

## Appendix A

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

### **BUSINESS SUPPORT ANALYST**

**O\*NET-SOC CODE: 13-1111.00 RAPIDS CODE: 2027CB**

**APPROVED BY  
OFFICE OF WORKFORCE INNOVATION FOR THE NEW NEVADA AND THE NEVADA STATE  
APPRENTICESHIP COUNCIL**

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

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

**REGISTRATION NUMBER: \_\_\_\_\_**

**DEVELOPED IN COOPERATION WITH THE  
US DEPARTMENT OF LABOR, THE OFFICE OF WORKFORCE INNOVATION, AND THE NEVADA  
STATE APPRENTICESHIP COUNCIL**

## Appendix A

**WORK PROCESS SCHEDULE  
BUSINESS SUPPORT ANALYST  
O\*NET-SOC CODE: 13-1111.00 RAPIDS CODE: 2027CB**

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, which would be expected to occur within approximately 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 journeyworker/fully competent worker ratio is: 5 apprentice(s) to 1 journeyworker/fully competent worker(s).

**4. APPRENTICE WAGE SCHEDULE**

An apprentice minimum starting wage will be at least \$21.00 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 journeyworker/fully competent worker wage. A journeyworker/fully competent worker minimum wage will be at least \$23.00. Wages will be based on regional ranges.

**Term:**

Period 1	1 Year	\$21.00/hr
Final		\$23.00/hr

**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  
BUSINESS SUPPORT ANALYST  
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**Description:** Perform Business Analyst duties in managing and executing projects and initiatives and analyzing data to develop insights and recommendations. Responsibilities include complex problem solving for business efficiencies, communicating recommendations to all levels, building and maintaining business scorecards, analyzing metrics and creating, maintaining and validating reports. May develop communication plans for business operations changes as well as build, maintain and manage permissions for SharePoint sites.

In addition to the requirements stated in the standards to be qualified for this program, a candidate must be at least 18 years of age and have 1 year of community college or the equivalent.

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 (Core Competencies)	Rating at 12-Month	Complete Date/Initial
A	Demonstrate working knowledge of all data systems/tools		
B	Gather and analyze data and develop solutions or alternative methods of proceeding		
C	Create, maintain and validate reports		
D	Communicate clear insights and make sound recommendations to business leaders		
E	Gather and organize information on problems or procedures		
F	Solve complex customer issues for business efficiencies		
G	Confer with personnel concerned to ensure successful functioning of newly implemented systems or procedures		
H	Review forms and reports and confer with management and users about format, distribution and purpose, identifying problems and improvements		
I	Design, evaluate, recommend and approve changes of forms and reports		
J	Design and build business metrics scorecards		
K	Build, maintain and manage permissions for doc-share and/or web sites		
L	Demonstrate understanding of policy/processes, and impact to the business.		
M	Manage and execute projects and business initiatives		

<b>N</b>	<b>Creating cross functional relationships to execute complex customer resolutions.</b>		
<b>O</b>	<b>Demonstrate understanding of internal policies and procedures as related to business code of conduct.</b>		

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.

**RELATED INSTRUCTION OUTLINE  
BUSINESS SUPPORT ANALYST  
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Participation in the T-Mobile Program will require an individual to have a High School Diploma or High School Equivalency and at least one year of college coursework. The following related technical instruction course topics will be required in addition to attaining this requirement. However, prior credit for any of the below course topics may be given at the employer’s discretion.

Related Technical Instruction (RTI) - This instruction shall include, but not be limited to, at least 144 hours per year of the apprenticeship, selected from the following courses:

COURSE TOPIC (CORE)	HOURS
Foundational Skills	25
Microsoft Office Suite	40
Communication	20
Leadership	10
SharePoint & Forms	5
Project Management Basics	6
Querying Software Basics	10
Data Analysis and Storytelling	20
Other Workplace Skills	40
<b>Total Core RTI</b>	<b>176</b>

The delivery of related instruction will be determined by the employer-sponsor, which may be in-house, through an employer-selected training provider, or through college-level offered courses. Prior credit will be awarded for coursework and experiences previously obtained.

**COURSE TOPIC DESCRIPTIONS:**

**Foundational Skills:** (25 Hours)

The learner will be exposed to course topics such as:

- Metrics: Basic - Advanced
- Systems & Tools, Resources: Basic - Advanced
- Understanding Business Segments
- Understanding Customer Experience

**Microsoft Office Suite** (40 hours)

The learner will be exposed to course topics such as:

- Word: Basic - Intermediate
- Excel: Basic - Advanced

- PowerPoint: Basic - Intermediate
- OneDrive: Basic - Intermediate
- Teams: Basic - Intermediate
- Outlook: Basic – Intermediate

**Communication (20 hours)**

The learner will be exposed to course topics such as:

- Change Management Basics – The people side of change management
- Facilitation – Communication Skills Training
- Top 11 Skills of an Effective Facilitator
- Presentation Skills: Basic - Intermediate

**Leadership (10 hours)**

The learner will be exposed to course topics such as:

- Leadership Seminars covering:
  - Everyday Leadership
  - Why good leaders make you feel safe
  - Happy People, Bottom-Line Results, and the Power to Deliver Both
  - 5 ways to lead in an era of constant change
- Leadership Foundations
- Conflict Resolution

**SharePoint & Forms (5 hours)**

The learner will be exposed to course topics such as:

- Designing and Creating SharePoint Sites
- Managing permissions in SharePoint
- Designing and Creating Forms

**Project Management Basics (6 hours)**

The learner will be exposed to course topics such as:

- Introduction to project management, stakeholders and scope
- Introduction to schedule planning

**Querying Software Basics (10 hours)**

The learner will be exposed to course topics such as:

- SQL/Teradata
- VBA in Excel
- Tableau

**Data Analysis and Storytelling (20 hours)**

The learner will be exposed to course topics such as:

- Data Visualization
- Balanced Scorecard Basics
- Data Analysis Basic Concepts

**Other Workplace Skills** (40 hours)

The learner will be exposed to course topics covering the application of good practices in the exchange of information between two or more people in casual conversation or within a formal discussion through verbal and or written means.

- Internal Policies and Procedures
- Interpersonal Communications: oral and written
- Sexual Harassment Prevention Training