



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

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## **Appendix A**

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

#### ***Career Development Solutions***

#### **Tech Project Coordinator**

**O\*NET-SOC CODE: 15-1299.09      RAPIDS CODE: 1048CB**

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

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**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 (257 hours for Tech Project Coordinator) of related instruction per year of the apprenticeship.

#### 3. RATIO OF APPRENTICES TO JOURNEYWORKERS

The apprentice to journey worker/fully trained worker ratio is: \_ 3 apprentice(s) to 1 journey worker/fully trained worker(s).

#### 4. APPRENTICE WAGE SCHEDULE

An apprentice minimum starting wage will be at least \$ **18.00** 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 \$**31.00**.

##### 1-Year Term Example:

1<sup>st</sup> 6 months = % or \$18.00 2<sup>nd</sup> 6 months = % or \$22.00

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 2000 hours of OJL, supplemented by a minimum of 144 hours (257 hours for Tech Project Coordinator) of related instruction per year of apprenticeship.

#### Apprenticeship Competencies – Technical

Item	Work Processes	Approx. Hours
A	Basics of Project Management	
B	Managing Project Restraints	
C	Communication and Change Movement	
D	Project Tools and Documentation	
E	General IT Terminology and Concepts	
F	Computing Infrastructure	
G	Software and Applications	
H	Software Development and Database Basics	
I	Security	
J	Business Acumen	
K	Employability Skills	
L		
M		
N		
O		
P		
Q		
	<b>Total hours (approximate)</b>	257

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 257 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 Covered by CompTIA Project+ Coursework and Certification	81.5
E.	Project Management Skills	31
F.	Technical and Professional Skills Covered by CompTIA IT Fundamentals (ITF+) Coursework and Certification	41.5
G.	Customer Engagement Skills Covered by the IBM Professional Certificate	25
	Total Hours	257

### 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: Project Basics: Summarize the properties of a project. Classify project roles and responsibilities. Identify standard project phases and the basics of a project cost control, project scheduling, and Agile methodology. Explain the role of


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resource management (including human resources). Project Constraints: Given a scenario, predict the impact of various constraint variables and influences throughout the project. Explain the importance of risk strategies and activities. Communication and Change Management: Given a scenario, choose the appropriate communication method. Compare and contrast factors influencing communication method choices. Explain the project events that would trigger communication to stakeholders and determine the target audience and rationale. Given a scenario, use the proper change control process. Project Tools and Documentation: Recognize the types of organizational change. Compare and contrast various project management tools. Given a scenario, analyze project-centric documentation. Identify common partner or vendor-centric documents and their purpose. CompTIA Project+ ebook, and CertMaster Practice (or similar courseware). Pass CompTIA Project+ Certification.

- E. Project Management: Agile software development methodology fundamentals. Managing effective teams. Popular project management productivity tools (e.g., Atlassian Confluence, Microsoft Teams, Slack, etc.). Pivotal project management specialties (requirements, schedules, budgets, procurement, problem solving). Rightsizing project management approach for small to large projects. Risk mitigation techniques. Stakeholder management techniques. Strategic communications.
- F. Technical and Professional Skills: IT Concepts and Terminology: Compare and contrast notational systems, fundamental data types and their characteristics. Understand the basics of computing and processing and the value of data information. Compare and contrast common units of measure in IT. Explain troubleshooting methodology. Infrastructure: Classify common types of input/output device interfaces. Given a scenario, set up and install common peripheral devices to a laptop/PC. Explain the purpose of common internal computing components. Compare and contrast common Internet service types, storage types, and common computing devices and their purposes. Explain basic networking concepts. Given a scenario, explain how to install, configure and secure a basic wireless network. Applications and Software: Compare and contrast components of an operating system. Explain methods of application architecture and delivery models. Given a scenario, configure and use web browsers. Compare and contrast general application concepts and uses. Software Development: Compare and contrast programming language categories. Given a scenario, use programming organizational techniques and interpret logic. Explain the purpose and use of programming concepts. Database fundamentals: Explain database concepts and the purpose of a database. Compare and contrast various database structures. Summarize methods used to interface with databases. Security: Summarize confidentiality, integrity and availability concerns. Explain best practice methods to create passwords and secure devices. Summarize behavioral security concepts. Compare and contrast authentication, authorization, accounting, and non-repudiation concepts. Explain business continuity concepts. CompTIA IT Fundamentals (ITF+) CertMaster Learn, CompTIA Labs and CertMaster Practice (or similar courseware). Pass CompTIA IT Fundamentals (ITF+) exam.
- G. Customer Engagement Skills: Communication skills focused on clear concise communication and listening. Appropriate empathetic behavior such as such as patience,

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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