

Division of Apprenticeship Standards (DAS)

Apprenticeship Program Summary Sheet

To: Eric Rood, Chief
From: Adriana Salmoran
CC: Program Planning and Review
Date: November 21, 2023

Program Name: DGS, SEIU Local 1000, and Bakersfield College Custodian to Office Administration Joint Apprenticeship Committee
Industry: Public Sector
DAS File No.: 101196
Grant Awardee: ☒ No ☐ Yes

Actions:

- ☒ Proposed new apprentice program
- ☐ Existing apprenticeship program adding new occupations
- ☐ Existing apprenticeship program expanding area of operations
- ☐ Existing apprenticeship program changing work processes on approved occupations.

Labor Organizations Representing Any of the Apprentices:

SEIU Local 1000 1808 14th St., Sacramento, CA 95811

Request for Approval under Labor Code 3075:

DGS, SEIU Local 1000, and Bakersfield College Custodian to Office Administration Joint Apprenticeship Committee is not intended to train in the building and construction trades and is not eligible to dispatch apprentices to projects with public works, prevailing wage or skilled and trained workforce requirements within the meaning of Labor Code sections 1720 and 3075 and will not train or dispatch apprentices in the building and construction trades or firefighters occupations.

Comments:

DGS, SEIU Local 1000, and Bakersfield College Custodian to Office Administration Joint Apprenticeship Program is a partnership between SEIU Local 1000 and the Department of General Services (DGS) and is the product of efforts that began in 2018. This apprenticeship provides Custodians working at DGS with opportunities to pursue new careers while retaining their current position, pay and benefits. Through this program, Custodians are provided with the opportunity to obtain the skills required to succeed in administrative occupations of Office Technician (General), Personnel Specialist, or Staff Services Analyst. During this time, they

receive on-the-job training within DGS and a program curriculum delivered by Bakersfield College. At the conclusion of the program, apprentices will meet the minimum qualifications to apply to that same classification with the State of California.

DGS, SEIU Local 1000, and Bakersfield College Custodian to Office Administration Joint Apprenticeship Committee will oversee the apprenticeship program herein and seeks approval from the Department of Industrial Relations, Division of Apprenticeship Standards for the following:

Proposed Occupation, Wage Rate & O*Net Code:

- | | |
|-----------------------------------|------------------------------|
| • Office Technician (General) | O*Net: 43-6014.00 |
| Professional Worker Monthly Wage: | \$3308 - \$4269 per month |
| Proposed Apprentice Monthly Wage: | \$2438.33 - \$3663 per month |
| Proposed No. of Apprentices: | 5 |
| • Staff Services Analyst | O*Net: 13-1111.00 |
| Professional Worker Monthly Wage: | \$3534 - \$5744 per month |
| Proposed Apprentice Monthly Wage: | \$2438.33 - \$3663 per month |
| Proposed No. of Apprentices: | 5 |
| • Personnel Specialist | O*Net: 43-4161.00 |
| Professional Worker Monthly Wage: | \$3513 - \$5236 per month |
| Proposed Apprentice Monthly Wage: | \$2438.33 - \$3663 per month |
| Proposed No. of Apprentices: | 5 |

Proposed Employers:

- Department of General Services 707 3rd St, West Sacramento, CA 95605

DGS, SEIU Local 1000, and Bakersfield College Custodian to Office Administration Joint Apprenticeship Committee Program Standards

707 3rd Street, West Sacramento, CA 95605
(916) 376-5000
FMDApprenticeship@dgs.ca.gov

Table of Contents

Program Standards.....	1-5
Local Education Agency Letter(s).....	Attachment A
Training Schedule and Working Conditions	
Office Technician (General).....	Attachment B-1
Staff Services Analyst.....	Attachment B-2
Personnel Specialist.....	Attachment B-3
List of Committee Members.....	Attachment C

Article I Jurisdiction

These standards shall apply to the employer signatory hereto and to all apprentice agreements hereunder.

Article II Purpose and Policy

The parties hereto declare it to be their purpose and policy to establish an organized, planned system of apprenticeship, conducted as an education sponsored, employer-based undertaking.

These standards have, therefore, been adopted and agreed upon under the Shelley-Maloney Apprentice Labor Standards Act of 1939, as amended, to govern the employment and training of apprentices in the trade, craft or occupation defined herein, to become effective upon their approval.

Article III Craft, Trade or Occupation, Related and Supplemental Instruction, Term of Apprenticeship, Ratio, Wage Schedule and Work Training

Occupation	O*Net Code	Attachment
Office Technician (General)	43-6014.00	B-1
Staff Services Analyst	13-1111.00	B-2
Personnel Specialist	43-4161.00	B-3

Article IV Responsibilities of Program Sponsor

The responsibilities of the apprenticeship committee shall be to:

- 1) supervise the administration and enforcement of these standards;
- 2) adopt such rules and regulations as are necessary to govern the program provided that the rules and regulations do not conflict with these standards and provide a copy of said rules and regulations to each apprentice;
- 3) make periodic evaluations of each apprentices on-the-job training and related and supplemental instruction;
- 4) provide reasonably continuous employment to all apprentices in its employ;
- 5) ensure safe work site facilities, skilled workers as trainers at the work site, and safe equipment sufficient to train apprentices;
- 6) determine the qualifications of apprentice applicants and ensure fair and impartial treatment of applicants for apprenticeship selected through uniform selection procedures;
- 7) file a signed copy, written or electronic, of each apprentice agreement with the Division of Apprenticeship Standards, within 30 days of execution, with copies to all parties to the agreement;
- 8) establish and utilize a procedure to record and maintain all records of the apprentice's worksite job progress and progress in related and supplemental instruction;

- 9) establish and utilize a system for the periodic review and evaluation of the apprentice's progress in job performance and related instruction;
- 10) discipline apprentices, up to and including termination, for failure to fulfill their obligations on-the-job or in related instruction, including provisions for fair hearings;
- 11) annually prepare and submit a Self-Assessment Review as well as a Program Improvement Plan to the Chief of the Division of Apprenticeship Standards;
- 12) ensure training and supervision, both on the job and in related instruction, in first aid, safe working practices and the recognition of occupational health and safety hazards;
- 13) ensure training in the recognition of illegal discrimination and sexual harassment;
- 14) establish an adequate mechanism to be used for the rotation of the apprentice from work process to work process to assure the apprentice of complete training in the apprenticeable occupation;
- 15) ensure the program's ability, including financial ability, and commitment to meet and carry out its responsibilities under federal and state law and regulations applicable to the apprenticeable occupation and for the welfare of the apprentice;
- 16) ensure there is meaningful representation of the apprentice in the management of the program;
- 17) adopt changes to these standards, as necessary, subject to the approval of the parties hereto and the Chief of the Division of Apprenticeship Standards.
- 18) abide by any and all relevant California Labor Codes and California Code of Regulations regarding apprenticeship.

Article V Definition of an Apprentice

An apprentice is a person at least 18 years of age, who has met the requirements for selection under the selection procedures of participating employer, who is engaged in learning a designated craft or trade and who has entered into a written apprentice agreement under the provisions of these standards.

Article VI Duties of an Apprentice

Each apprentice shall satisfactorily perform all work and learning assignments both on the job and in related instruction and shall comply with the rules, regulations and decisions of the apprenticeship committee.

Article VII Apprentice Agreement

- 1) Each apprentice agreement shall conform to the State law governing apprentice agreements, shall be signed by the program sponsor and by the apprentice and shall remain in effect during a lay-off unless cancelled.
- 2) Each apprentice shall be furnished a copy of or be given an opportunity to study these standards before registration. These standards shall be considered a part of the apprentice agreement as though expressly written therein.

Article VIII Termination

- 1) During the probationary period, an apprentice agreement shall be terminated by the apprenticeship committee at the request in writing of either party. After such probationary period, an apprentice agreement may be terminated by the Administrator by mutual agreement of all the parties thereto or cancelled by the Administrator for good and sufficient reason.
- 2) Disciplinary proceeding for apprentices shall be duly noticed in writing to such individuals. The Division of Apprenticeship Standards shall attend all such proceedings.

Article IX Controversies

All controversies or differences concerning apprentice agreements that cannot be adjusted locally by the program sponsor or otherwise shall be submitted to the Administrator for determination.

Article X Certificate of Completion

- 1) In addition to previous on-the-job training and related school instruction, which is of an approved nature, the Apprentice shall have completed not less than an additional six (6) months as an apprentice under the laws of the State of California and demonstrated mastery of the skills and knowledge of the prescribed program.
- 2) In recognition of unusual ability and progress, the program sponsor or apprenticeship committee may decrease the term of apprenticeship for an individual apprentice not more than twelve and one-half percent (12½%).
- 3) Upon evidence of satisfactory completion of apprenticeship, and upon the recommendation of the program sponsor, each apprentice will be issued a Certificate of Completion by the authority of the Chief of the Division of Apprenticeship Standards and the Interagency Advisory Committee on Apprenticeship.

Article XI Equal Opportunity in Apprenticeship

The recruitment, selection, employment and training of apprentices during their apprenticeship shall be without discrimination because of race, religious creed, color, national origin, ancestry, physical disability, mental disability, medical condition, genetic information, marital status, sex, gender, gender identity, gender expression, age, sexual orientation or veteran or military status.

DGS, SEIU Local 1000, and Bakersfield College Custodian to Office Administration Joint Apprenticeship Committee will create selection procedures that meet objective standards and maintain a fair and equitable selection process for all applicants.

Article XII Written Applications

Applications for apprenticeship will be accepted at designated intervals determined by the DGS, SEIU Local 1000, and Bakersfield College Custodian to Office Administration Joint Apprenticeship Committee for incumbent workers in classifications represented by SEIU Local 1000. Applications are accepted online through an application portal, the link to which is shared and advertised at the time of each cohort's opportunity posting.

Article XIII Records

All records will be maintained, in written or electronic form, for five years and kept at:

DGS, SEIU Local 1000, and Bakersfield College Custodian to Office Administration
Joint Apprenticeship Committee
Facilities Management Division
707 3rd Street, 3rd Floor
West Sacramento, CA 95605

Article XIV Annual Compliance

DGS, SEIU Local 1000, and Bakersfield College Custodian to Office Administration Joint Apprenticeship Committee will submit an annual compliance report to the Division of Apprenticeship Standards as requested by the Division.

DGS, SEIU Local 1000, and Bakersfield College Custodian to Office Administration Joint Apprenticeship Committee agrees to accept electronic signatures for these Division of Apprenticeship Standards and all related Division of Apprenticeship Standards documents.

The foregoing standards are hereby agreed to and adopted by DGS, SEIU Local 1000, and Bakersfield College Custodian to Office Administration Joint Apprenticeship Committee on November 17, 2023 (Committee approval date).

Employer Organization

Department of General Services
707 3rd Street, West Sacramento, CA 95605

Lucila Gonzalez, Assistant Deputy Director
Facilities Management Decision

Date

Employee Organization

SEIU Local 1000
1808 14th St, Sacramento, CA 95811

Sarah McGinn, Apprenticeship Coordinator

Date

The foregoing apprenticeship standards, being in conformity with the applicable California Labor Code, California Code of Regulations and Federal Regulations, are hereby approved

_____.
(DAS approval date)

Katrina S. Hagen, Director
California Department of Industrial Relations
Administrator of Apprenticeship

Date

Attachment B-1

Training Schedule and Working Conditions

DGS, SEIU Local 1000, and Bakersfield College Custodian to Office Administration Joint
Apprenticeship Committee

Occupation

Occupation: Office Technician (General)

O*Net Code: 43-6014.00

Article I Term of Apprenticeship and Probation

The standard term of apprenticeship shall be competency based with 324 related and supplemental instruction (RSI) hours and completed within approximately 24 months.

The period of probation shall be reasonable in relation to the full apprenticeship term, with full credit given for such period toward completion of the apprenticeship, and in no event shall exceed the shorter of 25 percent of the length of the program or one year. The period of probation shall be 6 months.

These Standards do not supersede any requirement as outlined in any employment agreement covered by the California Code of Regulations, Title 2, Division 1 or any ratified bargaining agreement thereunder.

Article II Wage Schedule

Professional Worker Wage:

Classification Title: Office Technician (General)

Unit 1; Schem Code CA48; Class Code 1138

Pay Scale as of November 7, 2023

Range A \$3308 - \$4145

Range L \$3409 - \$4269

Professional Worker Benefits:

Health and Welfare, Pension, Vacation, Holidays, Sick Leave, Wages/Overtime Provisions, and other compensation will be governed per the MOU between the State and SEIU Local 1000, and the California Department of Human Resources laws and regulations.

Apprentice Wage and Advancement Schedule:

In no case shall an Apprentice receive a starting wage that is less than the applicable federal, state or local entity (city or county) minimum wage, whichever is higher for the county or city where the apprentice is working. The applicable minimum wage law shall establish the effective date of the minimum wage.

To advance from one period to the next, the apprentice shall have met the following requirements:

Classification Title: Custodian
Unit 15; Schem Code DC40; Class Code 2011
Pay Scale as of November 7, 2023
Range A \$2926 - \$3663
Range F \$2438.33 - \$3052.50

Upon completion of the apprenticeship, apprentices will meet the minimum qualification for Office Technician (General). The pay scale for this classification follows:

Classification Title: Office Technician (General)
Unit 1; Schem Code CA48; Class Code 1138
Pay Scale as of November 7, 2023
Range A \$3308 - \$4145
Range L \$3409 - \$4269

Hours of Work and Working Conditions and Overtime Provision:

Eight hours of labor constitutes a day's work. Employment beyond eight hours in any workday or more than six days in any workweek requires the employee to be compensated for the overtime at not less than one and one-half times the employee's regular rate of pay for all hours worked in excess of eight hours, up to and including 12 hours in any workday, and for the first eight hours worked on the seventh consecutive day of work in a workweek; and double the employee's regular rate of pay for all hours worked in excess of 12 hours in any workday and for all hours worked in excess of eight on the seventh consecutive day of work in a workweek. If employers utilize an alternative workweek schedule in accordance with the California Industrial Welfare Commission Orders, the overtime will be determined and paid in accordance with the applicable alternative workweek provisions.

The workday and workweek and all other conditions of employment for apprentices shall conform to all applicable laws and regulations and shall not be greater than for those of a professional worker.

Overtime shall not be allowed if it will interfere with or impair the training or be detrimental to the health and safety of the apprentice.

ARTICLE III Work-Training

- 1) The employer shall see that all apprentices are under the supervision of a qualified professional worker or instructor and shall provide the necessary diversified experience and training in order to develop the apprentice into a proficiently skilled worker, as outlined herein.
- 2) Each apprentice shall be trained in the use of new equipment, materials and processes as they come into use in the occupation.
- 3) The major categories in which apprentices will be trained (although not necessarily in the order listed) are as follows:

COMPETENCY CHECKLIST

Demonstrates Fundamentals: Apprentice can perform the task with some coaching.

Proficient in Task: Apprentice performs tasks properly and consistently.

Completion Date: Date apprentice completes final demonstration of competency.

Detailed Work/Activities: Initial and Date each task as Competency Check List is completed.

GENERAL PRACTICES - FOUNDATIONS

- 1) Demonstrate a working understanding of the organization's structure, personnel rules, and responsibilities.
- 2) Demonstrate a general understanding of work ethics, interpersonal communications, and related policies. Demonstrates the ability to understand and practice safety procedures and rules.
- 3) Demonstrate a working understanding of the goals, mission, and vision of the organization.
- 4) Demonstrate a working understanding of the organization's office tools such as copiers, fax machines etc.

GENERAL PRACTICES – TECHNOLOGY LITERACY

- 1) Demonstrate a working knowledge of how to operate office machines, such as photocopiers and scanners, facsimile machines, voice mail systems, and personal computers.
Example On-the-Job Duties: Identify components of computer and phone systems. Copying and faxing duties. Utilize computer and phone systems to create documents or send communications.
- 2) Demonstrate a working knowledge of how to employ computer applications to carry out assigned tasks and perform basic office functions.
Example On-the-Job Duties: typing, dictation and transcription, composition of correspondence, document preparation, and electronic mailing.

GENERAL PRACTICES – INTERPERSONAL COMMUNICATION SKILLS

- 1) Demonstrate an ability to prepare effective communications professionally.
Example On-the-Job Duties: Record information from meetings or other formal proceedings, prepare documentation for contracts, transactions, or regulatory compliance.
- 2) Demonstrate the ability to compute, record, and proofread data and other information.

Example On-the-Job Duties: Prepare agendas, record, and transcribe meeting minutes, etc.

- 3) Demonstrate competencies in interpersonal communication, oral communication, and customer service abilities.

Example On-the-Job Duties: Deliver messages, run errands, participate in meetings, etc.

GENERAL PRACTICES – INFORMATION MANAGEMENT

- 1) Demonstrate a working ability to quantify and utilize information to support the organization.

Example On-the-Job Duties: Manage inventory and order materials, supplies, and services.

- 2) Demonstrate an ability to create, maintain, and enter information into databases.

Example On-the-Job Duties: Electronic records management, data entry, etc.

- 3) Demonstrate an ability to manage physical records and electronic files.

Example On-the-Job Duties: Compile, copy, sort, and file records of office activities, business transactions, and other activities.

- 4) Demonstrate an ability to manage time professionally, set appointments, and schedule events to support organizational objectives.

Example On-the-Job Duties: Complete work schedules, manage calendars, and arrange appointments.

GENERAL PRACTICES – CUSTOMER SERVICE

- 1) Demonstrate the ability to provide customer service to achieve organizational objectives.
Example On-the-Job Duties: Answer telephones, direct calls, and take messages.

- 2) Demonstrate the ability to communicate with customers, employees, and other individuals to answer questions, disseminate or explain information, take orders, and address complaints.

Example On-the-Job Duties: Communicate with customers, employees, and other individuals to answer questions, disseminate, or explain information, take orders, and address complaints.

- 3) Demonstrate focused customer service by engaging in needs assessments and assessments of customer satisfaction.

Example On-the-Job Duties: Engaging with customers to receive or convey information, communicating in a manner appropriate for the needs of the customer.

DEMONSTRATING PROFICIENCY

- 1) Demonstrate knowledge of administrative and clerical procedures and systems such as word processing, managing files and records, transcription, designing forms, and other office procedures and terminology.

- 2) Demonstrate the communication skills required to carry out clerical responsibilities, such as: knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar, understanding written sentences and paragraphs in work related documents.

- 3) Demonstrate the customer service skills required to carry out clerical responsibilities, such as: knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, evaluation of customer satisfaction, talking to others to convey information

effectively, and communicating effectively in writing as appropriate for the needs of the audience.

ARTICLE IV Related Instruction

Apprentices shall satisfactorily complete prescribed courses of related and supplemental instruction, which will not be less than 324 hours. Related and supplemental instruction will be provided by Bakersfield College.

Time spent in related and supplemental instruction may not be compensated.

RSI	Units	Hours
BSAD B66A Beginning Keyboarding, Part 1	1	54
BSAD B66B Beginning Keyboarding, Part 2	1	54
COMP 85 Introduction to Microsoft Office	3	54
BSAD B88 Office Procedures	3	54
ENGL B1A Expository Composition	3	54
BSAD 851 Business Mathematics	3	54
<u>TOTAL</u>	<u>14</u>	<u>324</u>

ARTICLE V Ratio

The ratio of apprentices to professional workers shall be:

- 1) Ratio #1: Each professional worker may supervise up to four (4) apprentice(s)

Attachment B-2

Training Schedule and Working Conditions

DGS, SEIU Local 1000, and Bakersfield College Custodian to Office Administration Joint
Apprenticeship Committee

Occupation

Occupation: Staff Services Analyst

O*Net Code: 13-1111.00

Article I Term of Apprenticeship and Probation

The standard term of apprenticeship shall be competency based with 630 related and supplemental instruction (RSI) hours and completed within approximately 24 months.

The period of probation shall be reasonable in relation to the full apprenticeship term, with full credit given for such period toward completion of the apprenticeship, and in no event shall exceed the shorter of 25 percent of the length of the program or one year. The period of probation shall be 6 months.

These Standards do not supersede any requirement as outlined in any employment agreement covered by the California Code of Regulations, Title 2, Division 1 or any ratified bargaining agreement thereunder.

Article II Wage Schedule

Professional Worker Wage:

Classification Title: Staff Services Analyst (General)

Unit 1; Schem Code JY20; Class Code 5157

Pay Scale as of November 7, 2023

Range A \$3534 - \$4428

Range B \$3826 - \$4789

Range C \$4588 - \$5744

Professional Worker Benefits:

Health and Welfare, Pension, Vacation, Holidays, Sick Leave, Wages/Overtime Provisions, and other compensation will be governed per the MOU between the State and SEIU Local 1000, and the California Department of Human Resources laws and regulations.

Apprentice Wage and Advancement Schedule:

In no case shall an Apprentice receive a starting wage that is less than the applicable federal, state or local entity (city or county) minimum wage, whichever is higher for the county or city where the apprentice is working. The applicable minimum wage law shall establish the effective date of the minimum wage.

To advance from one period to the next, the apprentice shall have met the following requirements:

Classification Title: Custodian
Unit 15; Schem Code DC40; Class Code 2011
Pay Scale as of November 7, 2023
Range A \$2926 - \$3663
Range F \$2438.33 - \$3052.50

Upon completion of the apprenticeship, apprentices will meet the minimum qualification for Staff Services Analyst. The pay scale for this classification follows:

Classification Title: Staff Services Analyst (General)
Unit 1; Schem Code JY20; Class Code 5157
Pay Scale as of November 7, 2023
Range A \$3534 - \$4428
Range B \$3826 - \$4789
Range C \$4588 - \$5744

Hours of Work and Working Conditions and Overtime Provision:

Eight hours of labor constitutes a day's work. Employment beyond eight hours in any workday or more than six days in any workweek requires the employee to be compensated for the overtime at not less than one and one-half times the employee's regular rate of pay for all hours worked in excess of eight hours, up to and including 12 hours in any workday, and for the first eight hours worked on the seventh consecutive day of work in a workweek; and double the employee's regular rate of pay for all hours worked in excess of 12 hours in any workday and for all hours worked in excess of eight on the seventh consecutive day of work in a workweek. If employers utilize an alternative workweek schedule in accordance with the California Industrial Welfare Commission Orders, the overtime will be determined and paid in accordance with the applicable alternative workweek provisions.

The workday and workweek and all other conditions of employment for apprentices shall conform to all applicable laws and regulations and shall not be greater than for those of a professional worker.

Overtime shall not be allowed if it will interfere with or impair the training or be detrimental to the health and safety of the apprentice.

ARTICLE III Work-Training

- 1) The employer shall see that all apprentices are under the supervision of a qualified professional worker or instructor and shall provide the necessary diversified experience and training in order to develop the apprentice into a proficiently skilled worker, as outlined herein.
- 2) Each apprentice shall be trained in the use of new equipment, materials and processes as they come into use in the occupation.
- 3) The major categories in which apprentices will be trained (although not necessarily in the order listed) are as follows:

COMPETENCY CHECKLIST

Demonstrates Fundamentals: Apprentice can perform the task with some coaching.

Proficient in Task: Apprentice performs tasks properly and consistently.

Completion Date: Date apprentice completes final demonstration of competency.

Detailed Work/Activities: Initial and Date each task as Competency Check List is completed.

GENERAL PRACTICES - FOUNDATIONS

- 1) Demonstrate a working understanding of the organization's structure, personnel rules, and responsibilities.
- 2) Demonstrate a general understanding of work ethics, interpersonal communications, and related policies. Demonstrates the ability to understand and practice safety procedures and rules.
- 3) Demonstrate a working understanding of the goals, mission, and vision of the organization.
- 4) Demonstrate a working understanding of the organization's business structure to include policies, practices, and procedures that support the organizational workload, and the tasks included therein.

GENERAL PRACTICES – TECHNOLOGY LITERACY

- 1) Demonstrate a working knowledge of how to operate office machines, such as photocopiers and scanners, facsimile machines, voice mail systems, and personal computers.
Example On-the-Job Duties: Identify components of computer and phone systems. Copying and faxing duties. Utilize computer and phone systems to create documents or send communications.
- 2) Demonstrate a working knowledge of how to employ computer applications to carry out assigned tasks and perform basic office functions.
Example On-the-Job Duties: typing, dictation and transcription, composition of correspondence, document preparation, and electronic mailing.

GENERAL PRACTICES – INTERPERSONAL COMMUNICATION SKILLS

- 1) Demonstrate an ability to prepare effective communications professionally.
Example On-the-Job Duties: Record information from meetings or other formal proceedings, prepare documentation for contracts, transactions, or regulatory compliance.
- 2) Demonstrate the ability to compute, record, and proofread data and other information.
Example On-the-Job Duties: Prepare agendas, record, and transcribe meeting minutes, etc.
- 3) Demonstrate competencies in interpersonal communication, oral communication, and customer service abilities.
Example On-the-Job Duties: Provide oral and written analysis of data, processes, and procedures.

GENERAL PRACTICES – INFORMATION MANAGEMENT AND ANALYSIS

- 1) Demonstrate a working ability to quantify and utilize information to support the organization.
Example On-the-Job Duties: Identify trends and patterns and create reports for analysis.
- 2) Demonstrate an ability to create, maintain, and enter information into databases.
Example On-the-Job Duties: Electronic records management, data entry, etc.
- 3) Demonstrate an ability to analyze records, business activities, and processes.
Example On-the-Job Duties: Gather and present information based on business needs versus individual employee desires.
- 4) Demonstrate an ability to manage time professionally, set appointments, and schedule events to support organizational objectives.
Example On-the-Job Duties: Demonstrate Completed Staff Work with a focus on project management and timelines.

GENERAL PRACTICES – PROJECT MANAGEMENT

- 1) Demonstrate an ability to create high-level project management through Completed Staff Work.
Example On-the-Job Duties: Identify issues, create solutions and alternatives, provide timelines and resource requirements for solution implementation.
- 2) Demonstrate an ability to understand and analyze business requirements and identify potential solution issues.
Example On-the-Job Duties: consult with unit management and personnel to identify, document, and define business needs and objectives and scope of impact of solutions.
- 3) Demonstrate focused customer service by engaging in needs assessments and assessments of customer and peer satisfaction.
Example On-the-Job Duties: Engaging with customers and peers to receive or convey information, communicating in a manner appropriate for the needs of the customer.

DEMONSTRATING PROFICIENCY

- 1) Demonstrate knowledge of administrative and clerical procedures and systems such as word processing, managing files and records, transcription, designing forms, and other office procedures and terminology.
- 2) Demonstrate the communication skills required to carry out clerical responsibilities, such as: knowledge of the structure and content of the English language including the meaning

and spelling of words, rules of composition, and grammar, understanding written sentences and paragraphs in work related documents.

- 3) Demonstrate the project management and data analysis skills required to carry out analytical responsibilities, such as: knowledge of principles and processes for providing services. This includes customer and peer needs assessment, meeting quality standards for services, evaluation of issue-solution appropriateness, and communicating effectively in orally and in writing as appropriate for the needs of the audience.

ARTICLE IV Related Instruction

Apprentices shall satisfactorily complete prescribed courses of related and supplemental instruction, which will not be less than 630 hours per year. Related and supplemental instruction will be provided by Bakersfield College.

Time spent in related and supplemental instruction may not be compensated.

RSI	Units	Hours
ENGWR 51 Developmental Writing		72
BUS 100 English for the Professional		54
BUS 105 Business Mathematics		54
BUS 210 The Business Plan		18
BUS 224 Customer Service		18
BUS 310 Business Communications		54
MGMT 142 Project Management Techniques and Software		54
MATH 100 Elementary Algebra		90
STAT 105 Statway, Part 1		108
STAT 305 Statway, Part 2		108
TOTAL		630

ARTICLE V Ratio

The ratio of apprentices to professional workers shall be:

- 1) Ratio #1: Each professional worker may supervise up to four (4) apprentice(s)

Attachment B-3

Training Schedule and Working Conditions

DGS, SEIU Local 1000, and Bakersfield College Custodian to Office Administration Joint
Apprenticeship Committee

Occupation

Occupation: Personnel Specialist

O*Net Code: 43-4161.00

Article I Term of Apprenticeship and Probation

The standard term of apprenticeship shall be competency based with 342 related and supplemental instruction (RSI) hours and completed within approximately 24 months.

The period of probation shall be reasonable in relation to the full apprenticeship term, with full credit given for such period toward completion of the apprenticeship, and in no event shall exceed the shorter of 25 percent of the length of the program or one year. The period of probation shall be 6 months.

These Standards do not supersede any requirement as outlined in any employment agreement covered by the California Code of Regulations, Title 2, Division 1 or any ratified bargaining agreement thereunder.

Article II Wage Schedule

Professional Worker Wage:

Classification Title: Personnel Specialist

Unit 4; Schem Code KY45; Class Code 1303

Pay Scale as of November 7, 2023

Range A \$3513 - \$4396

Range B \$4037 - \$5061

Range C \$4183 - \$5236

Professional Worker Benefits:

Health and Welfare, Pension, Vacation, Holidays, Sick Leave, Wages/Overtime Provisions, and other compensation will be governed per the MOU between the State and SEIU Local 1000, and the California Department of Human Resources laws and regulations.

Apprentice Wage and Advancement Schedule:

In no case shall an Apprentice receive a starting wage that is less than the applicable federal, state or local entity (city or county) minimum wage, whichever is higher for the county or city where the apprentice is working. The applicable minimum wage law shall establish the effective date of the minimum wage.

To advance from one period to the next, the apprentice shall have met the following requirements:

Classification Title: Custodian
Unit 15; Schem Code DC40; Class Code 2011
Pay Scale as of November 7, 2023
Range A \$2926 - \$3663
Range F \$2438.33 - \$3052.50

Upon completion of the apprenticeship, apprentices will meet the minimum qualification for Personnel Specialist. The pay scale for this classification follows:

Classification Title: Personnel Specialist
Unit 4; Schem Code KY45; Class Code 1303
Pay Scale as of November 7, 2023
Range A \$3513 - \$4396
Range B \$4037 - \$5061
Range C \$4183 - \$5236

Hours of Work and Working Conditions and Overtime Provision:

Eight hours of labor constitutes a day's work. Employment beyond eight hours in any workday or more than six days in any workweek requires the employee to be compensated for the overtime at not less than one and one-half times the employee's regular rate of pay for all hours worked in excess of eight hours, up to and including 12 hours in any workday, and for the first eight hours worked on the seventh consecutive day of work in a workweek; and double the employee's regular rate of pay for all hours worked in excess of 12 hours in any workday and for all hours worked in excess of eight on the seventh consecutive day of work in a workweek. If employers utilize an alternative workweek schedule in accordance with the California Industrial Welfare Commission Orders, the overtime will be determined and paid in accordance with the applicable alternative workweek provisions.

The workday and workweek and all other conditions of employment for apprentices shall conform to all applicable laws and regulations and shall not be greater than for those of a professional worker.

Overtime shall not be allowed if it will interfere with or impair the training or be detrimental to the health and safety of the apprentice.

ARTICLE III Work-Training

- 1) The employer shall see that all apprentices are under the supervision of a qualified professional worker or instructor and shall provide the necessary diversified experience and training in order to develop the apprentice into a proficiently skilled worker, as outlined herein.
- 2) Each apprentice shall be trained in the use of new equipment, materials and processes as they come into use in the occupation.
- 3) The major categories in which apprentices will be trained (although not necessarily in the order listed) are as follows:

COMPETENCY CHECKLIST

Demonstrates Fundamentals: Apprentice can perform the task with some coaching.

Proficient in Task: Apprentice performs tasks properly and consistently.

Completion Date: Date apprentice completes final demonstration of competency.

Detailed Work/Activities: Initial and Date each task as Competency Check List is completed.

GENERAL PRACTICES - FOUNDATIONS

- 1) Demonstrate a working understanding of the organization's structure, personnel rules, and responsibilities.
- 2) Demonstrate a general understanding of work ethics, interpersonal communications, and related policies. Demonstrates the ability to understand and practice safety procedures and rules.
- 3) Demonstrate a working understanding of the goals, mission, and vision of the organization.
- 4) Demonstrate a working understanding of the organization's office tools such as copiers, fax machines, workstations, etc.
- 5) Know and understand the functions of each Control Agency (SCO, PERS, DPA, SPB, EDD, DGS)

GENERAL PRACTICES – TECHNOLOGY AND SYSTEMS LITERACY

- 1) Demonstrate a working knowledge of how to operate office machines, such as photocopiers and scanners, facsimile machines, voice mail systems, and personal computers.
Example On-the-Job Duties: Identify components of computer and phone systems. Copying and faxing duties. Utilize computer and phone systems to create documents or send communications.
- 2) Demonstrate a working knowledge of how to employ computer applications to carry out assigned tasks and perform basic office functions.
Example On-the-Job Duties: typing, dictation and transcription, composition of correspondence, document preparation, and electronic mailing

3) Demonstrate a working knowledge of State Controller's Systems.

Example On-the-Job Duties: logging in and out of the system; applying security guide lines to transactions/research; use the PIMS, PIP, HIST, TAXI, ACES, CLAS, ABMS/PAL systems to verify employment history, pay, tiers, time-base, and personal employee information and transactions.

GENERAL PRACTICES – INTERPERSONAL COMMUNICATION SKILLS

1) Demonstrate an ability to prepare effective communications professionally.

Example On-the-Job Duties: Record information from meetings or other formal proceedings, prepare documentation for contracts, transactions, or regulatory compliance.

2) Demonstrate the ability to compute, record, and proofread data and other information.

Example On-the-Job Duties: Prepare reports, accurately transcribe information to internal systems, etc.

3) Demonstrate competencies in interpersonal communication, oral communication, and customer service abilities.

Example On-the-Job Duties: Deliver messages, run errands, participate in meetings, etc.

GENERAL PRACTICES – INFORMATION MANAGEMENT

1) Demonstrate a working ability to quantify and utilize information to support the organization.

Example On-the-Job Duties: Analyze forms for accurate data, comply with privacy and confidentiality requirements regarding information and personnel files, and determine where information goes (which units, which files), etc.

2) Demonstrate an ability to create, maintain, and enter information into databases.

Example On-the-Job Duties: Electronic records management, data entry, etc.

3) Demonstrate an ability to manage physical records and electronic files.

Example On-the-Job Duties: Compile, copy, sort, and file personnel-related forms and maintain appropriate records retention based on policy.

4) Demonstrate an ability to manage time professionally, set appointments, and schedule events to support organizational objectives.

Example On-the-Job Duties: Complete work schedules, file information based on procedural timelines, etc.

GENERAL PRACTICES – CUSTOMER SERVICE

1) Demonstrate an ability to provide customer service to achieve organizational objectives.

Example On-the-Job Duties: Answer telephones, direct calls, and take messages.

2) Demonstrate an ability to communicate with customers, employees, and other individuals to answer questions, disseminate or explain information, take orders, and address complaints.

Example On-the-Job Duties: Communicate with customers, employees, and other individuals to answer questions, disseminate, or explain information, take orders, and address complaints.

3) Demonstrate focused customer service by engaging in needs assessments and assessments of customer satisfaction.

Example On-the-Job Duties: Engaging with customers to receive or convey information, communicating in a manner appropriate for the needs of the customer.

DEMONSTRATING COMPLIANCE

- 1) Demonstrate knowledge of Medical Clearances such as Health Questionnaires, sealing of medical information, and performing pre-employment medical clearances. Demonstrate knowledge of Disability Questionnaires, and EAR actions and requirements.
- 2) Demonstrate the ability to perform Personnel Actions in accordance with departmental policies and instructions to include processing in a timely manner considering cut-off dates; demonstrate application of policies and procedures, laws, and rules.
- 3) Demonstrate the ability to research/refer to appropriate manuals and references to complete work in accordance with policy, procedures, and legislation.
- 4) Demonstrate an understanding of the New Hire process.
- 5) Demonstrate knowledge and understanding of the PAM: appointments, PAR, appointment type (new, returning, transfer, reinstatement, T&D, TAU, etc.), retired annuitants, time base changes, executive appointments, pay ranges/pay types.
- 6) Demonstrate the ability to apply appropriate rules to personnel appointment type (retirement system, service period reconciliation, MSA/SISA, reprimands, adverse actions); and, to personnel separation type (resignations, terminations, leaves of absence, retirement, death, etc.)
- 7) Demonstrate ability to apply EAR changes (new employee, withhold changes, address changes, name changes, distribution) and NOPAs
- 8) Demonstrate knowledge of, and ability to, enforce probationary and annual reporting requirements to include probation extensions, probation waivers, and distribution of appropriate forms to supervisory/managerial staff.
- 9) Demonstrate the ability to use the Payroll Procedures Manual: pay reconciliation, miscellaneous payments, payroll adjustment, garnishments, and accounts receivable; maintain appropriate leave usage/credit for all employment types.
- 10) Demonstrate the ability to apply benefits-related rules based on eligibility, applicability, and effective dates: use of Benefits Administrative Manual, Flex Elect, disability(ies), Savings Plus, PERS, and health benefit eligibility and application. Also includes knowing and understanding disability benefits (NDI, FMLA, IDL/TD)
- 11) Demonstrate the ability to apply Budget Actions: blanket positions, position movement, position creation, assigning ABMS numbers
- 12) Demonstrate the ability to create, maintain, and transfer Official Personnel Files: purging, negative files, document filing order, document types within file.

ARTICLE IV Related Instruction

Apprentices shall satisfactorily complete prescribed courses of related and supplemental instruction, which will not be less than 342 hours per year. Related and supplemental instruction will be provided by Bakersfield College.

Time spent in related and supplemental instruction may not be compensated.

RSI	Units	Hours
BSAD B66A Beginning Keyboarding, Part 1	1	72
BSAD B66B Beginning Keyboarding, Part 2	1	54
COMP B5 Introduction to Microsoft Office	3	54
BSAD B88 Office Procedures	3	54
ENGL B1A Expository Composition	3	54

DAS FILE # 101196

BSAD B51 Business Mathematics	3	54
<u>TOTAL</u>	<u>14</u>	<u>342</u>

ARTICLE V Ratio

The ratio of apprentices to professional workers shall be:

- 1) Ratio #1: Each professional worker may supervise up to four (4) apprentice(s)