

Employer Appendix or Occupation Appendix

ACI Learning

(Sponsor)

In the occupation of:

Occupation / Trade	NAICS Code	RAPIDS Code	O-Net Code
Cybersecurity Support Technician (Alternate Title: Information Security Analyst)	541519	2050CB	15-1212.00
Tech Support Specialist (Alternate Title: Computer User Support Specialist)	541519	2018CB	15-1232.00

EMPLOYER: ACI Learning

ADDRESS: 8663 Baypine Road, Building 4, Suite 104, Jacksonville, FL 32256

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OUTREACH JURISDICTIONAL AREA

Statewide

(Counties)

TABLE OF CONTENTS

Standards Reference		Page
	DEFINITIONS	3
SECTION XVI	TERM OF APPRENTICESHIP AND TRAINING APPROACH	3
SECTION XVII	PROBATIONARY PERIOD	4
SECTION XVIII	RATIO OF APPRENTICES	4
SECTION XIX	QUALIFICATIONS AND SELECTION PROCEDURES	4- 6
SECTION XX	AFFIRMATIVE ACTION WORKFORCE ANALYSIS	7
SECTION XXI	WORK PROCESS AND RELATED TECHNICAL INSTRUCTION	8-21
SECTION XXII	APPRENTICES WAGE SCHEDULE	22
SECTION XXIII	OFFICIAL ADOPTION OF APPRENTICESHIP STANDARDS APPENDIX	23

DEFINITIONS

For the purposes of this appendix. The following definitions apply:

COMPETENCY-BASED: An apprenticeship training approach that requires the attainment of manual, mechanical, or technical skills and knowledge, as specified by an occupation standard, and demonstrated by an appropriate written and hands-on proficiency measurement. A minimum of 2,000 hours of on-the-job training is required.

SECTION XVI – TERM OF APPRENTICESHIP AND TRAINING APPROACH – 6A-23.004(2)(b) FAC, 6A-23.004(2)(d) FAC

On-the-Job-Training:

The term of the apprenticeship shall be 2000 hours, approximately 12 months of continuous on-the-job employment (including the probationary period). Hours for related instruction are excluded.

Related Technical Instruction:

Apprentices employed under these standards shall complete a minimum of 328 hours each year of supplemental instruction in technical subjects related to the occupation.

Training Approach:

☐ Time-Based ☒ Competency-Based ☐ Hybrid ☐ Career-Lattice

****The Career-Lattice option is only applicable within a Competency-Based or Hybrid Training Approach. The issuing of interim credentials is the responsibility of the Participating Employer or Sponsor. The Career-Lattice requirements, if applicable, will be outlined in SECTION XXI.**

Related Instruction Delivery Method (select all that apply):

- ☒ Classroom
☐ Correspondence / Shop
☒ Web-Based Learning

Related Instruction Delivery Provider (select all that apply):

- ☒ Sponsor / Employer Facility
☐ Community College / Technical School
☐ Vocational School (Technical College / Center)
☐ Other (specify) _____

Related Instruction hours are provided (mark only one):

☐ During Work Hours; ☐ During Non-Work Hours; or ☒ During Work & Non-Work Hours

Are Wages Paid to the Apprentice During Related Technical Instruction? ☐ Yes ☒ No

Location(s) where related instruction will occur:

School Name:	ACI Learning
Address:	8663 Baypine Road, Building 4, Suite 104, Jacksonville, FL 32256
Contact:	Meghan Jurado
Phone:	(719) 596-4545
E-mail:	Meghan.jurado@acilearning.com

SECTION XVII – PROBATIONARY PERIOD – 6A-23.004(2)(h, s) FAC

Apprentices employed under these standards shall be subject to a probationary period during the first 500 hrs of the apprenticeship program, which cannot exceed twenty-five percent (25%) of the length of the program or one (1) year, whichever is shorter.

SECTION XVIII – RATIO OF APPRENTICES – 6A-23.004(2)(g) FAC

It shall be the responsibility of the apprenticeship committee/sponsor to ensure that the allowable ratio of apprentices to journeyworkers is consistently maintained in the program as a whole, by each participating employer, and on the job site.

- For **non-construction related** programs and participating employers in each apprenticeable occupation, the ratio of apprentices to journeyworkers consistent with proper supervision, training, safety, and continuity of employment or applicable provisions in collective bargaining agreements is 4 Apprentice(s) to 1 Journeyworker(s).

If the ratio for non-construction related programs is different from the construction related ratio, a variance must be requested by the Apprenticeship Committee or Program Sponsor and approved by the Department.

SECTION XIX – QUALIFICATIONS AND SELECTION PROCEDURES – 6A-23.004(2)(j) FAC, 29 CFR § 30.5

Applicants for apprenticeship shall meet minimum qualifications as outlined in this Appendix. These qualification standards, and the score required on any standard for admission to the applicant pool must be directly related to job performance, as shown by a statistical relationship between the score required for admission and performance in the apprenticeship program.

MINIMUM QUALIFICATIONS: Apprentice applicants must be able to meet all employment guidelines and requirements. All applicants will be considered without attention to race, color, religion, sex, sexual orientation, gender identity, national origin, veteran, or disability status and afforded equal opportunity.

a. **Age (Required)**

The minimum age qualification required by the Apprenticeship Committee, Sponsor, or Participating Employer for persons entering the Apprenticeship Program is: 16 years.

b. ☐ **Physical**

Applicants will be physically capable of performing the essential functions of the occupation, with or without a reasonable accommodation, and without posing a direct threat to the health and safety of the individual or others.

Applicants will provide:

c. ☒ **Education**

A high school diploma, General Educational Development (GED) equivalency or other high school equivalency credential is required. Applicant must provide an official transcript(s) for high school and any post-high school education. Applicant must submit the GED certificate or other high school equivalency credential if applicable.

d. ☐ **English Language**

Applicants must be able to read, write, and speak the English language in order to comprehend instructions on the job and in related training classes, and to ensure personal and co-worker safety on the job.

e. ☐ **Drivers' License**

Applicants must possess and maintain a current and valid drivers' license with picture I.D.

**Additional minimum qualifications may be added.

SELECTION PROCEDURES:

**** No matter which selection process an Apprenticeship Committee or Sponsor adopts, Veterans who have received discharges other than dishonorable discharges and Florida Registered Preapprentice Graduates shall, if qualified, receive the same priorities.**

The Apprenticeship Committee or Sponsor shall select apprentices from qualified applicants using any of the following appropriate selection methods examples:

1. ☐ **Selection on basis of rank from pool of eligible applicants:**

The Apprenticeship Committee or Sponsor may select apprentices from a pool of eligible applicants on the basis of the rank order of their scores on one or more qualification standards where there is a significant statistical relationship between rank order of scores and performance in the apprenticeship program. The selection of any qualification standards beyond minimum legal working age, the use of oral interviews, the notification of applicants, and the establishment of goals for the admission of minorities and women (minority and nonminority) into the pool of eligibles must proceed in accordance with the requirements of 29 CFR § 30.5(b)(1). A copy of the scoring chart/sheet/record used for ranking apprentices must be submitted.

Insert scoring chart/sheet/record here

2. ☐ **Random selection from pool of eligible applicants:**

The Apprenticeship Committee or Sponsor may select apprentices from a pool of eligible applicants on a random basis. The method of random selection is subject to approval by the Department. Supervision of the random selection process shall be by an impartial person or persons selected by the Apprenticeship Committee or Sponsor but not associated with the administration of the Apprenticeship Program. The time and place of the selection, and the number of apprentices to be selected, shall be announced. The place of the selection shall be open to all applicants and the public. The names of apprentices drawn by this method shall be posted immediately following the selection at the program sponsor's place of business.

3. ☐ **Selection from pool of current employees:**

The sponsor may select apprentices from an eligibility pool of the workers already employed or by the sponsor's established promotion policy. The sponsor adopting this method of selecting apprentices shall establish goals for the selection of minority and female apprentices, unless the sponsor concludes, in accordance with the provisions of 29 CFR §§ 30.4(d), (e), and (f) that it does not have deficiencies in terms of underutilization of minorities and/or women (minority and nonminority) in the apprenticeship of journeyworker occupations represented by the program.

4. ☒ **Alternative Selection Method:**

a. ☐ **Intent to Hire:**

- i. Applicants for apprenticeship must apply to the Apprenticeship Committee or Sponsor;
- ii. The applicant is screened by the Apprenticeship Committee or Sponsor on the basis of selection criteria (applicant minimum qualifications) approved by the Registration Agency;
- iii. Applicants who meet the screening requirements, and are accepted by the Apprenticeship Committee or Sponsor as eligible for apprenticeship, are then referred to participating employers who are hiring;
- iv. If the employer states in writing to the Apprenticeship Committee or Sponsor, their intent to hire an eligible applicant referred, that applicant is hired by the participating employer and registered by the Apprenticeship Committee or Sponsor.

b. ☒ **Any Other Method:**

The Apprenticeship Committee or Sponsor may select apprentices by any other method, including its present selection method, provided that the Sponsor meets the requirements listed in 29 CFR § 30.5(b)(4).

(Insert selection method here)

SELECTION PROCEDURES

- a. Each applicant will complete an open position application and submit all required documentation.
- b. 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. The minimum age is 16 and the minimum educational requirement is a high school diploma or GED.
- c. 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.
- d. The Human Resources Manager and Department Manager will make the final selection based upon occupational requirements and needs of the company.
- e. Selected applicants must respond to the notice of selection within 48 hours of notice via email. If an applicant cannot be reached by telephone or e-mail, their name will be passed and notification of missed opportunity will be sent via email. If no response is received within 15 days, applicant will be dropped from ranking list. If they respond after the opportunity has passed they will be notified of the missed opportunity

5. ☒ **Reinstatement:**

The program committee may reinstate apprentices previously registered to them within (2) years of their date of cancellation, without requiring these specific individuals to make application, meet minimum qualifications and then advance through the selection process. The program sponsor should include the process they use for reinstatement including previous apprentices in good standing with the program sponsor including timeframes that may exceed (2) years for reinstatement.

(ATR's should work with the program sponsor concerning their need to include a reinstatement process as appropriate)

SECTION XX – AFFIRMATIVE ACTION WORKFORCE ANALYSIS – 6A-23.004(2)(y) FAC**Occupation:** Tech Support Specialist (Alternate Title: Computer User Support Specialist)

Underutilization Factors:	
1. Total number of employers:	1
2. Total of employer(s) workforce:	11
3. Total journeyworkers employed by the employer(s) in the occupation:	11
4. Total female journeyworkers employed by the employer(s) in the occupation:	5
5. Total minorities journeyworkers employed by the employer(s) in the occupation:	3
6. Total youth journeyworkers age 16-24 employed by the employer(s) in the occupation:	0

** 7 thru 11 do not apply to new programs	
7. Total apprentices:	
8. Total female apprentices:	
9. Total minorities apprentices:	
10. Under-utilization of females:	%
11. Under-utilization of minorities:	%

Goals and Timetables (all future accessions at each interval):	
1. Percentage of all future accessions and at each interval to be females:	35%
2. Percentage of all future accessions and at each interval to be minorities:	35%

SECTION XXI – WORK PROCESS AND RELATED TECHNICAL INSTRUCTION – 6A-23.004(2)(c, d) FAC

WORK PROCESS SCHEDULE

Complete for each Apprenticesable Occupation.

Instructions:

Competency-based Occupation: Please provide the Work Process Schedule to include the Job Tasks (left column) required to complete the apprenticeship program.

OCCUPATION:	Cybersecurity Support Technician (Alternate Title: Information Security Analyst)		
O*NET CODE:	15-1212.00	RAPIDS CODE:	2050CB

Cybersecurity support technicians detect cyber threats and implement changes to protect an organization. A Security Operations Center (SOC) team typically has several tiers of cybersecurity professionals who are responsible for monitoring, directing, containing, and remediating IT threats. Cybersecurity professionals may be tasked with anything from installing, administering, and troubleshooting security solutions to creating security policies and training documents for colleagues. While other IT job roles are responsible for specific parts of the overall system, cybersecurity professionals must be able to take a step back in order to see the big picture and keep every aspect of the system secure from threats. They may progress in their knowledge and training to become security analysts, cloud security engineers, threat hunters, penetration testers, and compliance managers.

Work Process Schedule:

		Assessment:
Part 1 Basic Hardware	200	
1. Demonstrate knowledge of various mobile device types, their features, and purpose.	50	Mentor assessment
2. Demonstrate skills required to manage and troubleshoot computer hardware and peripheral devices.	50	
3. Demonstrate knowledge of common computer hardware and interfaces.	30	
4. Demonstrate skills required to troubleshoot general computer hardware issues and printer problems.	40	
5. Demonstrate skills required to configure peripherals, printers, and related applications to support external hardware.	30	
Part 2 Basic Networking	50	
6. Demonstrate knowledge of basic networking concepts (wired and wireless).	20	Mentor assessment
7. Demonstrate skills required to configure and troubleshoot device connectivity (LAN and Internet Access).	30	
Part 3 Cloud and Virtualization Technologies	100	

8. Demonstrate knowledge of cloud computing concepts, including cloud storage and security configurations	60	Mentor assessment
9. Demonstrate skills required to configure client-side virtualization, cloud storage applications, and file synchronization features.	40	
Part 4 Operating System Basics	100	
10. Demonstrate knowledge of important Microsoft Windows 10 (or current) operating system features and their purpose.	20	Mentor assessment
11. Demonstrate skills required to install, configure, and secure Microsoft Windows 10 (or current) operating system versions.	10	
12. Demonstrate skills required to troubleshoot Microsoft Windows operating system problems.	20	
13. Demonstrate knowledge of important Mac OS and Linux OS desktop operating system features and their purpose.	20	
14. Demonstrate skills required to configure, secure, and troubleshoot various operating systems Mac OS and Linux OS.	10	
15. Demonstrate skills required to troubleshoot mobile operating systems.	20	
Part 5 IT Security Basics	100	
16. Demonstrate knowledge of basic enterprise security concepts and wireless security protocols.	30	Mentor assessment
17. Demonstrate skills required to perform account management, configure wireless security, and detect and remove malware on workstations and mobile devices.	20	
18. Demonstrate skills to troubleshoot common computer security issues.	40	
19. Demonstrate skills required to troubleshoot application security issues.	30	
Part 6 General IT Operations	100	
20. Demonstrate knowledge of ticketing systems and documentation procedures.	20	Mentor assessment
21. Demonstrate knowledge of disaster recovery concepts and backup procedures.	20	

22. Demonstrate knowledge of licensing and privacy and policy concepts, including how to address prohibited content.	40	
23. Demonstrate knowledge of scripting languages, basic functions, and logic structures.	20	
Part 7 Network Fundamentals	100	
24. Demonstrate knowledge of the OSI model and relevant encapsulation concepts.	20	Mentor assessment
25. Demonstrate knowledge of network topologies and network types.	10	
26. Demonstrate knowledge of cables, types of connectors, and the purpose for each.	20	
27. Demonstrate skills required to configure a subnet and use appropriate IP addressing schemes.	20	
28. Demonstrate knowledge of ports, protocols, and services, as well as their purpose.	10	
29. Demonstrate knowledge of basic architecture concepts related to corporate and datacenter network environments.	10	
30. Demonstrate knowledge of cloud concepts and connectivity alternatives.	10	
Part 8 Network Implementations	100	
31. Demonstrate knowledge of network devices, their features, and placement within a network.	40	Mentor assessment
32. Demonstrate knowledge of routing technologies and concepts for bandwidth management.	10	
33. Demonstrate skills required to configure and deploy Ethernet switching solutions, including VLANs.	30	
34. Demonstrate skills required to deploy wireless standards configurations and technologies.	20	
Part 9 Network Operations	100	
35. Demonstrate skills required to leverage statistics and sensors in support of network availability.	40	Mentor assessment
36. Demonstrate knowledge of organizational documents and policies.	20	

37. Demonstrate knowledge of high availability and disaster recovery concepts.	40	
Part 10 Network Security	100	
38. Demonstrate knowledge of network security concepts.	30	Mentor assessment
39. Demonstrate knowledge of types of network attacks.	30	
40. Demonstrate skills required to implement network hardening techniques.	20	
41. Demonstrate knowledge of remote access techniques and related security risks.	20	
Part 11 Network Troubleshooting	100	
42. Demonstrate skills and best practices required to troubleshoot networking issues.	25	Mentor assessment
43. Demonstrate skills required to troubleshoot cable connectivity issues.	30	
44. Demonstrate skills required to use network software tools and commands.	25	
45. Demonstrate skills required to troubleshoot wireless connectivity issues.	20	
Part 12 Threats, Attacks, and Vulnerabilities	200	
46. Demonstrate knowledge of types of social engineering methods.	30	Mentor assessment
47. Demonstrate skills required to analyze potential signs to determine the type of attack.	40	
48. Demonstrate skills required to analyze potential signs related to application attacks, including network-based attacks.	30	
49. Demonstrate knowledge of threat actors, vectors, and intelligence sources.	40	
50. Demonstrate knowledge of security concerns related to several types of vulnerabilities.	30	
51. Demonstrate knowledge of methods used to assess organizational security, including compliance and security assessments and penetration tests.	30	
Part 13 Architecture and Design	200	

52. Demonstrate knowledge of foundational security concepts.	20	Mentor assessment
53. Demonstrate knowledge of virtualization and cloud computing concepts.	20	
54. Demonstrate knowledge of secure application development, deployment, and automation concepts.	20	
55. Demonstrate knowledge of concepts related to authentication and authorization design.	30	
56. Demonstrate skills required to deploy cybersecurity resilience.	30	
57. Demonstrate knowledge of security risks related to embedded and specialized systems.	30	
58. Demonstrate knowledge of physical security methods.	20	
59. Demonstrate knowledge of cryptographic concepts.	30	
Part 14 Implementation	200	
60. Demonstrate skills required to deploy host and application security solutions.	30	Mentor assessment
61. Demonstrate skills required to deploy secure network designs.	30	
62. Demonstrate skills required to apply configurations for wireless security.	30	
63. Demonstrate skills required to deploy secure mobile phones/devices.	40	
64. Demonstrate skills required to deploy cybersecurity solutions in a cloud environment.	40	
65. Demonstrate skills required to implement identity and account management controls, including public key infrastructure.	30	
Part 15 Operations and Incident Response	50	
66. Demonstrate knowledge of incident response policies, processes, and procedures.	10	Mentor assessment
67. Demonstrate skills required to leverage data sources in support of an investigation.	20	
68. Demonstrate skills required to implement mitigation techniques or controls to secure an environment.	10	

69. Demonstrate knowledge of important aspects related to digital forensics.	10	
Part 16 Governance, Risk and Compliance	50	
70. Demonstrate knowledge of relevant regulations, standards, or frameworks that impact the security posture of an organization.	20	Mentor assessment
71. Demonstrate knowledge of risk management processes and concepts.	20	
72. Demonstrate knowledge of privacy and sensitive data concepts as they relate to security.	10	
Part 17 Business Acumen	30	
73. 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.	20	Mentor assessment
74. Demonstrate a basic knowledge of the employer's brand messaging, its value proposition in the marketplace, and key success metrics.	10	
Part 18 Employability Skills	120	
75. Demonstrate skills to provide competent customer service using active listening and empathy during various interactions (e.g., in-person, over telephone, email, and chat).	10	Mentor assessment
76. Demonstrate ability to manage stress and other emotions in the workplace to reduce conflict, foster collaboration, and promote wellness.	10	
77. Demonstrate skills required to take and give productive critical feedback.	10	
78. Demonstrate skills required to problem-solve using critical thinking, clarifying questions, and knowing when to escalate a situation to a superior.	10	
79. Demonstrate skills to explain complex issues to non-technical customers without jargon or blaming.	10	
80. Demonstrate ability to conduct oneself with integrity, professionalism, and in accordance with organization policy and procedure.	10	
81. Demonstrate skills to communicate with colleagues, managers, and end users effectively and clearly, in a timely manner.	10	

82. Demonstrate ability to use language, tone of voice, and non-verbal communication to neutralize conflict in the workplace.	10	
83. Demonstrate skills required to collaborate effectively with team members from across the organization.	10	
84. Demonstrate ability to use respectful cross-cultural communication to work successfully across the organization and with diverse coworkers.	10	
85. Demonstrate knowledge required to manage time effectively, minimizing distractions to maintain productivity, prioritize work appropriately, and meet deadlines with situational awareness.	10	
86. Demonstrate ability to adapt to changing organizational landscape.	10	
Total Hours	2000	

RELATED TECHNICAL INSTRUCTION OUTLINE

<u>OCCUPATION:</u>	Cybersecurity Support Technician (Alternate Title: Information Security Analyst)		
<u>O*NET CODE:</u>	15-1212.00	<u>RAPIDS CODE:</u>	2050CB

Complete for each Apprenticesable Occupation.

Instructions:

Please provide the Related Instruction titles or classes (provided in classroom, on-line, in-company, etc.) (left column) and the approximate number of hours required to complete each instruction segment.

Related Instruction Descriptions:

Approximate Hours:

New Employee Skills	15
<ul style="list-style-type: none"> • Safety training • Company orientation including privacy and confidentiality • Tools (internal messaging apps, office applications) • Sexual harassment prevention • Anti-Harassment and Intimidation Training 	
Business Acumen	3
<ul style="list-style-type: none"> • Company vision, mission, and key success metrics • The company's products and services and value proposition in the market 	
Employability Skills	60
<ul style="list-style-type: none"> • Managing conflict 	

<ul style="list-style-type: none"> • Being an effective team member • Business communication etiquette • Interpersonal communication • Intercultural communication • Critical thinking • Time management • Workplace wellness and managing stress • Handling workplace change • Leading across generations and personalities • Understanding diversity, equity, and inclusion fundamentals 	
Technical and Professional Skills – CompTIA A+ Coursework and Certification	220
<ul style="list-style-type: none"> • Hardware – Identify, use, and connect hardware components and devices • Windows Operating System – Install and support Windows OS including command line and client support • Mobile Devices – Install and configure laptops and other mobile devices • Software Troubleshooting – Troubleshoot computer and mobile device issues including application security support • Networking – Explain types of networks and connections including TCP/IP, WIFI and SOHO • Other OS & technologies – Understand Mac OS, Linux and mobile OS • Hardware and Network Troubleshooting – Troubleshoot device and network issues • Security – Identify and protect against security vulnerabilities for devices and their network connections • Operational Procedures – Follow best practices for safety, environmental impacts, and communication and professionalism • CompTIA A+ CertMaster Learn, CompTIA Labs and CertMaster Practice (or similar courseware) • Pass CompTIA A+ exam 	
Technical and Professional Skills -CompTIA Network+ Coursework and Certification	158
<ul style="list-style-type: none"> • Network Fundamentals – OSI model layers and encapsulation concepts. Configuring a subnet and using appropriate IP addressing schemes. • Network implementation – Network devices, their features, and appropriate placement on the network. Configuring and deploying Ethernet switching features, including VLANs. • Network Operations – Using statistics and sensors to ensure network availability. High availability and disaster recovery concepts and solutions. • Network Security – Understand types of network attacks, remote access methods, and related security implications. • Network Troubleshooting – Use appropriate network software tools and commands. Configure and troubleshoot physical and wireless networks. • CompTIA Network+ CertMaster Learn, CompTIA Labs and CertMaster Practice (or similar courseware) • Pass CompTIA Network+ exam 	
Technical and Professional Skills – CompTIA Security+ Coursework and Certification	176

<ul style="list-style-type: none"> • Threats, Attacks, and Vulnerabilities • Architecture and Design • Implementation of Cybersecurity • Operations and Incident Response • Governance, Risk, and Compliance • CompTIA Security+ CertMaster Learn, CertMaster Labs (integrated) and CertMaster Practice (or similar courseware) • Pass Security+ exam 	
Cybersecurity Risk Management – edXCybersecurity Risk Management Certificate	96
<ul style="list-style-type: none"> • Threats, Attacks, and Vulnerabilities • Architecture and Design • Implementation of Cybersecurity • Operations and Incident Response • Governance, Risk, and Compliance • CompTIA Security+ CertMaster Learn, CertMaster Labs (integrated) and CertMaster Practice (or similar courseware) • Pass Security+ exam 	
Customer Engagement Skills – IBM Professional Certificate	25
(or similar customer service training) <ul style="list-style-type: none"> • Communication skills focused on clear concise communication and listening • Appropriate empathetic behavior such as such as patience, curiosity, and willingness to help • Problem solving to research an issue and help determine an appropriate resolution • Process adherence to ensure the proper flow and Service Level Agreements are met 	
Total Hours	753

WORK PROCESS SCHEDULE

Complete for each Apprenticeable Occupation.

Instructions:

Competency-based Occupation: Please provide the Work Process Schedule to include the Job Tasks (left column) required to complete the apprenticeship program.

OCCUPATION:	Tech Support Specialist (Alternate Title: Computer User Support Specialist)		
O*NET 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.

Work Process Schedule:

Assessment:

Part 1 Basic Hardware	300	
1. Demonstrate knowledge of various mobile device types, their features, and purpose.	75	Mentor assessment
2. Demonstrate skills required to manage and troubleshoot computer hardware and peripheral devices.	75	
3. Demonstrate knowledge of common computer hardware and interfaces.	45	
4. Demonstrate skills required to troubleshoot general computer hardware issues and printer problems.	60	
5. Demonstrate skills required to configure peripherals, printers, and related applications to support external hardware.	45	
Part 2 Basic Networking	200	
6. Demonstrate knowledge of basic networking concepts (wired and wireless).	80	Mentor assessment
7. Demonstrate skills required to configure and troubleshoot device connectivity (LAN and Internet Access).	120	
Part 3 Cloud and Virtualization Technologies	200	

8. Demonstrate knowledge of cloud computing concepts, including cloud storage and security configurations	120	
9. Demonstrate skills required to configure client-side virtualization, cloud storage applications, and file synchronization features.	80	
Part 4 Operating System Basics	300	
10. Demonstrate knowledge of important Microsoft Windows 10 operating system features and their purpose.	60	Mentor assessment
11. Demonstrate skills required to install, configure, and secure Microsoft Windows 10 operating system versions.	30	
12. Demonstrate skills required to troubleshoot Microsoft Windows operating system problems.	60	
13. Demonstrate knowledge of important Mac OS and Linux OS desktop operating system features and their purpose.	60	
14. Demonstrate skills required to configure, secure, and troubleshoot various operating systems Mac OS and Linux OS.	30	
15. Demonstrate skills required to troubleshoot mobile operating systems.	60	
Part 5 IT Security Basics	300	
16. Demonstrate knowledge of basic enterprise security concepts and wireless security protocols.	90	Mentor assessment
17. Demonstrate skills required to perform account management, configure wireless security, and detect and remove malware on workstations and mobile devices.	60	
18. Demonstrate skills to troubleshoot common computer security issues.	120	
19. Demonstrate skills required to troubleshoot application security issues.	90	
Part 6 General IT Operations	300	
20. Demonstrate knowledge of ticketing systems and documentation procedures.	60	Mentor assessment Foundation Coursework
21. Demonstrate knowledge of disaster recovery concepts and backup procedures.	60	

22. Demonstrate knowledge of licensing and privacy and policy concepts, including how to address prohibited content.	120	
23. Demonstrate knowledge of scripting languages, basic functions, and logic structures.	60	
Part 7 Business Acumen	160	
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.	80	Mentor assessment
25. Demonstrate a basic knowledge of the employer's brand messaging, its value proposition in the marketplace, and key success metrics.	80	
Part 8 Employability Skills	240	
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).	20	Mentor assessment
27. Demonstrate ability to manage stress and other emotions in the workplace to reduce conflict, foster collaboration, and promote wellness.	20	
28. Demonstrate skills required to take and give productive critical feedback.	20	
29. Demonstrate skills required to problem-solve using critical thinking, clarifying questions, and knowing when to escalate a situation to a superior.	20	
30. Demonstrate skills to explain complex issues to non-technical customers without jargon or blaming.	20	
31. Demonstrate ability to conduct oneself with integrity, professionalism, and in accordance with organization policy and procedure.	20	
32. Demonstrate skills to communicate with colleagues, managers, and end users effectively and clearly, in a timely manner.	20	
33. Demonstrate ability to use language, tone of voice, and non-verbal communication to neutralize conflict in the workplace.	20	
34. Demonstrate skills required to collaborate effectively with team members from across the organization.	20	

35. Demonstrate ability to use respectful cross-cultural communication to work successfully across the organization and with diverse coworkers.	20	
36. Demonstrate knowledge required to manage time effectively, minimizing distractions to maintain productivity, prioritize work appropriately, and meet deadlines with situational awareness.	20	
37. Demonstrate ability to adapt to changing organizational landscape.	20	
Total Hours	2000	

RELATED TECHNICAL INSTRUCTION OUTLINE

OCCUPATION:	Tech Support Specialist (Alternate Title: Computer User Support Specialist)		
O*NET CODE:	15-1232.00	RAPIDS CODE:	2018CB

Complete for each Apprenticeshipable Occupation.

Instructions:

Please provide the Related Instruction titles or classes (provided in classroom, on-line, in-company, etc.) (left column) and the approximate number of hours required to complete each instruction segment.

Related Instruction Descriptions:

Approximate Hours:

New Employee Skills	15
<ul style="list-style-type: none"> • Safety training • Company orientation including privacy and confidentiality • Tools (internal messaging apps, office applications) • Sexual harassment prevention • Anti-Harassment and Intimidation Training 	
Business Acumen	3
<ul style="list-style-type: none"> • Company vision, mission, and key success metrics • The company's products and services and value proposition in the market 	
Employability Skills	60
<ul style="list-style-type: none"> • Managing conflict • Being an effective team member • Business communication etiquette • Interpersonal communication • Intercultural communication 	

<ul style="list-style-type: none"> • Critical thinking • Time management • Workplace wellness and managing stress • Handling workplace change • Leading across generations and personalities • Understanding diversity, equity, and inclusion fundamentals 	
Technical and Professional Skills – CompTIA A+ Coursework and Certification	220
<ul style="list-style-type: none"> • Hardware – Identify, use, and connect hardware components and devices • Windows Operating System – Install and support Windows OS including command line and client support • Mobile Devices – Install and configure laptops and other mobile devices • Software Troubleshooting – Troubleshoot computer and mobile device issues including application security support • Networking – Explain types of networks and connections including TCP/IP, WIFI and SOHO • Other OS & technologies – Understand Mac OS, Linux and mobile OS • Hardware and Network Troubleshooting – Troubleshoot device and network issues • Security – Identify and protect against security vulnerabilities for devices and their network connections • Operational Procedures – Follow best practices for safety, environmental impacts, and communication and professionalism • CompTIA A+ CertMaster Learn, CompTIA Labs and CertMaster Practice (or similar courseware) • Pass CompTIA A+ exam 	
Help Desk Ticketing	5
<ul style="list-style-type: none"> • Ticketing systems and documentation best practices 	
Customer Engagement Skills – IBM Professional Certificate	25
<p>(or similar customer service training)</p> <ul style="list-style-type: none"> • Communication skills focused on clear concise communication and listening • Appropriate empathetic behavior such as such as patience, curiosity, and willingness to help • Problem solving to research an issue and help determine an appropriate resolution • Process adherence to ensure the proper flow and Service Level Agreements are met 	
TOTAL HOURS	328

SECTION XXII – APPRENTICE WAGE SCHEDULE - 6A-23.004(2)(e) FAC

Apprentices shall be paid a progressively increasing schedule of wages based on a percentage and a dollar amount of the current hourly journeyworker wage rate, which is: \$ 31/hr, as of 9 / 12 / 2022.

Occupation: Cybersecurity Support Technician (Alternate Title: Information Security Analyst)

Period of Training	Percent of Journeyworker's Rate	Apprentice's Hourly Rate
1 st 06 months (1000 hours)	77.4%	\$24/hr
2 nd 06 months (1000 hours)	88.7%	\$27.50/hr

Apprentices shall be paid a progressively increasing schedule of wages based on a percentage and a dollar amount of the current hourly journeyworker wage rate, which is: \$ 19.50/hr, as of 9 / 12 / 2022.

Occupation: Tech Support Specialist (Alternate Title: Computer User Support Specialist)

Period of Training	Percent of Journeyworker's Rate	Apprentice's Hourly Rate
1 st 06 months (1000 hours)	69.2%	\$13.50/hr
2 nd 06 months (1000 hours)	84.6%	\$16.50/hr

SECTION XXIII – LISTING OF PARTICIPATING EMPLOYERS – 6A-23.004(2)(w) FAC

Each Employer wishing to participate in this registered apprenticeship program shall sign a Participating Employer's Agreement with the Sponsor, unless otherwise provided for in a collective bargaining agreement and in so doing, will accept the requirements of the program standards. The Program Sponsor shall provide an executed copy of the signed Participating Employer's Agreement to the Registration Agency and the cancellation thereof.

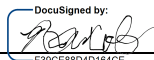
Participating Employer	Participating Employer
EK3 Technologies	

OFFICIAL ADOPTION OF APPRENTICESHIP STANDARDS APPENDIX

ACI Learning

(Program Name)

hereby adopts this Appendix on this 29th day of September / 2022.

DocuSigned by:

F39C8884D164CE

Signature of Program Chairperson / Secretary


Director of Compliance

Title/Affiliation

Meghan Jurado

Printed Name

REVIEWED BY:


Apprenticeship & Training Representative

10/03/2022

Date

REVIEWED

REGISTERED

APPROVED

FLORIDA DEPARTMENT OF EDUCATION
DIVISION OF CAREER AND ADULT EDUCATION - APPRENTICESHIP



Authorized Official - Registration Agency

10/14/2022

Date