. ☐ A youth who has completed a YouthBuild training program in any occupation covered in these standards and who meets the minimum qualifications of the apprenticeship program may be admitted directly into the program, or if no apprentice opening is available, the YouthBuild graduate may be placed at the top of the current applicant ranking list and given first opportunity for placement.

The sponsor will evaluate the YouthBuild training received to grant appropriate credit on the term of apprenticeship. Entry of YouthBuild graduates will be done without regard to race, color, religion, national origin, or sex. *(Note: This is a method of direct entry into the apprenticeship program.)*

- C. ☐ A military veteran who is registered with the Helmets to Hardhats program or has completed military technical training school and/or participated in a registered apprenticeship program or related occupation while in the military in the occupations registered in the specific industry may be given direct entry into the apprenticeship program. The sponsor shall evaluate the military training received for granting appropriate credit on the term of apprenticeship and the appropriate wage rate. The sponsor will determine what training requirements the veteran needs to meet to ensure he or she receives all necessary training for completion of the apprenticeship program. Applicants must submit a DD-214 to verify military training and/or experience if they are a veteran and wish to receive consideration for such training/experience. Entry of military veterans shall be done without regard to race, color, religion, national origin, or sex. ***(Note: This is a method of direct entry into the apprenticeship program.)***
- D. ☐ A former inmate of the U.S. Department of Justice Bureau of Prisons (BOP) who has participated in or successfully completed a specific BOP apprenticeship program may be given direct entry into the apprenticeship program. Sponsors agreeing to admit such individuals into apprenticeship must do so without regard to present minimum qualifications, eligibility lists, or scores on written apprenticeship entrance tests. Entry into the program by this method shall be done without regard to race, color, religion, national origin, or sex. The credit for previous experience shall be awarded without regard to 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. ***(Note: This is a method of direct entry into the apprenticeship program.)***
- E. ☐ A senior citizen who has completed a Senior Community Service Employment Program (SCSEP) pre-apprenticeship training program in any health care occupation covered in these standards and who meets the minimum qualifications of the apprenticeship program may be admitted directly into the program, or if no apprentice opening is available, the SCSEP graduate may be placed at the top of the current applicant ranking list and given first opportunity for placement. The sponsor will evaluate the SCSEP training received to grant appropriate credit on the term of apprenticeship. Entry of SCSEP graduates will be done without regard to race, color, religion, national origin, or sex. ***(Note: This is a method of direct entry into the apprenticeship program for the health care industry.)***
- F. ☒ An individual who has completed a structured pre-apprenticeship training program that meets the requirements outlined in Training and Employment Notice 13-12, Defining a Quality Pre-Apprenticeship Program and Related Tools and Resources, in any occupational area covered in these standards of apprenticeship and who meets the minimum qualifications of the apprenticeship program may be admitted directly into the program. The candidate shall provide official documentation confirming that he or she fulfilled the specific requirements of the pre-apprenticeship program, such as completion/graduation certificates, transcripts, notarized letters of confirmation, and sworn statements.

The sponsor will evaluate the training received to grant appropriate credit on the term of apprenticeship. Entry of pre-apprenticeship candidates shall be done without



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regard to race, color, religion, national origin, or sex. *(Note: This is a method of direct entry into the apprenticeship program.)*

## **SECTION 5 - 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 their selection have not been followed in the operation of an apprenticeship program may, personally or through an authorized representative, file a written complaint with the Nevada State Apprenticeship Council, via Registration Agency or, at the apprentice or applicant's election, with the private review body established by the sponsor (if applicable). The mailing address is:
- NEVADA LABOR COMMISSIONER  
NEVADA STATE APPRENTICESHIP COUNCIL  
3300 W. Sahara Ave., Suite 225  
Las Vegas, NV 89102  
[NEVADASAC@labor.nv.gov](mailto:NEVADASAC@labor.nv.gov)
- 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, the sponsor involved, and a brief description of the circumstances of the failure to apply equal opportunity standards.
- C. The complaint must be filed not later than 300 days from the date of the alleged discrimination or specified failure to follow the equal opportunity standards. In the case of a complaint filed directly with the review body 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 Nevada State Apprenticeship Council for good cause shown.
- D. Complaints of discrimination and failure to follow equal opportunity standards in the apprenticeship program may be filed and processed under 29 CFR § 30 and the procedures as set forth above.
- E. The sponsor will provide written notice of its complaint procedure to all applicants for apprenticeship and all apprentices.

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**SECTION 6 - MAINTENANCE OF APPLICATION AND SELECTION 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 29 CFR § 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 women (minority and nonminority) participants.

Each sponsor must retain a statement of its affirmative action plan for the prompt achievement of full and equal opportunity in apprenticeship, including all data and analyses made pursuant to the requirements of 29 CFR § 30.4. Each sponsor also must maintain evidence that its qualification standards have been validated in accordance with the requirements set forth in 29 CFR § 30.5(b). If applicants are interviewed during the selection process, adequate records 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 - that are part of the total judgment.

Records will be maintained for five years from the date of last action and made available upon request to the U.S. Department of Labor or other authorized representative.

**SECTION 7 - OFFICIAL ADOPTION OF SELECTION PROCEDURES**

**Nevada Help Desk hereby adopts these Qualifications and Selection Procedures.**

*Sponsor(s) may designate the appropriate person(s) to sign the standards on their behalf.*

  
\_\_\_\_\_  
**Signature of Sponsor (designee)**

**Date:** 8/26/21

*Duana Malone, Executive Director*

\_\_\_\_\_  
**Type Name & Title**

\_\_\_\_\_  
**Signature of Sponsor (designee)**

**Date:** \_\_\_\_\_

\_\_\_\_\_  
**Type Name & Title**



NEVADA LABOR COMMISSIONER  
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2021 Non-Joint Standards of Apprenticeship

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## **Appendix E**

### **EMPLOYER ACCEPTANCE AGREEMENT**

**ADOPTED BY**

***Nevada Help Desk***

**RAPIDS PROGRAM ID NUMBER: 2022-NV-104257**

**DEVELOPED IN COOPERATION WITH  
THE NEVADA LABOR COMMISSIONER, THE NEVADA STATE  
APPRENTICESHIP COUNCIL, AND THE U.S. DEPARTMENT OF LABOR**



NEVADA LABOR COMMISSIONER  
NEVADA STATE APPRENTICESHIP COUNCIL  
2021 Non-Joint Standards of Apprenticeship

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**APPENDIX E**

**EMPLOYER ACCEPTANCE AGREEMENT**

The undersigned employer hereby subscribes to the provisions of the Apprenticeship Standards formulated and registered by **Nevada Help Desk** agrees to carry out the intent and purpose of said Standards and to abide by the rules and decisions of the Sponsor established under these Apprenticeship Standards. We have been furnished a copy of the Standards and have read and understood them, and request certification to train apprentices under the provisions of these Standards, with all attendant rights and benefits thereof. Nothing in this agreement or the Standards shall construe a right of continued employment by the apprentice, nor shall it be interpreted as being inconsistent with existing or subsequent employer policies contained in the employee company manual or policies provided to the apprentice. The Standards and associated Appendices are also modified for this employer as specified in the employer's modifications listed below.

On-the-job, the apprentice is hereby guaranteed assignment to a skilled and competent journey worker/fully trained worker and is guaranteed that the work assigned to the apprentice will be rotated so as to ensure training in all phases of work and approved ratio will be adhered to. The employer agrees to pay the applicable apprenticeship wage and the costs of the training assessed to the apprentice, as defined in Section XIII of the Standards. This employer acceptance agreement will remain in effect until cancelled voluntarily or revoked by the Sponsor or Registration Agency. This form must be signed and returned to the Sponsor and the Registration Agency in turn for the apprenticeship program to be registered and becomes effective.

Signed: \_\_\_\_\_

A handwritten signature in black ink, appearing to read "Duana Malone", is written over a horizontal line.

Date: \_\_\_\_\_

A handwritten date "8/24/21" in black ink is written over a horizontal line.

**Duana Malone, Executive Director**

**Type Name & Title**

Name of Company: Nevada Help Desk  
Address: 2620 Regatta Drive Suite #102  
City, State, Zip: Las Vegas, NV 89128  
Contact: Duana Malone  
Phone Number: 702-919-4357  
FAX: 866-747-3599  
Email: drmalone@nevadahelpdesk.com



**NEVADA LABOR COMMISSIONER  
NEVADA STATE APPRENTICESHIP COUNCIL  
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*Reviewed and approved by: Nevada Help Desk*

  
\_\_\_\_\_  
**Signature of Sponsor (designee)**

Date: 8/26/21

***Duana Malone, Executive Director***

\_\_\_\_\_  
Type Name & Title

\_\_\_\_\_  
**Signature of Sponsor (designee)**

Date: \_\_\_\_\_

\_\_\_\_\_  
Type Name & Title





NEVADA LABOR COMMISSIONER  
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2021 Non-Joint Standards of Apprenticeship

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**EMPLOYER MODIFICATIONS TO  
STANDARDS OF APPRENTICESHIP AND APPENDICES**

**Standards of Apprenticeship**

SECTION 3 - AFFIRMATIVE ACTION PLAN

- ☐ **will** be employing five or more apprentices.  
☒ **will not** be employing five or more apprentices.

SECTION 5 - SELECTION OF APPRENTICES

- ☐ **will** be employing five or more apprentices.  
☒ **will not** be employing five or more apprentices.

SECTION 13 - RELATED INSTRUCTION

- ☐ Apprentices **will** be paid for hours spent attending related instruction classes during non-work hours.  
☒ Apprentices **will not** be paid for hours spent attending related instruction classes during non-work hours.

**Appendix A - Work Process Schedule and Related Instruction Outline**

*For each Appendix A*

**Occupation: Digital Marketer**

**O\*NET Code: 13-1161.01**

**RAPIDS Code: 2077-CB**

Employer-partner agrees to abide by the terms set forth in Appendix A as drafted, except with the following modifications (see attached).

**Appendix C - Affirmative Action Plan**

If applicable (employing 5 or more apprentices), are there changes? ☐ Yes / ☒ No  
If yes, see attached.

**Appendix D - Qualifications and Selection Procedures**

Are there changes? ☐ Yes / ☒ No If yes, see attached.