



NEVADA LABOR COMMISSIONER  
NEVADA STATE APPRENTICESHIP COUNCIL  
2022 Non-Joint Standards of Apprenticeship

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## **Appendix A - 7**

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

***Board of Regents, Nevada System of Higher Education***

**Tech Support Specialist**

**O\*NET-SOC CODE: \_15-1232.00\_ RAPIDS CODE: \_\_2018CB\_\_**

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

\_\_\_\_\_  
**Richard J. Williams, Nevada State Apprenticeship Director**

**REGISTRATION DATE: \_\_\_\_\_**

**RAPIDS PROGRAM ID NUMBER: \_\_\_\_2021-NV-81493\_\_\_\_**

**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

☐ Time-based                      ☒ Competency-based                      ☐ Hybrid

#### 2. TERM OF APPRENTICESHIP

The term of the occupation shall be defined by the attainment of all competencies of the position. 1) If the program uses a time-based approach, requires the completion of not less than 2,000 hours of [work experience,] on-the-job learning, consistent with training requirements as established by practice in the trade; (2) If the program uses a competency-based approach, specify the skills that must be demonstrated by an apprentice and address how on-the-job learning will be integrated into the program; or (3) If the program uses a hybrid approach, specify the skills that must be acquired and the minimum number of hours of on-the-job learning that must be completed by an apprentice.

This would be expected to occur within approximately 2,000 hours (must be at least 2,000 hours) of OJL, supplemented by the minimum of 144 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(s) to 1 journey worker/fully trained worker(s).

#### 4. APPRENTICE WAGE SCHEDULE

An apprentice minimum starting wage will be at least \$ 15.00 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. A journey worker/fully trained worker minimum wage will be at least \$ 21.50.

##### **1-Year Term Example:**

1<sup>st</sup> — 6 months = \$ — 2<sup>nd</sup> — 6 months = \$

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

### WORK PROCESS SCHEDULE

The term of the occupation shall be defined by the attainment of all competencies, both technical and behavioral, of the position, which would be expected and approximated to occur within 2,000 hours of OJL, supplemented by a minimum of 144 hours of related instruction per year of apprenticeship.

#### Apprenticeship Competencies – Technical

Item	Work Processes	Approx. Hours
A	Basic Hardware	250
B	Basic Networking	250
C	Cloud and Virtualization Technologies	300
D	Operations System Basics	300
E	IT Security Basics	250
F	General IT Operations	250
G	Business Acumen	200
H	Employability Skills	200
I		
J		
K		
L		
M		
N		
O		
P		
Q		
	<b>Total hours (approximate)</b>	<b>2,000</b>

The above on-the-job-learning (OJL) work process competencies are intended as a guide. It need not be followed in any 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 the essential technical competencies, an apprentice must consistently demonstrate at an acceptable level the following behavioral competencies, to complete the apprenticeship.

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

## RELATED INSTRUCTION OUTLINE

The related instruction has been developed in cooperation with employer-partners as part of the apprenticeship. 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        hours per year for each year of the apprenticeship. The related theoretical education listed below is tightly integrated with real work product. 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.

COURSE TOPICS	HOURS
A. New Employee Skills	15
B. Technical and Professional Skills - CompTIA A+ Coursework and Certification	220

## COURSE TOPIC DESCRIPTIONS

- A. New Employee Orientation, including safety training, sexual harassment prevention, privacy and confidentiality policies.
- B. This course is overview of the desktop pc, including operating systems (Windows and Linux) and the support of all common hardware devices; Demonstrate the integration between pc hardware and software, and provides a hands-on environment with an emphasis on installing, configuring, troubleshooting and upgrading a PC and working with computer users as an IT technician. Basic networking terminology, network components, transmission media and protocols are also discussed. It focuses on the OSI model of network computing in both IPv4 and IPv6. Students will be given hands-on experience with RJ-45 cable preparation for both CAT5 and CAT6. Students will also learn have to setup and troubleshoot small network environments. Introduction to fundamental concepts of cybersecurity and common cybersecurity vulnerabilities, providing the core knowledge of cybersecurity and teaches best practices in hands-on troubleshooting. Students will learn to detect vulnerabilities and threats; and will learn common techniques and tools for detecting and defending against cyber-attacks. In-depth overview of the desktop pc, including operating systems (Windows and Linux) and the support of all common hardware devices, and demonstrating the integration between pc Hardware and software. This class provides a hands-on environment with an emphasis on installing, configuring, troubleshooting and upgrading a PC and working with computer users as an IT technician.

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

**Board of Regents, Nevada System of Higher Education 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:** 02/03/2022

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**Type Name & Title**