

# Revision to Standards of Apprenticeship

**ACI Learning** hereby submits the following revision to the Standards of Apprenticeship currently approved and registered by the Office of Apprenticeship or the Colorado Apprenticeship Agency on June 15, 2022. This revision expresses the wishes of this sponsor and is designed to enhance the operation of the apprenticeship and training program.

Subject revisions are as follows:

**Revise:**

- Revise Equal Opportunity Pledge and Affirmative Action section to add additional protected bases as applicable per the Colorado Anti-Discrimination Act, C.R.S. § 24-34-402 (Section I):  
Creed, Gender expression, Ancestry, Childbirth (or related conditions)
- Update Complaints regarding discrimination contact (Section J. 1.):  
Colorado Department of Labor & Employment  
Attention: State Apprenticeship Agency Director  
Office of the Future of Work  
633 17th Street, Suite 201  
(720) 204-8608  
[apprenticeship@state.co.us](mailto:apprenticeship@state.co.us)
- Update to Registration Agency General Contact Information (Section K):  
Colorado Department of Labor & Employment  
Attention: State Apprenticeship Agency Director  
Office of the Future of Work  
Address: 633 17th St., Suite 201, Denver, CO 80202  
Telephone Number: (720) 204-8608  
Email Address: [apprenticeship@state.co.us](mailto:apprenticeship@state.co.us)
- Appendix A, Work Process Schedule and Related Instruction Outline for Tech Support Specialist (USDOL Existing Title: Computer User Support Specialist/Desktop Support Tech)
- Appendix D, Employer Acceptance Agreement for Tech Support Specialist (USDOL Existing Title: Computer User Support Specialist/Desktop Support Tech)
- Update Appendix B for Colorado Apprenticeship Agreement

The revision indicated in these documents will supersede sections of the original standards which have been approved by the Office of Apprenticeship or the Colorado State Apprenticeship Agency.

This document shall become the uppermost document of the Registered Standards of Apprenticeship for **ACI Learning**, registration number: 2022-CO-112904.



**OFFICIAL ADOPTION OF REVISION TO APPRENTICESHIP STANDARDS**

ACI Learning hereby adopts and submits this revision to the Standards of Apprenticeship.

DocuSigned by:

*Chris Young*

5/9/2025

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Program Sponsor

Date

**APPROVED BY:**

**THE COLORADO STATE APPRENTICESHIP AGENCY**

DocuSigned by:

*Denise D. Miller*

5/13/2025

EA3B362420A440E

Denise D. Miller, State Director

Date

Attachment(s):

- Updated Registered Apprenticeship Standards
- Appendix A, Work Process Schedule and Related Instruction Outline for Tech Support Specialist (USDOL Existing Title: Computer User Support Specialist/Desktop Support Tech)
- Appendix D, Employer Acceptance Agreement for Tech Support Specialist (USDOL Existing Title: Computer User Support Specialist/Desktop Support Tech)
- Appendix B, Colorado Apprenticeship Agreement



# Registered Apprenticeship Standards

## *ACI Learning*

Occupation: Tech Support Specialist (USDOL Existing Title: Computer Support Specialist-Desktop Support Tech)

O\*NET-SOC Code: 15-1232.00

RAPIDS Code: 2018CB

Developed in Cooperation with the  
U.S. Department of Labor  
Office of Apprenticeship

Approved by the Colorado State Apprenticeship Agency

Registered By: Denise Miller

DocuSigned by:

**(For Government Use Only)**

Signature: \_\_\_\_\_

*Denise Miller*

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Title: State Director, Apprenticeship Colorado  
Colorado State Apprenticeship Agency

Date: 5/13/2025

Registration Number: 2022-CO-112904

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### SECTION I - STANDARDS OF APPRENTICESHIP 29 CFR § 29.5 and 7 CCR 1108-1(1.5)

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- A. **Responsibilities of the sponsor:** **ACI Learning** must conduct, operate, and administer this program in accordance with all applicable provisions of Title 29 Code of Federal Regulations (CFR) part 29, subpart A and part 30, 7 Code of Colorado Regulations (CCR) 1108-01, and all relevant rules and guidance issued by the Colorado State Apprenticeship Agency. The sponsor must fully comply with the requirements and responsibilities listed below and with the requirements outlined in the document "Colorado Requirements for Apprenticeship Sponsors."

**Sponsors shall:**

- Ensure adequate and safe equipment and facilities for training and supervision and provide safety training for apprentices on-the-job and in related instruction.
- Ensure there are qualified training personnel and adequate supervision on the job.
- Ensure that all apprentices are under written apprenticeship agreements incorporating, directly or by reference, these Standards and the document "Colorado Requirements for Apprenticeship Sponsors" and that meets the requirements of 29 CFR § 29.7 and 7 CCR 1108-1(1.7). The Colorado Apprenticeship Agreement or Form ETA 671 may be used for this purpose and is available upon logging into RAPIDS.
- Register all apprenticeship Standards with the Colorado State Apprenticeship Agency, including Colorado variations, if applicable.
- Submit apprenticeship agreements within 45 days of the program start date.
- Arrange for periodic evaluation of apprentices' progress in skills and technical knowledge, and maintain appropriate progress records.
- Notify the Colorado State Apprenticeship Agency within 45 days of all suspensions for any reason, reinstatements, extensions, transfers, completions and cancellations with explanation of causes. Notification may be made in RAPIDS or using the contact information in Section K.
- Provide each apprentice with a copy of these Standards, Colorado Requirements for Apprenticeship Sponsors, Appendix A, and any applicable written rules and policies, and require apprentices to sign an acknowledgment of their receipt. If the sponsor alters these Standards or any Appendices to reflect changes it has made to the apprenticeship program, the sponsor will obtain approval of all modifications from the Colorado State Apprenticeship Agency, then provide apprentices a copy of the updated Standards and Appendices and obtain another acknowledgment of their receipt from each apprentice.



- Adhere to Federal, State, and Local Law Requirements -- The Registration Agency's registration of the apprenticeship program described in these Standards of Apprenticeship on either a nationwide basis (under the National Program Standards of Apprenticeship) or within a particular State, and the registration of individual apprentices under the same program, does not exempt the program sponsor, and/or any employer(s) participating in the program, and/or the individual apprentices registered under the program from abiding by any applicable Federal, State, and local laws or regulations relevant to the occupation covered by these Standards, including those pertaining to occupational licensing requirements and minimum wage and hour requirements.
- The program's Standards of Apprenticeship must also conform in all respects with any such applicable Federal, State, and local laws and regulations. Any failure by the program to satisfy this requirement may result in the initiation of deregistration proceedings for reasonable cause by the Colorado State Apprenticeship Agency under 29 CFR § 29.8 and 7 CCR 1108-1(1.9).
- Multi-employer programs must demonstrate an alignment between their on-the-job learning component, employer demand, and apprentice enrollment prior to registration.

**B. Minimum Qualifications - 29 CFR § 29.5(b)(10) and 7 CCR 1108-1**

An apprentice must be at least 18 years of age, except where a higher age is required by law, and must be employed to learn an apprenticeable occupation.

- There is an educational requirement of: Successful completion of 10th grade Math and English. Transcript required.
- Applicants will be physically capable of performing the essential functions of the occupation with or without reasonable accommodation.
- A valid driver's license is required.

**C. Apprenticeship Approach and Term - 29 CFR § 29.5(b)(2) and 7 CCR 1108-1(1.5)**

The apprenticeship program(s) will select an apprenticeship training approach. The approach is notated in Appendix A, APPRENTICESHIP APPROACH.

**D. Work Process Schedule and Related Instruction Outline - 29 CFR § 29.5(b)(4) and 7 CCR 1108-1(1.5)**

Every apprentice is required to participate in related instruction in technical subjects related to the occupation. Apprentices

☐ will

☒ will not

be paid for hours spent attending related instruction classes. The Work Process Schedule and Related Instruction Outline are outlined in Appendix A.

OR

☐ This is a multi-employer program; whether wages are paid for related instruction hours is determined by each employer partner and is stated in the Employer Agreement (Appendix D).

**E. Credit for Previous Experience - 29 CFR § 29.5(b)(12) and 7 CCR 1108-1(1.5)**

Apprentice applicants seeking credit for previous experience gained outside the apprenticeship program must furnish such transcripts, records, affidavits, etc. that may be appropriate to substantiate the claim. **ACI Learning** will evaluate the request for credit and make a determination during the apprentice's probationary period.

Additional requirements for an apprentice to receive credit for previous experience (optional):

**F. Probationary Period - 29 CFR § 29.5(b)(8) and (20) and 7 CCR 1108-1(1.5)**

Every applicant selected for apprenticeship will serve a probationary period which may not exceed 25 percent of the length of the program or 1 year, whichever is shorter. The probationary period is notated in Appendix A, PROBATIONARY PERIOD.

**G. Ratio of Apprentices to Journeyworkers - 29 CFR § 29.5(b)(7) and 7 CCR 1108-1(1.5)**

Every apprenticeship program is required to provide an apprenticeship ratio of apprentices to journeyworkers for adequate supervision. The ratio is notated in Appendix A, RATIO OF APPRENTICES TO JOURNEYWORKERS.

**H. Apprentice Wage Schedule - 29 CFR § 29.5(b)(5) and 7 CCR 1108-1(1.5)**

Apprentices must be paid a progressively increasing schedule of wages based on either a percentage or a dollar amount of the current hourly journeyworker wage rate. The progressive wage schedule is notated in Appendix A, APPRENTICE WAGE SCHEDULE.

**I. Equal Employment Opportunity and Affirmative Action**

**1. Equal Opportunity Pledge - 29 CFR § 29.5(b)(21), 29 CFR § 30.3(c)(1), 7 CCR 1108-1(1.6)**

**ACI Learning** will not discriminate against registered apprenticeship applicants or apprentices based on race, color, religion, creed, national origin, ancestry, sex (including pregnancy and gender identity), gender expression, childbirth and related conditions, sexual orientation, genetic information, or because they are an individual with a disability or a person 40 years old or older.

**ACI Learning** will take affirmative action to provide equal opportunity in apprenticeship and will operate the apprenticeship program as required under Title 29 of the Code of Federal Regulations, part 30 and 7 CCR 1108-1(1.6).

The equal opportunity pledge applies to the following additional protected bases (as applicable per the Colorado Anti-Discrimination Act, C.R.S. § 24-34-402):

- Creed
- Gender expression
- Ancestry
- Childbirth (or related conditions)

**2. Affirmative Action Program - 29 CFR §§ 29.5(b)(21), 29 CFR § 30.4-30.9,**



## 7 CCR 1108-1(1.6)

**ACI Learning** acknowledges that it will adopt an affirmative action plan in accordance with 29 CFR §§ 30.4-30.9 and 7 CCR 1108-1 (1.6(C)) (required for sponsors with five or more registered apprentices by two years from the date of the sponsor's registration or by two years from the date of registration of the program's fifth (5<sup>th</sup>) apprentice). Information and technical assistance materials relating to the creation and maintenance of an affirmative action plan will be made available on the Colorado State Apprenticeship Agency's website.

### 3. Selection Procedures - 29 CFR § 30.10 and 7 CCR 1108-1(1.6)

Every sponsor will adopt selection procedures for their apprenticeship programs, consistent with the requirements set forth in 29 CFR § 30.10(b) and 7 CCR 1108-1(1.6). The selection procedures for each occupation for which the sponsor intends to train apprentices are notated in Appendix A, SELECTION PROCEDURES.

### J. Complaint Procedures - 29 CFR §§ 29.5(b)(22), 29.7(k), 29.12, 30.14 and 7 CCR 1108-1(1.6(N))

If an applicant or an apprentice believes an issue exists that adversely affects the apprentice's participation in the apprenticeship program or violates the provisions of the apprenticeship agreement or Standards, the applicant or apprentice may seek relief. Nothing in these complaint procedures precludes an apprentice from pursuing any other remedy authorized under another Federal, State, or local law. Below are the methods by which apprentices may send a complaint:

1. **Complaints regarding discrimination.** Complaints must contain the complainant's name, address, telephone number, and signature, the identity of the respondent, and a short description of the actions believed to be discriminatory, including the time and place. Generally, a complaint must be filed within **300** days of the alleged discrimination. Complaints of discrimination should be directed to the following contact:

***Colorado Department of Labor & Employment  
Attention: State Apprenticeship Agency Director  
Office of the Future of Work  
633 17th Street, Suite 201, Denver, CO 80202  
(720) 204-8608  
[apprenticeship@state.co.us](mailto:apprenticeship@state.co.us)***

You may also be able to file complaints directly with the EEOC, or State fair employment practices agency.

2. **Other General Complaints.** The sponsor will hear and attempt to resolve the matter locally if written notification from the apprentice is received within 15 days of the alleged violation(s). The sponsor will make such rulings as it deems necessary in each individual case within 30 days of receiving the written notification:

Name: Meghan Jurado

Address: 7450 Campus Dr. Suite 250 Colorado Springs, CO 80920  
Telephone Number: (719) 596-4545  
Email Address: meghan.jurado@acilearning.com

Any complaint described above that cannot be resolved by the program sponsor to the satisfaction of all parties may be submitted to the Registration Agency provided below in Section K. within 60 days of the final local decision.

**K. Registration Agency General Contact Information 29 CFR § 29.5(b)(17) and 7 CCR 1108-1(1.7(B))**

The Registration Agency is the Colorado State Apprenticeship Agency. General inquiries, notifications and requests for technical assistance may be submitted to the Registration Agency using the contact information below:

Colorado Department of Labor & Employment  
Attention: State Apprenticeship Agency Director  
Office of the Future of Work  
Address: 633 17th St., Suite 201, Denver, CO 80202  
Telephone Number: (720) 204-8608  
Email Address: [apprenticeship@state.co.us](mailto:apprenticeship@state.co.us)

**L. Reciprocity of Apprenticeship Programs 29 CFR § 29.13(b)(7) and 7 CCR 1108-1(1.8)**

States must accord reciprocal approval for Federal purposes to apprentices, apprenticeship programs and standards that are registered in other States by the Office of Apprenticeship or a Registration Agency if such reciprocity is requested by the apprenticeship program sponsor.

Program sponsors seeking reciprocal approval must meet the wage and hour provisions and apprentice ratio standards of the reciprocal State.

## SECTION II - APPENDICES AND ATTACHMENTS

- ☒ Appendix A - *Work Process Schedule, Related Instruction Outline, Apprentice Wage Schedule, Ratio of Apprentices to Journeyworkers, Type of Occupation, Term of Apprenticeship, Selection Procedures, and Probationary Period*
- ☒ Appendix B - *Colorado Apprenticeship Agreement and Application for Certification of Completion of Apprenticeship (To be completed after registration)*
- ☐ Appendix C - *Affirmative Action Plan (Required within two years of registration unless otherwise exempt per 29 CFR §30.4(d)) and 7 CCR 1108-1 (1.6(D.4))*
- ☒ Appendix D - *Employer Acceptance Agreement (For programs with multiple-employers only)*



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### SECTION III - VETERANS' EDUCATIONAL ASSISTANCE AS MANDATED BY PUBLIC LAW 116-134 (134 STAT. 276)

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Pursuant to section 2(b)(1) of the Support for Veterans in Effective Apprenticeships Act of 2019 (Pub. L. 116-134, 134 Stat. 276), by signing these program Standards, the program sponsor official whose name is subscribed below assures and acknowledges to the Colorado State Apprenticeship Agency the following regarding certain G.I. Bill and other VA-administered educational assistance referenced below (and described in greater detail at the VA's website at: <https://www.va.gov/education/eligibility>) for which current apprentices and/or apprenticeship program candidates may be eligible:

- (1) The program sponsor is aware of the availability of educational assistance for a veteran or other eligible individual under chapters 30 through 36 of title 38, United States Code, for use in connection with a registered apprenticeship program;
- (2) The program sponsor will make a good faith effort to obtain approval for educational assistance described in paragraph (1) above for, at a minimum, each program location that employs or recruits a veteran or other eligible individual for educational assistance under chapters 30 through 36 of title 38, United States Code; and
- (3) The program sponsor will not deny the application of a qualified candidate who is a veteran or other individual eligible for educational assistance described in paragraph (1) above for the purpose of avoiding making a good faith effort to obtain approval as described in paragraph (2) above.

**NOTE:** The aforementioned requirements of Public Law 116-134 shall apply to “any program applying to become a registered apprenticeship program on or after the date that is 180 days after the date of enactment of this Act” (i.e., September 22, 2020). Accordingly, apprenticeship programs that were registered by a Registration Agency before September 22, 2020, are not subject to these requirements.

**SECTION IV - SIGNATURES****OFFICIAL ADOPTION OF APPRENTICESHIP STANDARDS**

The undersigned sponsor hereby subscribes to the provisions of the foregoing Apprenticeship Standards formulated and registered by ***ACI Learning***.

The signatories acknowledge that they have read and understand the document titled “Colorado Requirements for Apprenticeship Sponsors” and that the provisions of that document are incorporated into this agreement by reference unless otherwise noted.

DocuSigned by:

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***Signature of Sponsor (designee)***

Chris Young

***Printed Name***

5/9/2025

***Date*****SECTION V - DISCLOSURE AGREEMENT—FOR COLORADO STANDARDS ONLY (Optional)**

USDOL Office of Apprenticeship (OA) and the SAA routinely make public general information relating to Registered Apprenticeship programs. General information includes the name and contact information of the sponsor, the location of the program, and the occupation(s) offered.

In addition, sponsors submitting Colorado Standards have the option of allowing the Colorado State Apprenticeship Agency (SAA) to share publicly the contents of a sponsor’s application for registration to assist in building a high-quality National Apprenticeship System. This may include a copy of the Standards, Appendix A, and Appendix D (as applicable), but not completed versions of the Colorado Apprenticeship Agreement or ETA Form 671 or Appendix C “Affirmative Action Plan” because those documents are submitted after a sponsor’s application is approved and the program is registered. **Please note that the Colorado State Apprenticeship Agency will consider a sponsor’s application as releasable to the public unless the sponsor requests non-disclosure by signing below.**

Chris Young

I, \_\_\_\_\_, acting on behalf of ***ACI Learning*** request that the SAA and OA not publicly disclose this application, other than general information about the program, as described above as it is considered confidential commercial or proprietary information and steps are taken to preserve it. Further, I understand that if the SAA or OA receives a request for this application pursuant to the Freedom of Information Act (5 U.S.C. §552) or the Colorado Open Records Act (C.R.S. § 24-72-201 to 206), we may be contacted to support the SAA or OA’s withholding of the information, including in litigation, if necessary. I understand that my request that the Registration Agency not publicly disclose this application will remain in effect, including with respect to subsequent amendments to this application, unless and until I notify the SAA or OA otherwise.

DocuSigned by:

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***Signature of Sponsor (designee)***

Chris Young

***Printed Name***

5/9/2025

***Date***

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## Appendix A

### WORK PROCESS SCHEDULE AND RELATED INSTRUCTION OUTLINE

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## Appendix A

### WORK PROCESS SCHEDULE

Tech Support Specialist (USDOL Existing Title: Computer Support Specialist-Desktop Support Tech)

O\*NET-SOC CODE: 15-1232.00 RAPIDS CODE: 2018CB

This schedule is attached to and a part of these Standards for the above identified occupation.

#### 1. APPRENTICESHIP APPROACH

☐ Time-based

☒ Competency-based

☐ Hybrid

#### 2. TERM OF APPRENTICESHIP

The term of the apprenticeship is approximately one year with an OJL attainment of 37 competencies, supplemented by the minimum required 328 hours of related instruction.

#### 3. RATIO OF APPRENTICES TO JOURNEYWORKERS

The apprentice to journeyworker ratio is: 1 Apprentice to 1 Journeyworker.

#### 4. APPRENTICE WAGE SCHEDULE

Apprentices shall be paid a progressively increasing schedule of wages based on a dollar amount of the current hourly journeyworker wage rate, which is: \$19.50 per hour.

Period	Hours	Wage (Hourly)	Requirements for Advancement
1 <sup>st</sup>	1,000	\$14.81	Upon start of Registered Apprenticeship Program (RAP).
2nd	1,000	\$17.16	Until successful completion of 1,000 on-the-job learning (OJL) hours.
End Wage	2,000	\$19.50	Successful completion of all apprenticeship requirements including all OJL and related instruction (RI) hours.

#### 5. PROBATIONARY PERIOD

Every applicant selected for apprenticeship will serve a probationary period of 480 hours, or one year whichever is shorter.

#### SELECTION PROCEDURES

See Selection Procedures after On-The-Job Learning Outline/Related Instruction Outline.



## Appendix A

### ON-THE-JOB LEARNING OUTLINE

**Tech Support Specialist (USDOL Existing Title: Computer Support Specialist-Desktop Support Tech)**

**O\*NET-SOC CODE: 15-1232.00      RAPIDS CODE: 2018CB**

Tech Support Specialists are responsible for analyzing, troubleshooting, and rectifying day-to-day technology problems and challenges. This role may support internal clients (employees within the company) or external customers either in-person, on the phone, or via webchat. The specialist may focus on helping individuals and businesses better use or troubleshoot the company's own technical products, or the specialist may offer support to those using third-party hardware and software applications to do business. In the latter role, the Tech Support Specialist is the person one might call to troubleshoot one's Wi-Fi router when the internet is down, obtain online permissions to access accounts or files, or to set up a new employee's email and workstation. In short, Tech Support Specialists are the steady and calm go-to people for those of us who pull our hair out when something goes wrong with our computers.

The following is the rating systems that will be used to determine competency:

Rating System	Description	Points
Exceeds All Expectations	Consistently exceeds performance standard established for the time in position. Achieves results above and beyond what is required. Extends themselves in their roles to exceed personally and as a team to achieve exceptional results.	5
Meets & Exceeds Some Expectations	Apprentice not only meets all expectations in a fully satisfactory way, but exceeds some of the objectives.	4
Meets Expectations	Consistently meets the performance standards established for time in position. Handles routine tasks & some unexpected situation with the usual amount of supervision. Can continue to develop with coaching, advanced training or more experience	3
Meets Some Expectations	Apprentice occasionally meets some of the objectives related to this goal, but does not meet others in a fully satisfactory way. This performance level generally indicates the need for additional coaching, training or other plan for performance improvements.	2
Does Not Meet / Meets Some Expectations	Does not consistently meet performance standards established for time in position. Requires basic training, coaching or experience to improve performance and become consistent. Additional follow-up will be necessary.	1
Does Not Meet Expectations	Clearly and repeatedly does not meet the performance standards established for time in position. Additional follow-up and specific suggestions for improvement mandatory.	0



## Apprenticeship Competencies - Technical

Work Processes	Validated By	Rating	Date	COMPTIA Assessment
<b>Part 1 Basic Hardware</b>				
1. Demonstrate knowledge of various mobile device types, their features, and purpose.				Completion of COMPTIA A+ 1101 Coursework
2. Demonstrate skills required to manage and troubleshoot computer hardware and peripheral devices				
3. Demonstrate knowledge of common computer hardware and interfaces.				
4. Demonstrate skills required to troubleshoot general computer hardware issues and printer problems.				
5. Demonstrate skills required to configure peripherals, printers, and related applications to support external hardware.				
<b>Part 2 Basic Networking</b>				
6. Demonstrate knowledge of basic networking concepts (wired and wireless).				Completion of COMPTIA A+ 1101 Coursework
7. Demonstrate skills required to configure and troubleshoot device connectivity (LAN and Internet Access).				
<b>Part 3 Cloud and Virtualization Technologies</b>				
8. Demonstrate knowledge of cloud computing concepts, including cloud storage and security configurations				Completion of COMPTIA A+ 1101 Coursework
9. Demonstrate skills required to configure client-side virtualization, cloud storage applications, and file synchronization features.				
<b>Part 4 Operating System Basics</b>				
10. Demonstrate knowledge of important Microsoft Windows 10 operating system features and their purpose.				Completion of COMPTIA A+ 1101 Coursework
11. Demonstrate skills required to install, configure, and secure Microsoft Windows 10 operating system versions.				
12. Demonstrate skills required to troubleshoot Microsoft Windows operating system problems.				



13. Demonstrate knowledge of important Mac OS and Linux OS desktop operating system features and their purpose.				Completion of COMPTIA A+ 1101 Coursework
14. Demonstrate skills required to configure, secure, and troubleshoot various operating systems Mac OS and Linux OS.				
15. Demonstrate skills required to troubleshoot mobile operating systems.				
<b>Part 5 IT Security Basics</b>				
16. Demonstrate knowledge of basic enterprise security concepts and wireless security protocols.				Completion of COMPTIA A+1101 Coursework
17. Demonstrate skills required to perform account management, configure wireless security, and detect and remove malware on workstations and mobile devices.				
18. Demonstrate skills to troubleshoot common computer security issues.				
19. Demonstrate skills required to troubleshoot application security issues.				
<b>Part 6 General IT Operations</b>				
20. Demonstrate knowledge of ticketing systems and documentation procedures.				Completion of ITIL 4 Foundation Coursework
21. Demonstrate knowledge of disaster recovery concepts and backup procedures.				
22. Demonstrate knowledge of licensing and privacy and policy concepts, including how to address prohibited content.				
23. Demonstrate knowledge of scripting languages, basic functions, and logic structures.				
<b>Part 7 Business Acumen</b>				
24. Demonstrate a basic understanding of the employer's corporate structure and business model, including its product and services portfolio, its primary customers, and its top competitors.				Evaluated by participating employer partner
25. Demonstrate a basic knowledge of the employer's brand messaging, its value proposition in the marketplace, and key success metrics.				Evaluated by participating employer partner
<b>Part 8 Employability Skills</b>				
26. Demonstrate skills to provide competent customer service using active listening and empathy during various interactions (e.g., in-person, over telephone, email, and chat).				Completion of ITIL 4 Foundation Coursework



27. Demonstrate ability to manage stress and other emotions in the workplace to reduce conflict, foster collaboration, and promote wellness.				
28. Demonstrate skills required to take and give productive critical feedback.				
29. Demonstrate skills required to problem-solve using critical thinking, clarifying questions, and knowing when to escalate a situation to a superior.				
30. Demonstrate skills to explain complex issues to non-technical customers without jargon or blaming.				
31. Demonstrate ability to conduct oneself with integrity, professionalism, and in accordance with organization policy and procedure.				
32. Demonstrate skills to communicate with colleagues, managers, and end users effectively and clearly, in a timely manner.				
33. Demonstrate ability to use language, tone of voice, and non-verbal communication to neutralize conflict in the workplace.				
34. Demonstrate skills required to collaborate effectively with team members from across the organization.				
35. Demonstrate ability to use respectful cross-cultural communication to work successfully across the organization and with diverse coworkers.				
36. Demonstrate knowledge required to manage time effectively, minimizing distractions to maintain productivity, prioritize work appropriately, and meet deadlines with situational awareness.				
37. Demonstrate ability to adapt to changing organizational landscape.				





## Appendix A

### RELATED INSTRUCTION OUTLINE

**Tech Support Specialist (USDOL Existing Title: Computer User Support Specialist/Desktop Support Tech)**

**O\*NET-SOC CODE: 15-1232.00**

**RAPIDS CODE: 2018CB**

Related Instruction Descriptions	Approximate Hours
<b>New Employee Skills</b>	<b>15</b>
<ul style="list-style-type: none"> <li>• Safety training</li> <li>• Company orientation including privacy and confidentiality</li> <li>• Tools (internal messaging apps, office applications)</li> <li>• Sexual harassment prevention</li> </ul>	
<b>Business Acumen</b>	<b>3</b>
<ul style="list-style-type: none"> <li>• Company vision, mission, and key success metrics</li> <li>• The company's products and services and value proposition in the market</li> </ul>	
<b>Employability Skills</b>	<b>60</b>
<ul style="list-style-type: none"> <li>• Managing conflict</li> <li>• Being an effective team member</li> <li>• Business communication etiquette</li> <li>• Interpersonal communication</li> <li>• Intercultural communication</li> <li>• Critical thinking</li> <li>• Time management</li> <li>• Workplace wellness and managing stress</li> <li>• Handling workplace change</li> <li>• Leading across generations and personalities</li> <li>• Understanding diversity, equity, and inclusion fundamentals</li> </ul>	
<b>Technical and Professional Skills - CompTIA A+ Coursework and Certification</b>	<b>220</b>
<ul style="list-style-type: none"> <li>• Hardware - Identify, use, and connect hardware components and devices</li> <li>• Windows Operating System - Install and support Windows OS including command line and client support</li> <li>• Mobile Devices - Install and configure laptops and other mobile devices</li> <li>• Software Troubleshooting - Troubleshoot computer and mobile device issues including application security support</li> <li>• Networking - Explain types of networks and connections including TCP/IP, WIFI and SOHO</li> <li>• Other OS &amp; technologies - Understand Mac OS, Linux and mobile OS</li> <li>• Hardware and Network Troubleshooting - Troubleshoot device and network issues</li> <li>• Security - Identify and protect against security vulnerabilities for devices and their network connections</li> </ul>	



<ul style="list-style-type: none"> <li>Operational Procedures - Follow best practices for safety, environmental impacts, and communication and professionalism</li> <li>CompTIA A+ CertMaster Learn, CompTIA Labs and CertMaster Practice (or similar courseware)</li> <li>Pass CompTIA A+ exam</li> </ul>	
<b>Help Desk Ticketing</b>	<b>5</b>
<ul style="list-style-type: none"> <li>Ticketing systems and documentation best practices</li> </ul>	
<b>Customer Engagement Skills - IBM Professional Certificate</b>	<b>25</b>
<p>(or similar customer service training)</p> <ul style="list-style-type: none"> <li>Communication skills focused on clear concise communication and listening</li> <li>Appropriate empathetic behavior such as such as patience, curiosity, and willingness to help</li> <li>Problem solving to research an issue and help determine an appropriate resolution</li> <li>Process adherence to ensure the proper flow and Service Level Agreements are met</li> </ul>	

**TOTAL MINIMUM HOURS 328**




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## SELECTION PROCEDURES

All selection procedures, including Direct Entry, shall be done without regard to race, color, religion, national origin, sex, sexual orientation, age (40 or older), genetic information, disability, creed, gender identity, gender expression, ancestry, pregnancy or childbirth (or related conditions), and any other basis protected by federal, state, or local law.

1. Each applicant will complete an apprenticeship application and submit all required documentation when the program is open for application.
2. Receipt of the properly completed application form along with required supporting documents (driver's license, birth certificate, or other acceptable proof of age; copy of high school diploma, GED certificate, or other acceptable documentation of education) will constitute receipt of a completed application.
3. Once a list of qualified applicants is received, the employer partner and their designated officials will interview each candidate and forward its recommendations to the Human Resources Manager.
4. Each applicant will be required to review the Apprenticeship Program Standards and will be provided information about the program.
5. The Human Resources Manager and Department Manager will make the final selection based upon apprenticeship position requirements and needs of the company.
6. Selected applicants must respond to the notice of selection within 48 hours of notice. If an applicant cannot be reached by telephone or e-mail, their name will be passed and notification of missed opportunity will be sent. If no response is received within 15 days, applicant will be dropped from ranking list.

### Direct Entry:

The Sponsor may allow direct entry for applicants that are part of an employer's incumbent workforce, a qualified pre-apprenticeship program, or for veterans whose military occupational specialties qualify them for the apprenticeship occupation.

### Registered Apprenticeship Agreement:

After an applicant for an apprenticeship has been selected, but before employment as an apprentice or enrollment in related instruction, the apprentice must be covered by a written apprenticeship agreement. Such submission can be done electronically through the Registered Apprenticeship Partner Information Data System ("RAPIDS"), using the Apprentice Electronic Registration process, on the Colorado Apprenticeship Agreement, on the ETA Form 671, or a state-approved alternative form.



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## Appendix D

### EMPLOYER ACCEPTANCE AGREEMENT

#### ADOPTED BY

ACI LEARNING

Approved by the Colorado State Apprenticeship Agency

DEVELOPED IN COOPERATION WITH THE  
U. S. DEPARTMENT OF LABOR  
OFFICE OF APPRENTICESHIP

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## Appendix D

### EMPLOYER ACCEPTANCE AGREEMENT

The undersigned employer (employer may refer to employer, agency, department, or facility that Sponsor has agreement with) hereby subscribes to the provisions of the Apprenticeship Standards formulated and registered by the ACI Learning and agree(s) to carry out the intent and purpose of said Standards for Tech Support Specialist (USDOL Existing Title: Computer Support Specialist-Desktop Support Tech) and accompanying Appendices and to abide by the rules and decisions of the Sponsor established under these Apprenticeship Standards. The undersigned employer further agrees to allow the Click to Insert name of Sponsor(s) or organization(s) to access the employer's records to confirm compliance with the terms of the Apprenticeship Standards and requirements of 29 CFR Part 29, subpart A and Part 30, and 7 CCR 1108-1(1.5). Insert Employer's name have been furnished a copy of the Standards and have read and understood them, and requested certification to train apprentices under the provisions of these Standards. On-the-job, the apprentice is hereby assured qualified training personnel and adequate supervision during the apprenticeship. The training should follow the approved Work Process Schedule and Related Instruction Outline including the rotation of tasks. The employer further agrees to follow the selection procedures per the approved Standards consistent with the requirements set forth in 29 CFR § 30.10(b) and 7 CCR 1108-1(1.6). This employer acceptance agreement will remain in effect until canceled voluntarily or revoked by the Sponsor, Employer, or the Registration Agency.

Click or tap here to enter text.

(Print Name of Employer Representative)

Click or tap here to enter text.

(Print Name of Sponsor Representative)

Signed: \_\_\_\_\_  
(On Behalf of Employer)

Signed: \_\_\_\_\_  
(On Behalf of Sponsor)

Date: \_\_\_\_\_

Date: \_\_\_\_\_

Employer Title: \_\_\_\_\_

Name of Company: \_\_\_\_\_

Address: \_\_\_\_\_

City/State/Zip Code: \_\_\_\_\_

Phone Number: \_\_\_\_\_

Fax: \_\_\_\_\_ Email: \_\_\_\_\_

NAICS Code (Optional): Click or tap here to enter text.

Employer Identification Number (Optional): Click or tap here to enter text.

cc: Colorado State Apprenticeship Agency



### Apprenticeship Minimum Qualifications

The minimum qualifications for this occupation are listed in the Standards of Apprenticeship, specifically SECTION I STANDARDS OF APPRENTICESHIP Part B., Minimum Qualifications. If additional minimum qualifications exist, they must be listed below to be used in the selection process for the apprenticeship. Minimum qualifications must comply with relevant federal, state, or local laws and Colorado State Apprenticeship Agency rules including 7 CCR 1108-1.

#### **Additional Minimum Qualifications (If Applicable):**

### Apprentice Wage Schedule

The progressive wage schedule for this employer will be expressed as a percentage or dollar amount. The sample of an increasing schedule of wages is shown in the Standards of Apprenticeship, specifically the Work Process Schedule and Related Instruction Outline (Appendix A) for the occupation. Each participating employer shall insert their appropriate increasing schedule of wages below. In no case will the starting wages of apprentices be less than that required by any minimum wage law that may be applicable. Employer wages should meet or exceed those in the Appendix A.

The increasing schedule of wages shall provide for a starting wage and increases based on the acquisition of increased skill and competence on the job and in related instruction, and the current minimum hourly journeyworker wage rate for the occupation at that employer.

Insert Apprentice Wage Schedule Here

#### **Additional Information Regarding Paying Wages During Related Instruction (If Applicable):**

### Related Instruction Wages

Every apprentice is required to participate in related instruction in technical subjects related to the occupation. It is encouraged, but not required, that employers pay wages during the related instruction portion of the apprenticeship.

For this apprenticeship, the employer

- ☐ **will**  
☐ **will not** (*choose one*)

pay their apprentices for hours spent attending related instruction classes.

#### **Employer Data:**

Total Workforce (Total Number of Employees in all Occupations): \_\_\_\_\_

Total Journey Workers/Mentors Employed in Occupation: \_\_\_\_\_

Program Registration and  
Apprenticeship Agreement



The Office of the Future of Work  
**Apprenticeship Colorado**

**Colorado State Apprenticeship Agency**  
Apprenticeship Colorado

**APPRENTICE AGREEMENT AND REGISTRATION - SECTION II**

**PART A: APPRENTICE'S INFORMATION**

1. First Name  Middle Name (Optional)  Address (No., Street, City, State, Zip Code)  Telephone Number (Optional)  *Social Security Number  **If Social Security Number is not available, Individual Tax ID Number (ITIN) or other unique identifier of the apprentice (i.e. Work Authorization Number)		Last Name  Suffix (Optional)  E-mail Address (Optional)		Answer Both 4a. and 4b. below  4. a. Ethnicity (Select One)  Hispanic or Latino  Not Hispanic or Latino  Participant Did Not Self-Identify  b. Race (Select One or More)  American Indian or Alaska Native  Asian  Black or African American  Native Hawaiian or other Pacific Islander  White  Participant Did Not Self-Identify	5. Veteran Status (Select All That Apply)  Non Veteran  Veteran  Non Veteran, Other Eligible Individual  Veteran, Eligible  Participant Did Not Self-Identify
2. Date of Birth (Mo., Day, Yr.)	3. Sex (Select One)  Male Female Non-binary Participant Did Not Self-Identify		6. Education Level (Select One)  Not High School graduate  High School graduate (including equivalency)  Some College or Associate's degree  Bachelor's degree  Master's degree  Doctorate or professional degree		
7. Employment Status of Apprentice (Select One)  New Employee Current Employee					
8. Did the apprentice complete a pre-apprenticeship program prior to their registration in this apprenticeship program?  Yes No  If yes, please provide the Pre-Apprenticeship Program Name and Address:					
<b>PART B: PROGRAM SPONSOR'S INFORMATION</b>					

1. Program Number

Sponsor's Name and Address (No., Street, City, State, Zip Code, County)

Telephone Number

Cell Phone Number (Optional)

E-mail Address

a. Sponsor's Principal Place of Business Address (If different from Sponsor's address above)

b. Employer's Name and Address (If different from Sponsor's address above)

2. Occupation (The work processes listed in the standards are part of this agreement.)

a. RAPIDS Code:

b. O\*NET Code:

c. State Apprenticeship Agency Interim Credential Offered)?  
Yes  
No

3. Occupation Type (Select One)

- a. Time-based
- b. Competency-based
- c. Hybrid

4. Term Length (Hrs., Mos., Yrs.)

5. Probationary Period (Hrs. or Wks.)

6. Credit for Previous On-the-Job Learning Experience (Hrs., Mos., Yrs.):

a. Term Remaining (Hrs., Mos., Yrs.)

7. Credit for Previous Related Instruction Experience (Hrs., Mos., Yrs.)

8. Date Apprenticeship Begins

a. Expected Completion Date

9. Related Instruction Provider(s) Name and Address

a. Total Length of Related Instruction

b. Are Wages Paid During Related Instruction?  
Yes  
No

c. Hours When Related Instruction Is Provided  
During Work Hours  
Not During Work Hours  
Both During and Not During Work Hours

10. Progressive Wage Schedule:

a. Apprentice's Entry Wage \$\_\_\_\_\_ b. Journeyworker's (i.e., Experienced Worker's) Wage \$\_\_\_\_\_

c. Wage Rate Units \$/hour	Period	1	2	3	4	5	6	7	8	9	10
	Duration (If Applicable)										
	Competencies (If Applicable)										
	d. Wage Rate (Select One) % of Journeyworker (i.e., Experienced Worker) wage \$ amount of wage Both % and \$ amount of wage										
	Wage Rate										



## 11. Name and Contact Information of the Individual Designated by the Program Sponsor to Receive Complaints

**PART C: AGREEMENT AND SIGNATURES**

The program sponsor's Apprenticeship Standards, which the sponsor certifies are in conformity with the requirements for program registration contained in 29 Code of Federal Regulations (CFR) part 29, subpart A and 29 CFR part 30 and 7 Colorado Code of Regulations (CCR) 1108-1, are attached and are hereby incorporated into this agreement. The program sponsor and apprentice hereby agree to the terms of the Apprenticeship Standards that are incorporated as part of this agreement, as those Standards existed on the date of the agreement.

These Apprenticeship Standards may be amended during the period of this agreement with the consent of the parties to the agreement, provided that such amendments are also in conformity with the requirements for program registration contained in 29 CFR part 29, subpart A and 29 CFR part 30 and 7 CCR 1108-1.

The apprentice will be accorded equal opportunity in all phases of apprenticeship employment and training by the program sponsor, without discrimination because of race, color, religion, national origin, sex, sexual orientation, age (40 or older), genetic information, disability, creed, gender identity, gender expression, ancestry, or pregnancy or childbirth (or related conditions).

This agreement may be canceled by either of the parties, citing cause(s), with written notice to the registration agency, in compliance with 29 CFR part 29, subpart A and 7 CCR 1108-1.

During the probationary period described in Part B above, this apprenticeship agreement may be cancelled by either party upon written notice to the registration agency. After the probationary period, this agreement may be cancelled at the request of the apprentice, or suspended or cancelled by the sponsor, for good cause, with due notice to the apprentice and a reasonable opportunity for corrective action, and with written notice to the apprentice and to the Registration Agency of the final action taken.

This apprenticeship agreement does not constitute a certification under 29 CFR part 5 for the employment of the apprentice on Federally financed or assisted construction projects. Current certifications must be obtained from the Office of Apprenticeship (OA) or the recognized State Apprenticeship Agency.

1. Signature of Apprentice	Date	2. Signature of Parent/Guardian (If minor)	Date
3. Signature of Sponsor's Representative(s)	Date	4. Signature of Sponsor's Representative(s)	Date
5. Signature of Employer's Representative(s) (If Applicable)	Date	6. Signature of Employer's Representative(s) (If Applicable)	Date

**PART D: TO BE COMPLETED BY REGISTRATION AGENCY**

1. Registration Agency and Address	2. Signature (Registration Agency)	3. Date Registered
4. Apprentice Identification Number:		

**NOTE:** The collection and maintenance of the data on this form is authorized under the National Apprenticeship Act, 29 U.S.C. 50, and 29 CFR part 29, subpart A. The data is used for apprenticeship program statistical purposes and is maintained, pursuant to the Privacy Act of 1974 (5 U.S.C. 552a), in a systems of records entitled, DOL/ETA-31, The Enterprise Business Support System (EBSS) (encompassing RAPIDS), at the U.S. Department of Labor, Office of Apprenticeship. Data may be disclosed to Federal, state, and local agencies and community-based organizations, including State Apprenticeship Agencies, to facilitate statistical research, audit, and evaluation activities necessary to ensure the success, integrity, and improvement of employment and training programs. Data may also be disclosed to these organizations to determine an assessment of skill needs and program information, and in connection

with federal regulation or when required by law. The U.S. Department of Labor agrees not to share or use any personally identifiable information collected through this form for the purpose of investigating for, participating in, cooperating with, or assisting with Federal immigration enforcement.

## Definitions / Instructions

### Part A: Apprentice's Information

#### Item 4a. Ethnicity

**Hispanic or Latino:** A person of Cuban, Mexican, Puerto Rican, South or Central American, or other Spanish culture or origin, regardless of race. The term, "Spanish origin," can be used in addition to "Hispanic or Latino."

#### Item 4b. Race

**American Indian or Alaska Native:** A person having origins in any of the original peoples of North and South America (including Central America) and who maintains tribal affiliation or community attachment. This category includes people who indicate their race as "American Indian or Alaska Native" or report entries such as Navajo, Blackfeet, Inupiat, Yup'ik, or Central American Indian groups or South American Indian groups.

**Asian:** A person having origins in any of the original peoples of the Far East, Southeast Asia, or the Indian subcontinent including, for example, Cambodia, China, India, Japan, Korea, Malaysia, Pakistan, the Philippine Islands, Thailand, and Vietnam. This includes people who reported detailed Asian responses such as: "Asian Indian," "Chinese," "Filipino," "Korean," "Japanese," "Vietnamese," and "Other Asian" or provide other detailed Asian responses.

**Black or African American:** A person having origins in any of the Black racial groups of Africa. It includes people who indicate their race as "Black or African American," or report entries such as African American, Kenyan, Nigerian, or Haitian.

**Native Hawaiian or Other Pacific Islander:** A person having origins in any of the original peoples of Hawaii, Guam, Samoa, or other Pacific Islands. It includes people who reported their race as "Fijian," "Guamanian or Chamorro," "Marshallese," "Native Hawaiian," "Samoan," "Tongan," and "Other Pacific Islander" or provide other detailed Pacific Islander responses.

**White:** A person having origins in any of the original peoples of Europe, the Middle East, or North Africa. It includes people who indicate their race as "White" or report entries such as Irish, German, Italian, Lebanese, Arab, Moroccan, or Caucasian.

#### Item 5. Veteran Status

A **Veteran** is a person who has served in the active military, naval, or air service of the United States, and who was discharged or released therefrom under conditions other than dishonorable.

A **Non Veteran, Other Eligible Individual** is a person who is a dependent spouse or child—or the surviving spouse or child—of a Veteran, and who is eligible for certain G.I. Bill and other VA-administered educational assistance benefits provided under Title 38 of the U.S. Code.

A **Veteran, Eligible** is a Veteran who is eligible for certain G.I. Bill and other VA-administered educational assistance benefits provided under Title 38 of the U.S. Code.

#### Item 8.

**Pre-Apprenticeship:** A program or set of strategies designed to prepare individuals to enter and succeed in a Registered Apprenticeship program and has a documented partnership with at least one, if not more, Registered Apprenticeship program(s).

### Part B: Program Sponsor's Information

**Item 1.** A **Program Number** is a generated number assigned to a program sponsor when a program is registered in the Office of Apprenticeship's Registered Apprenticeship Partners Information Data System (RAPIDS).

**Item 1.** A **Sponsor Name** is any employer, association, committee, organization, education and training provider, or qualified intermediary operating an apprenticeship program and in whose name the program is (or is to be) registered or approved.

**Item 1b.** An **Employer** is any person or organization employing an apprentice whether or not such person or organization is a party to an Apprenticeship Agreement with the apprentice.

**Item 2.** An **Occupation** refers to the occupation an apprentice will be trained in, and the occupation will be listed in the sponsor's program standards.

**Item 2a.** A **RAPIDS Code** is the numeric code of the occupation in the apprenticeable occupation list.

**Item 2b.** An **Occupational Information Network (O\*NET) Code** is an 8-digit code in the O\*NET data system (<https://www.onetonline.org/>).

**Item 2c.** **Interim Credential** (Certificate of Training) means an optional credential issued by the SAA, upon request of the appropriate sponsor, as certification of competency attainment by an apprentice.

**Item 3.** **Occupation Type** refers to the following three training approaches listed below.

**Item 3a.** A **Time-based Approach** measures skill acquisition through the individual apprentice's completion of at least 2,000 hours of on-the-job learning as described in a work process schedule.

**Item 3b.** A **Competency-based Approach** measures skill acquisition through the individual apprentice's successful demonstration of acquired skills and knowledge, as verified by the program sponsor. Programs utilizing this approach must still require apprentices to complete an on-the-job learning component of Registered Apprenticeship. The program standards must address how on-the-job learning will be integrated into the program, describe competencies, and identify an appropriate means of testing and evaluation for such competencies. An apprentice must be registered in an approved competency-based occupation for 12 calendar months of on-the-job-learning.

**Item 3c.** A **Hybrid Approach** measures the individual apprentice's skill acquisition through a combination of specified minimum number of hours of on-the-job learning and the successful demonstration of competency as described in a work process schedule.

**Item 4.** A **Term Length (Hrs., Mos., Yrs.)** of the occupation is based on the program sponsor's training approach as approved by the

- Item 5.** A **Probationary Period (Hrs. or Wks.)** is the number of hours or weeks of on-the-job learning during the apprentice's probationary period. A probationary period cannot exceed 25 percent of the term length of the occupation or one year, whichever is shorter.
- Item 6.** **Credit for Previous On-the-Job Learning Experience (Hrs., Mos., Yrs.)** is granted by the program sponsor based upon documented evidence provided by the apprentice. An apprentice must complete a minimum of six months on-the-job learning regardless of credits for previous experience awarded.
- Item 6a.** The **Term Remaining (Hrs., Mos., Yrs.)** is the difference between the term length of the on-the-job learning and the credits for previous experience awarded.
- Item 7.** **Credit for Previous Related Instruction Experience (Hrs., Mos., Yrs.)** is granted by the program sponsor based upon documented evidence provided by the apprentice.
- Item 9a.** **Total Length of Related Instruction** is the duration spent in related instruction in technical subjects related to the occupation, which is recommended to be not less than 144 hours per year.
- Item 10.** **Progressive Wage Schedule:**
- Item 10a.** **Apprentice's Entry Wage** (dollar amount paid): A sponsor enters this apprentice's entry wage.
- Item 10b.** **Journeyworker's (i.e., Experienced Worker's) Wage:** A sponsor enters the wage per unit (i.e., hourly, weekly, monthly, quarterly, semi-annually, or annually).
- Item 10c.** **Wage Rate Units:** A sponsor enters the apprentice schedule of pay for each advancement period based on the program sponsor's training approach (i.e., hourly, weekly, monthly, quarterly, semi-annually, annually, or competencies).
- Item 10d.** **Wage Rate:** Sponsor selects either percent of journeyworker (i.e., experienced worker) wage, dollar amount of wage, or both the percent of journeyworker wage and dollar amount of wage. If the sponsor selects "Both the percent of journeyworker wage and \$ amount of wage," the sponsor can enter a percentage or dollar amount for the wage in each period.
- Item 11.** **Complaints:** Identifies the individual or entity responsible for receiving complaints (29 CFR 29.7(k)).

**Part D: To Be Completed By Registration Agency**

- Item 4.** **Apprentice Identification Number:** RAPIDS encrypts the apprentice's social security number and generates a unique identification number to identify the apprentice. It replaces the social security number to protect the apprentice's privacy.

\*The Apprenticeship Agreement must contain, explicitly or by reference: A Social Security number, Individual Taxpayer Identification Number, or other unique identifier of the apprentice, unless a state policy or established agreement with the SAA protects the inclusion of such a field. If a social security number is provided, it will be shared with the USDOL for program management purposes, such as verification of the apprentice's period of employment and earnings to align with Department of Labor's job training and employment program performance indicators for measuring performance outcomes. The Office of Apprenticeship will use wage records through the State Wage Interchange System needs the apprentice's social security number to match this number against the employers' wage records. Also, the apprentice's social security number will be used, if appropriate, for purposes of the Davis Bacon Act of 1931, as amended, U.S. Code Title 40, Sections 276a to 276a-7, and Title 29 CFR part 5, to verify and certify to the U.S. Department of Labor, Wage and Hour Division, that the apprentice is a registered apprentice to ensure that the employer is complying with the geographic prevailing wage of the occupational classification. Failure to disclose an apprentice's social security number on this form will not affect the right to be registered as an apprentice. Civil and criminal provisions of the Privacy Act apply to any unlawful disclosure of social security numbers, which is prohibited.