



NEVADA LABOR COMMISSIONER
NEVADA STATE APPRENTICESHIP COUNCIL
2023 Non-Joint Standards of Apprenticeship

Appendix A

WORK PROCESS SCHEDULES AND RELATED INSTRUCTION OUTLINE

Career Development Solutions

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**

Toni Giddens, Nevada State Apprenticeship Director

REGISTRATION DATE: _____

RAPIDS PROGRAM ID NUMBER: _____

**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 **2000** hours (must be at least 2,000 hours) of OJL, supplemented by the minimum of 144 hours (328 hours for Tech Support Specialist) of related instruction per year of the apprenticeship.

3. RATIO OF APPRENTICES TO JOURNEYWORKERS

The apprentice to journey worker/fully trained worker ratio is: $\frac{1}{5}$ apprentice(s) to 1 journey worker/fully trained worker(s).

4. APPRENTICE WAGE SCHEDULE

An apprentice minimum starting wage will be at least \$ **17.00** 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 \$**25.00**.

1-Year Term Example:

1st 6 months = % or \$17.00 2nd 6 months = % or \$19.45

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.

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.

Item #	Behavioral Competencies
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 328 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.	Business Acumen	3
C.	Employability Skills	60
D.	Technical and Professional Skills-CompTIA A+ Coursework and Certification	220
E.	Help Desk Ticketing	5
F.	Customer Engagement Skills-IBM Professional Certificate	25
	Total Hours	328

COURSE TOPIC DESCRIPTIONS

- A. New Employee Skills: Safety training. Company Orientation including privacy and confidentiality, Tools (internal messaging apps, office applications). Sexual harassment prevention.
- B. Business Acumen: Company vision, mission, and key success metrics, The company's products and services and value proposition in the market.
- C. Employability Skills: Managing conflict. Being an effective team member. Business communication etiquette. Interpersonal communication. Intercultural communication, Critical thinking. Time management. Workplace wellness and managing stress. Handling workplace change. Leading across generations and personalities. Understanding diversity, equity, and inclusion fundamentals.
- D. Technical and Professional Skills: Hardware – Identify, use, and connect hardware components and devices. Windows Operating System – Install and support Windows OS including command line and client support. Mobile Devices – Install and configure laptops and other mobile devices. Software Troubleshooting – Troubleshoot computer and mobile device issues including application security support. Networking – Explain types of networks and connections including TCP/IP, WIFI and SOHO. Other OS & technologies –

Understand Mac OS, Linux and mobile OS. Hardware and Network Troubleshooting – Troubleshoot device and network issues. Security – Identify and protect against security vulnerabilities for devices and their network connections. Operational Procedures – Follow best practices for safety, environmental impacts, and communication and professionalism. CompTIA A+ CertMaster Learn, CompTIA Labs and CertMasterPractice (or similar courseware). Pass CompTIA A+ exam. Highly recommend passing A+ exam before beginning on-the-job training

- E. Help Desk Ticketing: Ticketing systems and documentation best practices.
- F. Customer Engagement Skills: Communication skills focused on clear concise communication and listening. Appropriate empathetic behavior such as such as patience, curiosity, and willingness to help. Problem-solving to research an issue and help determine an appropriate resolution. Process adherence to ensure the proper flow and Service Level Agreements are met *or similar customer service training.

SECTION 27 - OFFICIAL ADOPTION OF APPRENTICESHIP STANDARDS

Career Development Solutions 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: _

Cindy Sutherland, President
Type Name & Title