

U.S. Department of Labor Employment and Training Administration Office of Apprenticeship (OA) Washington, D.C. 20210	<u>Distribution:</u> A-541 Headquarters A-544 All Field Tech A-547 SD+RD+SAA+; Lab.Com  Apprenticeship USA	<u>Subject:</u> New National Guidelines for Apprenticeship Standards for the International Hearing Society <u>Code:</u> 400.1
Symbols: DSNIP/FJH	Action: Immediate	

PURPOSE: To inform the staff of OA and the State Apprenticeship Agencies (SAA), Registered Apprenticeship program sponsors and other Registered Apprenticeship partners of the approval of new National Guidelines for Apprenticeship Standards for the International Hearing Society.

BACKGROUND: These new National Guidelines for Apprenticeship Standards, submitted by Ms. Alissa Parady, Director of Government Affairs, on behalf of the International Hearing Society, were approved by the OA Administrator on June 2, 2015. These new National Guidelines for Apprenticeship Standards are a model for developing local apprenticeship programs registered with the OA or a SAA for all the occupation Hearing Aid Specialist.

ACTION: The OA staff should familiarize themselves with this bulletin. A copy of the new National Guidelines for Apprenticeship Standards and the Work Process Schedule and Related Instruction Outlines are attached.

If you have any questions, please contact Felecia Hart, Team Leader, Division of Standards and National Industry Promotion, at (202) 693-3792.

NOTE: This bulletin is being sent via electronic mail.

Attachments

- NG Standards National Office Certific
- NG Standards
- Appendix A
- Appendix B From 671
- Appendix C Affirmative Action Plan
- Appendix D Selection Procedures
- Appendix E Employer Acceptance Agreeemer

NEW

NATIONAL
GUIDELINES FOR
APPRENTICESHIP STANDARDS

developed by

INTERNATIONAL HEARING SOCIETY

for the occupation of

HEARING AID SPECIALIST

O*NET-SOC CODE: 29-2092.00

RAPIDS CODE: 2033CB

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

**APPROVED AND CERTIFIED BY THE
U.S. DEPARTMENT OF LABOR
OFFICE OF APPRENTICESHIP**

**BY: _____/s/_____
JOHN V. LADD, ADMINISTRATOR
OFFICE OF APPRENTICESHIP**

CERTIFICATION DATE: June 2, 2015

CERTIFICATION NUMBER: C-2015-03

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FOREWORD

The International Hearing Society recognizes the need for structured training programs to maintain the high level of skill and competence demanded in the Healthcare industry. Registered apprenticeship is the most practical and sound training system available to meet that need, to develop individuals into skilled journeyworkers, and to ensure industry an adequate supply of skilled workers.

Title 29, Code of Federal Regulations (CFR), § 29, outlines the requirements for registration of acceptable apprenticeship programs for Federal purposes, and sets forth labor standards that safeguard the welfare of apprentices. Such registration may be by the U. S. Department of Labor, Office of Apprenticeship, or by a State Apprenticeship Agency recognized by the Office of Apprenticeship as the appropriate body in that State for approval of local apprenticeship programs for Federal purposes. 29, CFR § 30 sets forth the requirements for equal employment opportunity in apprenticeship to which all registered apprenticeship programs must adhere.

The purpose of these National Guidelines for Apprenticeship Standards (National Guideline Standards) is to provide policy and guidance to local sponsors in developing these Standards for Apprenticeship for local approval and registration. These National Guideline Standards developed by the sponsor are certified by the U. S. Department of Labor, Office of Apprenticeship as substantially conforming to the requirements of 29, CFR §§ 29 and 30. State Apprenticeship Agencies recognized by the Office of Apprenticeship to register local programs, and/or local laws and regulations, may impose additional requirements that must be addressed in the local apprenticeship standards.

Local Standards of Apprenticeship must be developed and registered by each sponsor that undertakes to carry out an apprenticeship-training program. The local Standards of Apprenticeship will be the sponsor's written plan outlining all terms and conditions for the recruitment, selection, employment, training, and supervision of apprentices as subscribed by the sponsor, and must meet all the requirements of the Registration Agency.

The establishment of local apprenticeship programs under these National Guideline Standards will provide the sponsor with a skilled and versatile work force at each of its locations by providing apprentices the opportunity to become journeyworkers through an organized and properly supervised program of training, practical experience and related instruction.

DEVELOPMENT OF AFFIRMATIVE ACTION PLAN AND SELECTION PROCEDURES

Equal employment opportunity is required of every registered apprenticeship program. Such requirements apply to the recruitment, selection, employment, and training of apprentices throughout their apprenticeship.

Those programs with 5 or more apprentices, or where there is a likelihood of 5 or more apprentices, must have a written Affirmative Action Plan and Selection Procedures that is approved by the Registration Agency as part of the Standards of Apprenticeship.

A sample Affirmative Action Plan and Selection Procedures are attached.

Representatives of the Registration Agency are available to assist the local sponsor in developing its Standards of Apprenticeship, Affirmative Action Plan and Selection Procedures using the sample provided. Once developed, the Standards of Apprenticeship, as well as the Affirmative Action Plan and Selection Procedures must be submitted to the Registration Agency for approval and registration. Company Affirmative Action Plan's and Selection Procedures (hiring process) may be considered in lieu of utilizing the samples provided if they meet all of the requirements of 29, CFR § 30.

OFFICIAL ADOPTION OF NATIONAL GUIDELINES FOR APPRENTICESHIP STANDARDS:

The International Hearing Society hereby adopts these Standards of Apprenticeship on this 22nd day of April 2015.

Sponsor(s) may designate the appropriate person(s) to sign the Standards on their behalf.

_____/s/_____
Signature of Sponsor (*designee*)

Signature of Sponsor (*designee*)

Kathleen E. Mennillo
Printed Name

Printed Name

(SAMPLE)

STANDARDS OF APPRENTICESHIP

DEVELOPED BY

(INSERT SPONSOR NAME)

FOR THE OCCUPATION OF

HEARING AID SPECIALIST

O*NET-SOC CODE: 29-2092.00

RAPIDS CODE: 2033CB

**APPROVED BY
U.S. DEPARTMENT OF LABOR
OFFICE OF APPRENTICESHIP**

Regional Director, Region X

REGISTRATION DATE: _____

RAPIDS REGISTRATION NUMBER: _____

These "model" national guidelines for apprenticeship standards are an example of how to develop apprenticeship standards that will comply with 29 CFR §§ 29 and 30 when tailored to a sponsor's apprenticeship program. These model standards do not create new legal requirements or change current legal requirements. The legal requirements related to apprenticeship that apply to registered apprenticeship programs are contained in 29 U.S.C. 50 and 29 CFR §§ 29 and 30. Every effort has been made to ensure that the information in the model apprenticeship standards is accurate and up-to-date.

**REGISTERED AS PART OF THE NATIONAL APPRENTICESHIP PROGRAM
IN ACCORDANCE WITH THE BASIC STANDARDS OF APPRENTICESHIP
ESTABLISHED BY THE SECRETARY OF LABOR**

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TABLE OF CONTENTS

		Page
Foreword.....		iii
SECTION I	Program Administration	1
SECTION II	Equal Opportunity Pledge.....	2
SECTION III	Affirmative Action Plan and Selection Procedures	2
SECTION IV	Qualifications for Apprenticeship.....	2
SECTION V	Apprenticeship Agreement	3
SECTION VI	Supervision of Apprentices and Ratios.....	3
SECTION VII	Term of Apprenticeship.....	3
SECTION VIII	Probationary Period.....	4
SECTION IX	Hours of Work	4
SECTION X	Apprentice Wage Progression.....	4
SECTION XI	Credit for Previous Experience.....	5
SECTION XII	Work Experience	5
SECTION XIII	Related Instruction.....	5
SECTION XIV	Safety and Health Training.....	6
SECTION XV	Maintenance of Records	6
SECTION XVI	Certificate of Completion of Apprenticeship	7
SECTION XVII	Notice to Registration Agency	7
SECTION XVIII	Registration, Cancellation, and Deregistration.....	7
SECTION XIX	Amendments and Modifications	7
SECTION XX	Adjusting Differences; Complaint Procedure.....	8
SECTION XXI	Transfer of an Apprentice and Training Obligation.....	9
SECTION XXII	Responsibilities of the Apprentice	9
SECTION XXIII	Technical Assistance	9
SECTION XXIV	Definitions.....	10
SECTION XXV	Official Adoption of Apprenticeship Standards.....	13
Appendix A - Work Process Schedule and Related Instruction Outline		
Appendix B - Sample Apprenticeship Agreement		
Appendix C - Template Affirmative Action Plan		
Appendix D - Qualifications and Selection Procedures		
Appendix E - Employer Acceptance Agreement		

FOREWORD

These **(Insert Sponsor Name)** apprenticeship standards have as their objective the training of Hearing Aid Specialist skilled in all phases of the industry. The sponsor recognizes that in order to accomplish this, there must be well-developed on-the-job learning combined with related instruction.

This recognition has resulted in the development of these standards of apprenticeship. They were developed in accordance with the basic standards recommended by the U.S. Department of Labor, Office of Apprenticeship, as a basis from which the sponsor can work to establish an apprenticeship training program that meets the particular needs of the area.

SECTION I – PROGRAM ADMINISTRATION (EXAMPLES)

Program Sponsors will be responsible for the administration of all aspects of the Registered Apprenticeship program. Sponsor means any person, association, committee, or organization operating an apprenticeship program and in whose name the program is (or is to be) registered or approved.

Responsibilities of the Sponsor

- A. Cooperate in the selection of apprentices as outlined in this program.
- B. Ensure that all apprentices are under written apprenticeship agreements.
- C. Review and recommend apprenticeship activities in accordance with this program.
- D. Establish the minimum standards of education and experience required of apprentices.
- E. Register the local apprenticeship standards with the Registration Agency.
- F. Hear and resolve all complaints of violations of apprenticeship agreements.
- G. Arrange evaluations of apprentices' progress in manipulative skills and technical knowledge.
- H. Maintain records of all apprentices, showing their education, experience, and progress in learning the occupation.
- I. Certify to the Registration Agency that apprentices have successfully completed their apprenticeship program.
- J. Notify, within 45 days, the Registration Agency of all new apprentices to be registered, credit granted, suspensions for any reason, reinstatements, extensions, completions and cancellations with explanation of causes.
- K. Supervise all the provisions of the local standards and be responsible, in general, for the successful operation of the standards by performing the duties here listed. Cooperate with public and private agencies, which can be of assistance in obtaining publicity to develop public support of apprenticeship. Keep in contact with all parties concerned, including apprentices, employers, and journeyworkers.
- L. Provide each apprentice with a copy of these standards, along with any applicable written rules and policies. Require the apprentice to sign an acknowledgment receipt of same. Follow this procedure whenever revisions or modifications are made to the rules and policies.
- M. When notified that an apprentice's related instruction or on-the-job progress is found to be unsatisfactory, the sponsor will determine whether the apprentice should continue in a probationary status and may require the apprentice to repeat a process or series of processes before advancing to the next wage classification. Should it be found in the course of this determination that the apprentice does not have the ability or desire to continue the training to become a journeyworker, the sponsor will, after the apprentice has been given adequate assistance and opportunity for corrective action, terminate the apprenticeship agreement, as provided in 29 CFR § 29. 7(h)(1)(2)(i) and (ii).
- N. The sponsor will provide each registered apprentice with continuous employment sufficient to provide the opportunity for completion of his or her apprenticeship program. If the sponsor is unable to fulfill its training and/or employment obligation in conformance with these standards, the sponsor will, per Section XXIII of these standards

and with the apprentice's consent, make a good-faith effort to facilitate a transfer of the apprentice to another registered sponsor for completion of the apprenticeship.

If conditions of business make it necessary to temporarily suspend the period of apprenticeship. Apprentices suspended for this reason will be given the opportunity to resume their active apprenticeships before any additional apprentices are employed. The suspension and reinstatement of apprentices shall be done in relation to retention of the most advanced apprentice and in accordance with the company policy for breaks in seniority.

SECTION II - EQUAL OPPORTUNITY PLEDGE – 29 CFR §§ 29.5(b)(21) and 30.3(b)

The recruitment, selection, employment, and training of apprentices during their apprenticeship shall be without discrimination because of race, color, religion, national origin, or sex. The sponsor will take affirmative action to provide equal opportunity in apprenticeship and will operate the apprenticeship program as required under 29 CFR § 30 (insert state regulations here, if applicable).

SECTION III - AFFIRMATIVE ACTION PLAN AND SELECTION PROCEDURES – 29 CFR §§ 29.5(b)(21), 30.4, and 30.5

Sponsors with 5 or more registered apprentices are required to adopt an affirmative action plan (Appendix C) and selection procedures (Appendix D), which will become part of these standards of apprenticeship. The Office of Apprenticeship encourages the development of these two plans for all programs regardless of apprentice numbers. However, for programs with fewer than 5 apprentices, these plans are not required, and the sponsor may continue to select apprentices in conformance with its current human resources and equal employment opportunity hiring policies.

SECTION IV - QUALIFICATIONS FOR APPRENTICESHIP – 29 CFR § 29.5(b)(10) (EXAMPLES)

Applicants will meet the following minimum qualifications. 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 to the pool and performance in the apprenticeship program:

A. Age

Minimum qualifications required by the sponsor for persons entering the apprenticeship program, with an eligible starting age not less than 16 years.

B. Education

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

C. Physical

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

SECTION V - APPRENTICESHIP AGREEMENT - 29 CFR §§ 29.3(d), 29.3(e), and 29.5(b)(11)

After an applicant for apprenticeship has been selected, but before employment as an apprentice or enrollment in related instruction, the apprentice will be covered by a written apprenticeship agreement (Appendix B) which can be submitted electronically through the Registered Apprenticeship Partners Information Data System, using the Apprentice Electronic Registration process by the sponsor and the apprentice and approved by and registered with the Registration Agency. Such agreement will contain a statement making the terms and conditions of these standards a part of the agreement as though expressly written therein. The sponsor shall provide a copy of the apprenticeship agreement to the apprentice, the Registration Agency, and the employer. An additional copy will be provided to the veteran's state approving agency for those veteran apprentices desiring access to any benefits to which they are entitled.

Prior to signing the apprenticeship agreement, each selected applicant will be given an opportunity to read and review these standards, the sponsor's written rules and policies, and the apprenticeship agreement.

The Registration Agency will be advised within 45 days of the execution of each apprenticeship agreement and will be given all the information required for registering the apprentice.

SECTION VI - SUPERVISION OF APPRENTICES AND RATIOS - 29 CFR § 29.5(b)(14) and 29 CFR § 29.5(b)(7)

No apprentice shall work without proper or adequate supervision of the journeyworker.

For the purpose of these apprenticeship standards, adequate or proper supervision of the apprentice means the apprentice is under the supervision of a fully qualified journeyworker or supervisor at all times who is responsible for making work assignments, providing OJL, and ensuring safety at the worksite.

To adequately or properly supervise an apprentice does not mean the apprentice must be within eyesight or reach of the supervisor, but that the supervisor knows what the apprentice is working on; is readily available to the apprentice; and is making sure the apprentice has the necessary instruction and guidance to perform tasks safely, correctly, and efficiently.

The sponsor shall establish a numeric ratio of apprentices to fully proficient workers (journeyworkers) consistent with proper supervision, training, safety, and continuity of employment throughout the apprenticeship. The ratio language must be specific and clearly described as to its application to the jobsite, workforce, department, or plant. The ratio of apprentices to fully proficient workers (journeyworkers) will be 2 apprentices to 1 journeyworker, as noted in Appendix A.

SECTION VII - TERM OF APPRENTICESHIP - 29 CFR § 29.5(b)(2)

The term of the occupation will be Competency-based supplemented by the required hours of related instruction as stated on the Work Process Schedule and Related Instruction Outline (Appendix A).

SECTION VIII - PROBATIONARY PERIOD – 29 CFR §§ 29.5(b)(8) and 29.5(b)(20)

Every applicant selected for apprenticeship will serve a probationary period. The probationary period cannot exceed 25 percent of the length of the program or 1 year, whichever is shorter. The probationary period shall be **(Insert Length)**.

During the probationary period, either the apprentice or the sponsor may terminate the apprenticeship agreement, without stated cause, by notifying the other party in writing. The records for each probationary apprentice will be reviewed prior to the end of the probationary period. Records may consist of periodic reports regarding progression made in both the OJL and related instruction, and any disciplinary action taken during the probationary period.

Any probationary apprentice evaluated as satisfactory after a review of the probationary period will be given full credit for the probationary period and continue in the program.

After the probationary period, the apprenticeship agreement may be cancelled at the request of the apprentice or may be suspended or cancelled by the sponsor for reasonable cause after documented due notice to the apprentice and a reasonable opportunity for corrective action. In such cases, the sponsor will provide written notice to the apprentice and to the Registration Agency of the final action taken.

SECTION IX - HOURS OF WORK

Apprentices will generally work the same hours as fully proficient workers (journeyworkers), except that no apprentice will be allowed to work overtime if it interferes with attendance in related instruction classes.

Apprentices who do not complete the required competencies of OJL during a given segment will have the term of that segment extended until they have accrued the required competencies.

SECTION X - APPRENTICE WAGE PROGRESSION – 29 CFR § 29.5(b)(5)

Apprentices will be paid a progressively increasing schedule of wages and fringe benefits during their apprenticeship based on the acquisition of increased skill and competence on the job and in related instruction. Before an apprentice is advanced to the next segment of training or to fully proficient or journeyworker status, the sponsor will evaluate all progress to determine whether advancement has been earned by satisfactory performance in OJL and in related instruction courses. In determining whether satisfactory progress has been made, the sponsor will be guided by the work experience and related instruction records and reports.

The progressive wage schedule and fringe benefits will be an increasing percentage of the fully proficient or journeyworker wage rate. The percentages that will be applied to the applicable fully proficient or journeyworker rate are shown on the attached Work Process Schedule and Related Instruction Outline (Appendix A). In no case will the starting wages of apprentices be less than that required by any minimum wage law that may be applicable.

SECTION XI - CREDIT FOR PREVIOUS EXPERIENCE – 29 CFR §§ 29.5(b)(12) and 30.4(c)(8)

The sponsor may grant credit toward the term of apprenticeship to new apprentices. Credit will be based on demonstration of previous skills or knowledge equivalent to those identified in these standards.

Apprentice applicants seeking credit for previous experience gained outside the supervision of the sponsor must submit the request at the time of application and furnish such records or affidavits to substantiate the claim. An applicant who is a veteran and who wishes to receive consideration for military training and/or experience must submit a DD-214. Applicants requesting credit for previous experience who are selected into the apprenticeship program will start at the beginning wage rate. The request for credit will be evaluated and a determination made by the sponsor during the probationary period, when actual on-the-job and related instruction performance can be examined. Prior to completion of the probationary period, the amount of credit to be awarded will be determined after review of the apprentice's previous work and training/education record and evaluation of the apprentice's performance and demonstrated skill and knowledge during the probationary period.

An apprentice granted credit will be advanced to the wage rate designated for the period to which such credit accrues. The Registration Agency will be advised of any credit granted and the wage rate to which the apprentice is advanced.

The granting of advanced standing will be uniformly applied to all apprentices.

SECTION XII - WORK EXPERIENCE – 29 CFR § 29.5(b)(3)

During the apprenticeship, the apprentice will receive OJL and related instruction in all phases of the occupation necessary to develop the skill and proficiency of a skilled journeyworker. The OJL will be under the direction and guidance of the apprentice's supervisor.

SECTION XIII - RELATED INSTRUCTION – 29 CFR § 29.5(b)(4)

Every apprentice is required to participate in coursework related to the job as outlined in Appendix A. A minimum of 144 hours of related instruction is recommended for each year of the apprenticeship. Apprentices agree to take such courses as the sponsor deems advisable. The sponsor will secure the instructional aids and equipment it deems necessary to provide quality instruction. In cities, towns, or areas having no vocational schools or other schools that can furnish related instruction, the sponsor may require apprentices to complete the related instruction requirement through electronic media or other instruction approved by the Registration Agency.

Apprentices **(Sponsor inserts "will" or "will not")** be paid for hours spent attending related instruction classes.

The sponsor will inform each apprentice of the availability of college credit (if applicable).

Any apprentice who is absent from related instruction will satisfactorily complete all coursework missed before being advanced to the next period of training. In cases of failure of an apprentice to fulfill the obligations regarding related instruction without due cause, the sponsor will take

appropriate disciplinary action and may terminate the apprenticeship agreement after due notice to the apprentice and opportunity for corrective action.

To the extent possible, related instruction will be closely correlated with the practical experience and training received on the job. The sponsor will monitor and document the apprentice's progress in related instruction classes.

The sponsor will secure competent instructors whose knowledge, experience, and ability to teach will be carefully examined and monitored. The sponsor may require the instructors to attend instructor training to meet the requirements of 29 CFR § 29.5(b)(4)(i)(ii) or state regulations.

SECTION XIV - SAFETY AND HEALTH TRAINING – 29 CFR § 29.5(b)(9)

All apprentices will receive instruction in safe and healthful work practices both on the job and in related instruction that are in compliance with the Occupational Safety and Health Administration standards promulgated by the Secretary of Labor under 29 U.S.C. 651 et seq., as amended, or state standards that have been found to be at least as effective as the federal standards.

SECTION XV - MAINTENANCE OF RECORDS – 29 CFR §§ 29.5(b)(6), 29.5(b)(23), and 30.8

Program sponsors are responsible for maintaining, at a minimum, the following records:

- summary of the qualifications of each applicant;
- basis for evaluation and for selection or rejection of each applicant;
- records pertaining to interview;
- the original application;
- records of each apprentice's OJL;
- related instruction reviews and evaluations;
- progress evaluations;
- record of job assignments, promotions, demotions, layoffs, or terminations, rates of pay; and
- any other actions pertaining to the apprenticeship

Program sponsors will also maintain all records relating to apprenticeship applications (whether selected or not), including, but not limited to, the sponsor's outreach, recruitment, interview, and selection process. Such records will clearly identify minority and female (minority and nonminority) applicants and must include, among other things, the basis for evaluation and for selection or rejection of each applicant. For a complete list of records that each sponsor is required to maintain under 29 CFR § 30, please refer to 29 CFR § 30.8.

All such records are the property of the sponsor and will be maintained for a period of 5 years from the date of last action. They will be made available to the Registration Agency upon request.

SECTION XVI - CERTIFICATE OF COMPLETION OF APPRENTICESHIP - 29 CFR § 29.5(b)(15)

Upon an apprentice's satisfactory completion of the requirements of the apprenticeship program established within these standards, the sponsor will so certify the completion to the Registration Agency and request that a Certificate of Completion of Apprenticeship be awarded to the completing apprentice. The Registration Agency may require that a record of completed OJL and related instruction for the apprentice accompany such requests.

SECTION XVII - NOTICE TO REGISTRATION AGENCY - 29 CFR §§ 29.3(d), 29.3(e), and 29.5(b)(19)

The Registration Agency must be notified within 45 days of any apprentice action - e.g., registered, reinstated, extended, modified, granted credit, completed, transferred, suspended, canceled - and a statement of the reasons therefor.

SECTION XVIII - REGISTRATION, CANCELLATION, AND DEREGISTRATION - 29 CFR §§ 29.5(b)(18), 29.8(a)(2), and 29.8(b)(8)

These standards will, upon adoption by the sponsor, be submitted to the Registration Agency for approval. Such approval will be acquired before implementation of the program.

The sponsor reserves the right to discontinue at any time the apprenticeship program set forth herein. The sponsor will notify the Registration Agency within 45 days in writing of any decision to cancel the program.

The Registration Agency may initiate deregistration of these standards for failure of the sponsor to abide by the provisions herein. Such deregistration will be in accordance with the Registration Agency's regulations and procedures.

The sponsor will notify each apprentice of the cancellation of the program and the effect of same. If the apprenticeship program is cancelled at the sponsor's request, the sponsor will notify the apprentice(s) within 15 days of the date of the Registration Agency's acknowledgment of the sponsor's request. If the Registration Agency orders the deregistration of the apprenticeship program, the sponsor will notify the apprentice(s) within 15 days of the effective date of the order. This notification will conform to the requirements of 29 CFR § 29.8.

SECTION XIX - AMENDMENTS AND MODIFICATIONS - 29 CFR § 29.5(b)(18)

These standards may be amended or modified at any time by the sponsor provided that no amendment or modification adopted will alter any apprenticeship agreement in force at the time without the consent of all parties. Such amendment or modification will be submitted to the Registration Agency for approval and registration prior to being placed in effect. A copy of each amendment or modification adopted will be furnished to each apprentice to whom the amendment or modification applies.

SECTION XX - ADJUSTING DIFFERENCES; COMPLAINT PROCEDURE – 29 CFR §§ 29.5(b)(22), 29.7(k), and 30.11

The sponsor will have full authority to enforce these standards. Its decision will be final and binding on the employer, the sponsor, and the apprentice, unless otherwise noted below.

If an applicant or an apprentice believes an issue exists that adversely affects his/her participation in the apprenticeship program or violates the provisions of the apprenticeship agreement or standards, the applicant or apprentice may seek relief through one or more of the following avenues, based on the nature of the issue:

29 CFR § 29.7(k)

The sponsor will hear and resolve all complaints of violations concerning the apprenticeship agreement and the registered apprenticeship standards for which written notification is received within 15 days of the alleged violations. The sponsor will make such rulings as it deems necessary in each individual case within 30 days of receiving the written notification. Either party to the apprenticeship agreement may consult with the Registration Agency for an interpretation of any provision of these standards over which differences occur. The name and address of the appropriate authority to receive, process, and dispose of complaints is **(The sponsor should insert applicable contact information here)**.

29 CFR § 30.11

Any apprentice or applicant for apprenticeship who believes that he/she has been discriminated against on the basis of race, color, religion, national origin, or sex with regard to apprenticeship or that the equal opportunity standards with respect to his/her selection have not been followed in the operation of an apprenticeship program may, personally or through an authorized representative, file a complaint with the Registration Agency or, at the apprentice or applicant's election, with the private review body established by the program sponsor (if applicable).

The complaint shall be in writing and shall be signed by the complainant. It must include the name, address, and telephone number of the person allegedly discriminated against, the program sponsor involved, and a brief description of the circumstances of the failure to apply the equal opportunity standards provided in 29 CFR § 30.

The complaint must be filed not later than 180 days from the date of the alleged discrimination or specified failure to follow the equal opportunity standards, and in the case of complaints filed directly with the review body designated by the program sponsor to review such complaints, any referral of such complaint by the complainant to the Registration Agency must occur within the time limitation stated above or 30 days from the final decision of such review body, whichever is later. The time may be extended by the Registration Agency for good cause shown.

Complaints of discrimination and failure to follow equal opportunity standards in the apprenticeship program may be filed and processed under 29 CFR § 30 and the procedures set forth above.

The sponsor shall provide written notice of its complaint procedure to all applicants for apprenticeship and all apprentices.

SECTION XXI - TRANSFER OF AN APPRENTICE AND TRAINING OBLIGATION - 29 CFR § 29.5(13)

The transfer of an apprentice between apprenticeship programs and within an apprenticeship program must be based on agreement between the apprentice and the affected apprenticeship committees or program sponsors and must comply with the following requirements:

- i. The transferring apprentice must be provided a transcript of related instruction and OJL by the committee or program sponsor;
- ii. Transfer must be to the same occupation; and
- iii. A new apprenticeship agreement must be executed when the transfer occurs between the program sponsors.

The apprentice must receive credit from the new sponsor for the training already satisfactorily completed.

SECTION XXII - RESPONSIBILITIES OF THE APPRENTICE (EXAMPLES)

Apprentices, having read these standards formulated by the sponsor, agree to all the terms and conditions contained herein and agree to abide by the sponsor's rules and policies, including any amendments, and to serve such time, perform such manual training, and study such subjects as the sponsor may deem necessary to become a skilled journeyworker.

In signing the apprenticeship agreement, apprentices assume the following responsibilities and obligations under the apprenticeship program:

- A. Maintain and make available such records of work experience and training received on the job and in related instruction as may be required by the sponsor.
- B. Develop and practice safe working habits and work in such a manner as to assure his/her personal safety and that of fellow workers.
- C. Work for the employer to whom the apprentice is assigned for the duration of the apprenticeship, unless the apprentice is reassigned to another employer or the apprenticeship agreement is terminated by the sponsor.

SECTION XXIII - TECHNICAL ASSISTANCE

Technical assistance, such as that from the U.S. Department of Labor's Office of Apprenticeship, recognized state apprenticeship agencies, and vocational schools, may be requested to advise the sponsor.

The sponsor is encouraged to invite representatives from industry, education, business, private organizations, and public agencies to provide consultation and advice for the successful operation of its training program.

SECTION XXIV - DEFINITIONS

Some of these definitions may not apply to all registered apprenticeship programs – employers may add or delete definitions depending on their needs.

APPRENTICE: Any individual employed by the employer meeting the qualifications described in the standards of apprenticeship who has signed an apprenticeship agreement with the local sponsor providing for training and related instruction under these standards and who registers with the Registration Agency.

APPRENTICE ELECTRONIC REGISTRATION (AER): An electronic tool that allows for instantaneous transmission of apprentice data for more efficient registration of apprentices and provides program sponsors with a faster turnaround on their submissions and access to their apprenticeship program data.

APPRENTICESHIP AGREEMENT: The written agreement between the apprentice and the sponsor setting forth the responsibilities and obligations of all parties to the apprenticeship agreement with respect to the apprentice's employment and training under these standards. Each apprenticeship agreement must be registered with the Registration Agency.

APPRENTICESHIP COMMITTEE (COMMITTEE): Those persons designated by the sponsor to act as agents for the sponsor in the administration of the program. A non-joint committee, which may also be known as a unilateral committee or (if it includes workers' representatives) a group non-joint committee, has employer representatives but does not have a bona fide collective bargaining agent as a participant.

CERTIFICATE OF COMPLETION OF APPRENTICESHIP: The credential issued by the Registration Agency to those registered apprentices certified and documented as having successfully completed the apprentice training requirements outlined in these standards of apprenticeship.

COMPETENCY-BASED OCCUPATION: An occupation using an apprenticeship 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.

ELECTRONIC MEDIA: Media that utilize electronics or electromechanical energy for the end user (audience) to access the content. Includes, but is not limited to, electronic storage media, transmission media, the Internet, extranets, lease lines, dial-up lines, private networks, and the physical movement of removable/transportable electronic media and/or interactive distance learning.

EMPLOYER: Any person or organization employing an apprentice, whether or not such person or organization is a party to an apprenticeship agreement with the apprentice. A person, business, or company signatory to this sponsor's standards that is responsible for providing hours of work, supervision, wages, and/or benefits to apprentices in its employ as registered under these standards.

JOB CORPS CENTER: Any of the federally funded Job Corps centers throughout the U.S. and Puerto Rico. Job Corps serves youths and young adults 16-24 years of age. Sponsors that wish to hire Job Corps graduates who are trained in any occupation covered under these standards and who meet the minimum qualifications for apprenticeship may do so via the direct entry provision described in Appendix D: Qualifications and Selection Procedures.

JOURNEYWORKER: A worker who has attained a level of skills, abilities, and competencies recognized within an industry as mastery of the skills and competencies required for the occupation. The term may also refer to a mentor, technician, specialist, or other skilled worker who has documented sufficient skills and knowledge of an occupation, either through formal apprenticeship or through practical on-the-job experience and formal training.

O*NET-SOC CODE: The Occupational Information Network (O*NET) codes and titles are based on the new Standard Occupational Classification (SOC) system mandated by the federal Office of Management and Budget for use in collecting statistical information on occupations. The O*NET classification uses an 8-digit O*NET-SOC code. Use of the SOC classification as a basis for the O*NET codes ensures that O*NET information can be readily linked to labor market information such as occupational employment and wage data at the national, state, and local levels.

ON-THE-JOB LEARNING (OIL): Tasks learned on-the-job in which the apprentice must become proficient before a completion certificate is awarded. The learning must be through structured, supervised work experience.

PROVISIONAL REGISTRATION: The 1-year initial provisional approval of newly registered programs that meet the required standards for program registration, after which program approval may be made permanent, continued as provisional, or rescinded following a review by the Registration Agency, as provided for in 29 CFR §§ 29.3(g) and (h).

REGISTERED APPRENTICESHIP PARTNERS INFORMATION DATA SYSTEM (RAPIDS): A federal system that provides for the automated collection, retention, updating, retrieval, and summarization of information related to apprentices and apprenticeship programs.

REGISTRATION AGENCY: The U.S. Department of Labor's Office of Apprenticeship or a recognized State Apprenticeship Agency that has responsibility for registering apprenticeship programs and apprentices, providing technical assistance, conducting reviews for compliance with 29 CFR §§ 29 and 30, and conducting quality assurance assessments.

RELATED INSTRUCTION: An organized and systematic form of instruction designed to provide the apprentice with knowledge of the theoretical and technical subjects related to the apprentice's occupation. Such instruction may be given in a classroom, through occupational or industrial courses, or by correspondence courses of equivalent value, electronic media, or other forms of self-study approved by the Registration Agency.

SPONSOR: Any person, association, committee, or organization that operates an apprenticeship program and in whose name the program is registered. That assumes the full responsibility for administration and operation of the apprenticeship program.

STANDARDS OF APPRENTICESHIP: This entire document, including all appendices and attachments hereto, and any future modifications and additions approved by the Registration Agency.

SUPERVISOR OF APPRENTICE(S): An individual designated by the program sponsor to supervise or have charge and direction of an apprentice.

TRANSFER: A shift of apprenticeship registration from one program to another or from one employer within a program to another employer within that same program, where there is agreement between the apprentice and the affected apprenticeship committees or program sponsors.

YOUTHBUILD: A youth and community development program that addresses core issues facing low-income communities: housing, education, employment, crime prevention, and leadership development. In YouthBuild programs, low-income young people ages 16-24 work toward their high school diploma or General Educational Development (GED) equivalency, learn job skills and serve their communities by building affordable housing, and transform their own lives and roles in society. Sponsors that wish to hire YouthBuild students who are trained in any occupation covered under these standards and who meet the minimum qualifications for apprenticeship may do so via the direct entry provision described in Appendix D: Selection Procedures.

SECTION XXV - OFFICIAL ADOPTION OF APPRENTICESHIP STANDARDS

The **(Insert Sponsor Name)** hereby adopts these standards of apprenticeship on this **_____** day of **(Insert Month/Year)**.

Sponsor(s) may designate the appropriate person(s) to sign the standards on their behalf.

Signature of Sponsor (*designee*)

Signature of Sponsor (*designee*)

Printed Name

Printed Name

Appendix A

**WORK PROCESS SCHEDULE
AND
RELATED INSTRUCTION OUTLINE**

Appendix A

**WORK PROCESS SCHEDULE
HEARING AID SPECIALIST
O*NET-SOC CODE: 29-2092.00 RAPIDS CODE: 2033CB**

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

1. TYPE OF OCCUPATION

Time-based Competency-based Hybrid

2. TERM OF APPRENTICESHIP

The term of the occupation is Competency-based, supplemented by the minimum required 288 hours of related instruction.

3. RATIO OF APPRENTICES TO JOURNEYWORKERS

The apprentice to journeyworker ratio is: 2 Apprentices to 1 Journeyworker.

4. APPRENTICE WAGE SCHEDULE

Apprentices shall be paid a progressively increasing schedule of wages based on either a percentage or a dollar amount of the current hourly journeyworker wage rate, which is: ____.

2-Year Term Example:

1st TBD by sponsor = ____ 2nd TBD by sponsor = ____

5. WORK PROCESS SCHEDULE (See attached Work Process Schedule)

The sponsor may modify the work processes to meet local needs prior to submitting these Standards to the appropriate Registration Agency for approval.

6. RELATED INSTRUCTION OUTLINE (See attached Related Instruction Outline)

WORK PROCESS SCHEDULE
HEARING AID SPECIALIST
O*NET-SOC CODE: 29-2092.00 RAPIDS CODE: 2033CB

Description: In a manner consistent with state law: Elicit patient case histories; administer otoscopy for the purpose of identifying possible otological conditions; administer cerumen management in the course of examining ears, taking ear impressions and/or fitting of hearing aids; administer and interpret tests of human hearing and middle ear function, including appropriate objective and subjective methodology and measures; determine candidacy for hearing aids, hearing assistive devices or referral for cochlear implant evaluation or other clinical, rehabilitative, or medical interventions; select and fit appropriate hearing aids and assistive devices; assess hearing aid efficacy; take ear impressions; design and modify earmolds and auditory equipment; provide counseling and aural rehabilitative services; provide tinnitus management to clients who exhibit symptoms of tinnitus during an evaluation of hearing loss conducted for the purpose of determining the appropriateness of hearing aids and/or tinnitus devices; provide supervision and in-service training of those entering the dispensing profession; and provide post-fitting, and hearing aid care and repair services.

INSTRUCTIONS: The Supervisor/Trainer will check-off each of the Core Competency and enter the completion date as the apprentice demonstrates a level of proficiency that is equivalent to a journeyworker level employee with Supervisor/Trainer sign off.

Observes Sanitation Protocols to Protect the Patient/Client and the Practitioner

- Recognize World Health Organization sanitation and sterilization guidelines
- Differentiate among disinfectants, virucides, and cleaning agents
- Distinguish between sanitation and sterilization
- Explain when and demonstrates how to use disinfectants, virucides, and cleaning agents
- Explain when and demonstrates how to use gloves, masks, and other protective clothing
- Practice universal precautions

Observe protocols to clean and sanitize equipment and surfaces in the practice environment

- Distinguishing between single-use and multiple-use items
- Explain when and demonstrate how to sanitize multiple-use items
- Explain when and demonstrate how to properly dispose of single-use items
- Explain when and demonstrate how to properly dispose of sanitizing agents

Identifies the patient's/client's needs

- Identifies and applies the mandatory referral criteria ("Red Flags")
- Questions the patient/client and family/caregivers appropriately
- Discovers and documents patient's/client's:
 - Hearing History
 - Contributory History
 - Perceptions
 - Physical Limitations Pertinent to Amplification
- Discovers and documents perceptions of the patients/clients family/caregiver

Performs a visual inspection of the patient's/clients ear to identify contraindications for proceeding with the hearing evaluation

- Identifies the landmarks of the external auditory meatus and tympanic membrane
- Explains the physiology of the external auditory meatus
- Uses proper otoscopic techniques (including bridging and bracing) to protect the patient/client
- Employs proper sanitation and safety procedures
- Observes the tympanic membrane, auditory meatus, and pinna to identify potential pathologies
- Reports the presence of mandatory referral criteria (i.e. "Red Flags")
- Recognizes that cerumen management is required
- Documents accurate results and data interpretations

Performs tympanometry

- Classifies the different tympanograms
- Explains the importance of conducting otoscopy before tympanometry
- Employs proper sanitation and safety procedures
- Selects the proper probe tip for the patient/client
- Interprets the findings
- Documents accurate results and data interpretations

Performs audiometric testing

- Identifies special audiometric tests (e.g. PB rollover, Tone Decay, Weber, etc.)
- Explains the importance of conducting otoscopy prior to the hearing test
- Verifies that ambient noise level of test environments is within ANSI standards
- Checks calibration of test equipment
- Performs biological test of equipment
- Employs proper sanitation and safety procedures
- Demonstrates proper placement of transducers
- Determines pure tone thresholds and performs supra-threshold measurements
- Applies effective masking
- Performs speech audiometry with masking
- Instructs patient/client how to respond to the test stimuli
- Recognizes indications that special audiometric tests are necessary
- Documents accurate results
- Reports the presence of mandatory referral criteria (i.e., "Red Flags")
- Documents accurate results and data interpretations

Interprets evaluation results for the purpose of patient/client information, hearing instrument candidacy, referral, and/or communication with other healthcare professionals

- Reports the presence of mandatory referral criteria (i.e., "Red Flags")
- Describes degrees of hearing loss and applies them to the patient's/clients results
- Describes the audiometric findings to the patient/client, family/caregivers, and/or other healthcare professionals
- Documents accurate results and data interpretations
- Applies evaluation results to hearing instruments candidacy
- Relates evaluation results to a prognosis for improved communication ability

Relates the anatomy and physiology of the human auditory system to hearing evaluation results

- Performs and interprets otoscopy
- Performs and interprets tympanometry
- Performs and interprets audiometric testing
- Performs and interprets the hearing evaluation

Identifies physical limitations of the patient/client that impact the selection of style/type of amplification

- Applies issues of manual dexterity, visual acuity, coordination, numbness, etc. on selection of style/type of amplification
- Explains the influence of the patient's/client's ear anatomy on selection of style/type of amplification
- Relates the patient's/client's cognitive ability to the recommendations for the style/type of amplification
- Explains the potential impact of the patient's/client's medical conditions on selection of style/type of amplification
- Documents accurate observations and recommendations

Identifies patient/client preferences for style/type of amplification

- Compares and contrasts various styles/types of amplification
- Discovers the patient's/client's preferences regarding style/type of amplification
- Documents accurate observations and recommendations

Identifies electro-acoustic parameters for amplification

- Explains the impact of amplification in various environments
- Identifies the patient/client needs and/or wants that can be addressed through use of optional accessories, assisted listening devices, and/or FM systems
- Documents accurate recommendations and basis for recommendations
- Documents accurate results and data interpretations

Recommends appropriate style/type of amplification to patient/client

- Relates to patient/client and family/caregiver the benefits and limitations of amplification and the specific styles/types of amplification as applied to the patient/client
- Explains the impact of circuit drain of the amplifier on battery life
- Justifies the recommendation of a particular style/type of amplification based upon the results of the hearing evaluation and the patient's/client's preferences and lifestyle
- Documents accurate findings, interpretations, and recommendations

Performs visual inspection of the patient's/client's ear(s) for otoblock placement

- Identifies the anatomy of the external auditory meatus
- Explains the anatomy and physiology of the external auditory meatus
- Applies proper otoscopic techniques to protect the patient/client
- Practices proper sanitation and safety procedures
- Observes the tympanic membrane, auditory meatus, and pinnae to identify potential pathologies
- Applies the mandatory referral criteria (i.e., "Red Flags") to each patient/client
- Judges whether cerumen management is required
- Documents accurate results and data interpretations

Selects appropriate otoblock

Justifies the material, otoblock size, lubrication, and venting/no venting used

Inserts otoblock in patient's/client's ear

- Selects the appropriate tools/equipment
- Determines and places the otoblock to the appropriate depth
- Practices proper sanitation procedures
- Practices proper safety precautions during insertion (brace and position head, bite block)
- Performs otoscopy to confirm correct placement of otoblock
- Documents accurate results

Takes appropriate impression for style/type of acoustic coupler, ear plug or earmold

- Selects the appropriate type of impression material
- Selects the appropriate insertion methodology
- Practices proper sanitation procedures
- Practices proper safety precautions during insertion
- Produces an impression without voids or gaps
- Demonstrates the use of an adequate curing time
- Removes the impression without harming the impression or the client/patient
- Performs post-impression otoscopy to determine that no otoblock, debris, or excessive irritation exists in ear canal
- Documents accurate results

Performs physical and/or electronic check of hearing instrument to verify it is as ordered and operating correctly

- Selects a testing method for the hearing instrument check
- Practices proper sanitation procedures
- Verifies that:
 - Directional microphones are functioning
 - Distortion is within acceptable parameters
 - All accessories are included and operational
- Documents accurate results

Fits hearing instrument using computerized algorithms or other appropriate methods

- Selects appropriate fitting formula
- Couples the hearing instrument to the programming device
- Uses appropriate audiometric data and programming software for the initial hearing instrument fit
- Documents accurate results

Places hearing instrument in patient's/client's ear and verify fit

- Practices proper sanitation procedures
- Visually verifies physical fit of the hearing instrument
- Solicits feedback from patient/client regarding comfort of fit
- Engages appropriate acoustic feedback control
- Documents accurate results, recommendations, and decisions

Modifies hearing instrument and/or earmold for comfort and proper acoustic performance

- Practices proper sanitation and safety procedures
- Adjusts electro-acoustic parameters as needed
- Adjusts the acoustic coupler as needed
- Adjusts subjective parameters based upon patient's/client's preferences
- Documents accurate results, recommendations, and decisions

Performs validation of patient's/client's aided performance

- Demonstrates the use of fitting validation inventories
- Demonstrates the use of word lists as a fitting validation method
- Interprets results of validation inventories and word lists
- Documents accurate results and data interpretations

Performs verification of the fitting of the hearing instrument

- Demonstrates the use of and interpreting real ear measurements
- Demonstrates the use of and interpreting speech mapping data
- Demonstrates the use of and interpreting sound field measurements
- Documents accurate results and data interpretations

Discusses appropriate expectations of amplification with patient/client and family members/caregivers

- Explains the realistic expectations and limitations for hearing instrument performance
- Describes the purpose of memories/programs, features, and accessories based on the patient's client's audiometric data
- Summarizes the life expectancy, recommended maintenance schedule, and potential malfunctions of the hearing instrument
- Explains the relationship between hearing instrument cosmetics, power, and acoustic performance
- Accurately documents discussions with and recommendations made to the patient/client and family members/caregivers

Discusses use of the hearing instrument with patient/client and family member/caregivers

- Instructs patient/client and family members/caregivers on:
 - Care of hearing instrument
 - How to insert and remove hearing instrument
 - Battery usage
- Demonstrates to the patient/client and family members/caregivers as necessary, how to troubleshoot the hearing instrument
- Examines with patient/client and family members/caregivers features of hearing instrument
- Reviews with the patient/client and family members/caregivers manufacturer's warnings, specifications, and instructions
- Accurately documents discussions with and recommendations made to the patient/client and family members/caregivers

Discusses coping strategies with patient/client and family members/caregivers

- Explains lifestyle modifications necessitated by patient's/client's hearing loss
- Describes physical modifications to the living space necessitated by the patient's/client's hearing loss

- Accurately documents discussions with and recommendations made to the patient/client and family members/caregivers

Implements therapeutic adjustments

- Determines use and wearing schedule of hearing instruments
- Schedules and implements incremental electro-acoustic changes to increase patient/client use tolerance to achieve optimum aided performance
- Documents accurate recommendations and decisions

Discusses auditory rehabilitation with patient/client

- Determines appropriate patient/client assignments to achieve optimum aided performance
- Establishes realistic expectations for patient's/client's aided performance
- Documents accurate recommendations and decisions

Discusses with family/caregivers their role in aural rehabilitation

- Establishes realistic expectations for patient's/client's aided performance
- Instructs on and demonstrates effective communication techniques
- Documents accurate recommendations and decisions

Discusses with patient/client environmental listening strategies

- Explains how patient/client should position him/herself to maximize effectiveness of amplification in various environments
- Documents accurate recommendations and decisions

Educates the patient/client and family/caregivers on use of assistive devices to compliment the hearing instrument

- Identifies locations that provide assistive devices
- Demonstrates and explains the use of assistive devices
- Documents accurate recommendations and decisions

Recommends additional resources

- Explains the value of additional resources
- Documents accurate recommendations and decisions

Provides ongoing care for patients/clients

- Explains the importance of:
 - Tracking changes in the patient's/client's hearing and health/medications
 - Soliciting the patient's/client's and third-party observations and comments
 - Otoscopy at regularly scheduled intervals
 - Keeping accurate and complete records

Provides ongoing care and maintenance for hearing instruments

- Practices proper sanitation and safety procedures
- Reprograms hearing instruments:
 - Based upon changes in the patient's/client's hearing
 - As needed to achieve and maintain patient's/client's optimum aided performance
- Modifies hearing instruments to achieve and maintain patient's/client's optimum aided performance
- Explains the importance of regularly scheduled maintenance visits
- Explains the importance of keeping accurate and complete records

Troubleshoots hearing instrument performance

- Practices proper sanitation and safety procedures
- Inspects the hearing instruments and/or acoustic couplers
- Performs listening checks
- Performs and interprets electro-acoustic analysis
- Appraises battery, battery contacts, and circuit drain
- Documents accurate results, interpretations, recommendations, and decisions

Visually inspects patient's/client's ear for debris, cerumen build-up, infection, etc.

- Practices proper sanitation and safety procedures
- Visually observes
- Performs otoscopy
- Documents accurate results, interpretations, recommendations, and decisions

Repairs hearing instruments

- Discriminates among various tubing sizes and thickness
- Describes the different bonding agents for various earmold materials
- Practices proper sanitation and safety procedures
- Modifies or replaces the acoustic coupler
- Replaces battery doors, wax guards, microphone cover, etc.
- Removes debris from various hearing instrument components
- Changes tubing
- Identifies when the repair requires a factory return
- Documents accurate results, interpretations, recommendations, and decisions

**RELATED INSTRUCTION OUTLINE
HEARING AID SPECIALIST
O*NET-SOC CODE: 29-2092.00 RAPIDS CODE: 2033CB**

	APPROXIMATE HOURS
Provider: International Hearing Society	
1. Hearing Instrument Science and Fitting Practices (2nd Ed.)	28
a. Basic Hearing Science	
b. Audiometric Assessment and Interpretation	
c. Hearing Instrument Systems Technology & Performance Standards	
d. Acoustic Couplers	
e. Selecting Amplification Systems	
f. Principles of Sound Field Audiometry	
g. Probe Microphone Measurements	
h. Post-Fitting Care and Processes	
i. Psycho-Social Principles of Hearing Impairment	
j. Geriatric Considerations in Hearing Aid Fitting	
2. Intro to the Auditory System (1st Ed.)	21
a. Anatomy and Physiology of the Auditory System	
b. Hearing Disorders	
c. Comprehensive Hearing assessment	
3. Masking-Practical Applications of Masking Principles and Procedures (3rd Ed.)	4
a. Purpose for Masking	
b. Masking Characteristics	
c. Masking Noise	
d. Practical Application of Masking Methods	
4. Workbook: Distance Learning for Professionals in Hearing Health (5th Ed.) Sciences	91
a. The Human Ear	
b. Audiometric Testing	
c. Hearing Instruments	
d. Hearing Instrument Fitting	
TOTAL HOURS	144

YEAR 2

Provider: International Hearing Society (cont'd)

- | | |
|--|-----------|
| 5. Workbook: Distance Learning for Professionals in Hearing Health Sciences (5th Ed.) (Cont'd) | 11 |
| a. The Human Ear | |
| b. Audiometric Testing | |
| c. Hearing Instruments | |
| d. Hearing Instrument Fitting | |
| 6. Outcome Measures and Troubleshooting (1st Ed.) | 6 |
| a. Objectives | |
| b. Objective Measures | |
| c. Objectives in Physical Fit of Custom Hearing Instruments | |
| 7. Altering Behaviors: A Powerful Approach to Aural Rehabilitation (1st Ed.) | 2 |
| a. Introduction to Counseling | |
| b. Counseling | |
| c. Five Stages of Dealing with Loss | |
| d. The Protocol | |
| e. Patient Education | |
| f. Follow-up | |
| g. Communication System | |
| 8. Trainer Manual (1st Ed.) | 19 |
| a. The Human Ear | |
| b. Audiometric Testing | |
| c. Hearing Instruments | |
| d. Hearing Instrument Fitting | |
| 9. Audioprosthology: Hearing Instrument Selection, Fitting and Verification (1st Ed.) | 15 |
| a. Introduction to Hearing Instrument Selection, Fitting and Verification | |
| b. Hearing Aid Measurements | |
| c. Live Speech Mapping | |
| 10. Ethics Laws and Rules – Webinars | 3 |
| a. How to Avoid the Top Ethics Pitfalls for Hearing Healthcare Professionals | |
| b. Ethics: Exercise (or Exorcise) Legal and Ethical Dilemmas in Your Hearing Healthcare Practice | |
| c. Ethics and Contractual Analysis for the Hearing Healthcare Professional | |

Provider: State Licensing Agency

- | | |
|---|----------|
| 11. IHS Study Guide for the written licensing exam | 6 |
| Provides the apprentice important information about taking the written licensure examination, including specifications of the examination, the competency model for hearing aid dispensers, learning descriptions, and a sample test questions. | |

- 12. State Licensing Laws and Regulations** **30**
Review of the state of intended licensure's laws and rules, which may include the scope of practice, license renewal process and requirements, consumer protections, unprofessional conduct, disciplinary and complaint procedures, and hearing testing, equipment and quality control, and retention of records requirements.

Provider: U.S. Food and Drug Administration

- 13. Federal Rules Governing Hearing Aid Devices** **3**
Provides rules related to Professional and Patient Labeling and Conditions for Sale, including FDA Red Flags requiring referral to a physician, important disclaimers for prospective purchasers, and rules regarding hearing aid sales to children (21 CFR §801.420 and 801.421).

Provider: Various Publishers

- 14. Infection Control in the Audiology Clinic (2nd edition).**
Bankaitis, A.U and Robert Kemp. (2005) Missouri: Oaktree Products **6**
- a. Infection Control
 - b. The Immune System
 - c. Microbiology and Infectious Diseases
 - d. HIA/AIDS – The Catalyst of Change for Infection Control
 - e. Regulatory Agencies
 - f. Infection Control Principles and Requirements
 - g. Basic Infection Control Procedures
 - h. Infection Control for the Most Common Audiology Procedures
 - i. Infection Control and Cerumen Management
 - j. Infection Control Procedures in the Hearing Aid Clinic
 - k. Infection Control and Cochlear Implants

- 15. The Comprehensive Dictionary of Audiology:**
Illustrated by Brad A. Stach, PhD (2nd Ed.) **5**
Resource with over 7,000 terms integral to the profession, practice, and science of audiology. Concise, current, and accessible, this edition is a response to the expansion of information and technology that has occurred in the field of audiology over the past few years. Useful illustrations and tables enrich the definitions and a wealth of appendices round out this handy desktop reference.

- 16. Introduction to Audiology (11th Ed.). Martin, Frederick and John Clark.**
(2011). New York: Allyn & Bacon **19**
- a. Elements of Audiology
 - b. Hearing Assessment
 - c. Hearing Disorders
 - d. Management of Hearing Loss

17. Fitting and Dispensing Hearing Aids Taylor, Brian and Mueller, H. Gustav, CA: Plural Publishing Inc. (2011)	11
a. Basic Psychology of Hearing Loss in Adults	
b. Acoustics at the Speed of Sound	
c. Basic Anatomy and Physiology of the Ear	
d. Measurement of Hearing	
e. Hearing Disorders and Audiogram Interpretation	
f. The Hearing Aid Selection Process	
g. All About Style: Hearing Aids and Earmolds	
h. Hearing Aids: How They Work!	
i. Advanced Hearing Aid Features	
j. Outcome Assessments and Postfitting Issues	
k. "Selling" Hearing Aids: It's Not a Bad Thing!	

Provider: U.S. Department of Health and Human Services

18. Health Insurance Portability and Accountability Act of 1996 (HIPAA) Privacy and Security Rules	8
a. Privacy Rule 45 CFR Part 160	
1. General Provisions	
2. Preemption of State Law	
3. Compliance and Investigations	
4. Imposition of Civil Money Penalties	
b. Security and Privacy 45 CFR Part 164	
1. General Provisions	
2. Security Standards for the Protection of Electronic Protected Health Information	
3. Notification in the Case of Breach and Unsecured Protected Health Information	
4. Privacy of Individually Identifiable Health Information	

Year 2 hours	144
TOTAL HOURS	288

Appendix B

ETA-671 Apprenticeship Agreement

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APPRENTICE REGISTRATION-SECTION II

OMB No. 1205-0223 Expires: 04/30/2015

Warning: This agreement does not constitute a certification under Title 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 shown below. (Item 24)

The program sponsor and apprentice agree to the terms of the Apprenticeship Standards incorporated as part of this Agreement. The sponsor will not discriminate in the selection and training of the apprentice in accordance with the Equal Opportunity Standards in Title 29 CFR Part 30, and Executive Order 11246. This agreement may be terminated by either of the parties, citing cause(s), with notification to the registration agency, in compliance with Title 29, CFR, Part 29

PART A: TO BE COMPLETED BY APPRENTICE. NOTE TO SPONSOR: PART A SHOULD ONLY BE FILLED OUT BY APPRENTICE.

<p>1. Name (Last, First, Middle) and Address (No., Street, City, State, Zip Code, Telephone Number)</p> <p>*Social Security Number</p>	<p>Answer Both A and B (Voluntary) (Definitions on reverse)</p> <p>4. a. Ethnic Group (Mark one) <input type="checkbox"/> Hispanic or Latino <input type="checkbox"/> Not Hispanic or Latino</p> <p>b. Race (Mark one or more) <input type="checkbox"/> American Indian or Alaska native <input type="checkbox"/> Asian <input type="checkbox"/> Black or African American <input type="checkbox"/> Native Hawaiian or other Pacific Islander <input type="checkbox"/> White</p>	<p>5. Veteran Status (Mark one) <input type="checkbox"/> Non-Veteran <input type="checkbox"/> Veteran</p> <p>6. Education Level (Mark one) <input type="checkbox"/> 8th grade or less <input type="checkbox"/> 9th to 12th grade <input type="checkbox"/> GED <input type="checkbox"/> High School Graduate or Greater <input type="checkbox"/> Post-Secondary or Technical Training</p>
<p>2. Date of Birth (Mo., Day, Yr.)</p> <p>3. Sex (Mark one) <input type="checkbox"/> Male <input type="checkbox"/> Female</p>		
<p>7a. Employment Status (Mark one) <input type="checkbox"/> New Employee <input type="checkbox"/> Existing Employee</p> <p>7b. Career Linkage or Direct Entry (Mark one) (Instructions on reverse) <input type="checkbox"/> Job Corps <input type="checkbox"/> YouthBuild <input type="checkbox"/> School-to-Registered Apprenticeship <input type="checkbox"/> HUD/STEP-UP <input type="checkbox"/> Direct Entry: <input type="checkbox"/> None <input type="checkbox"/> One-Stop Referral <input type="checkbox"/> Trade Adjustment Assistance</p>		
<p>8. Signature of Apprentice</p> <p>Date</p>	<p>9. Signature of Parent/Guardian (if minor)</p> <p>Date</p>	

PART B: SPONSOR: EXCEPT FOR ITEMS 6, 7, 8, 10a. -10c, REMAINDER OF ITEMS REPOPULATED FROM PROGRAM REGISTRATION.

<p>1. Sponsor Program No.</p> <p>Sponsor Name and Address (No. Street, City, County, State, Zip Code) Enter Sponsor Name Here Sponsor Street Address Sponsor City, County, State, Zip</p> <p>Office Phone Office Fax Firm Web Page</p>	<p>2a Occupation (The work processes listed in the standards are part of this agreement). Hearing Aid Specialist</p>	<p>2b Occupation Code: _____</p> <p>2b.1. Interim Credentials Only applicable to Part B, 3.b. and 3.c. (Mark one) <input type="checkbox"/> Yes <input type="checkbox"/> No</p>
	<p>3. Occupation Training Approach (Mark one) 3a. <input type="checkbox"/> Time-Based 3b. <input type="checkbox"/> Competency-Based 3c. <input type="checkbox"/> Hybrid</p>	<p>4. Term (Hrs. Mos., Yrs.)</p> <p>5. Probationary Period (Hrs. Mos., Yrs.)</p>
	<p>6. Credit for Previous Experience (Hrs. Mos., Yrs.)</p>	<p>7. Term Remaining (Hrs. Mos., Yrs.)</p> <p>8. Date Apprenticeship Begins</p>

9a. RTI (Number of Hours Per Year)	9b. Apprentice Wages for RTI <input type="checkbox"/> Will Be Paid <input type="checkbox"/> Will Not Be Paid	9c. Related Training Instruction Source ENTER NAME AND ADDRESS OF RTI PROVIDER(S) HERE
------------------------------------	---	--

10. Wages: (Instructions on reverse)

10a. Pre-Apprenticeship Hourly Wage \$ _____ 10b. Apprentice's Entry Hourly Wage \$ _____ 10c. Journeyworker's Hourly Wage \$ _____

Check Box	Period 1	2	3	4	5	6	7	8	9	10
10d. Term <input checked="" type="checkbox"/> Hrs., <input type="checkbox"/> Mos., or <input type="checkbox"/> Yrs.										
10e. Wage Rate (Mark one) % <input checked="" type="checkbox"/> or \$ <input type="checkbox"/>										

<p>11. Signature of Sponsor's Representative(s) Date Signed</p> <p>12. Signature of Sponsor's Representative(s) Date Signed</p>	<p>13. Name and Address of Sponsor Designee to Receive Complaints (If applicable) CONTACT NAME AND TITLE ENTER SPONSOR NAME HERE SPONSOR STREET ADDRESS SPONSOR CITY, STATE SPONSOR ZIP CONTACT PHONE CONTACT FAX CONTACT EMAIL</p>
---	---

PART C: TO BE COMPLETED BY REGISTRATION AGENCY

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

Item 4.a. Definitions:

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 4.b. Definitions:

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.

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.

Black or African American. A person having origins in any of the black racial groups of Africa. Terms such as "Haitian" or "Negro" can be used in addition to "Black or African American."

Native Hawaiian or Other Pacific Islander. A person having origins in any of the original peoples of Hawaii, Guam, Samoa, or other Pacific Islands.

White. A person having origins in any of the original peoples of Europe, the Middle East, or North Africa.

Item 7. Instructions:

Indicate any career linkage (definitions follow) or direct entry. Enter "None" if no career linkage or direct entry apply. Enter "Incumbent Worker" if the individual before becoming an apprentice was currently employed full-time by the sponsor or entities participating in the apprenticeship program (Military). Career linkage includes participation in programs that provided employment, training and other services to adults, youth and dislocated workers. Funds for these activities are provided by the U.S. Department of Labor/Employment and Training Administration (U.S. DOL/ETA) to states and local communities.

Adult. Also includes individuals participating in Native American Programs, and/or Migrant and Seasonal Farmworker Programs.

Youth. Includes Youth ages 16-21 years, and other concentrated Youth programs in designated areas.

Dislocated Worker. Includes an individual that has been terminated or laid off and is unlikely to return to the industry or occupation. It also includes a displaced homemaker who has been providing unpaid services to family members in the home, is no longer supported, and is unemployed or underemployed.

Trade Adjustment Assistance. Includes trade-affected workers who have become unemployed as a result of increased imports or shifts in production out of the United States.

Job Corps. Youth ages 16-24 years usually receiving services in a residential setting.

School-to-Registered Apprenticeship. Program designed to allow high school youth ages 16 - 17 to enter a Registered Apprenticeship program and continue after graduation with full credit given for the high school portion.

YouthBuild. Program transferred from the U.S. Department of Housing and Urban Development (HUD) to U.S. DOL/ETA in September 2006. It assists youth ages 16-24 to obtain education and skill training and advance toward post-secondary education and career pathways in construction and other high growth, high demand occupations while building affordable housing in their communities.

HUD/STEP-UP. Developed in conjunction with the U.S. Department of Housing and Urban Development (HUD). The program provides the actual apprenticeship experience and the framework for moving into high-skill Registered Apprenticeship.

Direct Entry. A graduate from an accredited technical training school, Job Corps training program, Youth Build Program, or a participant in a military apprenticeship program, any of which training is specifically related to the occupation and incorporated in the Registered Apprenticeship standards. Also, fill in the name of the program.

Item 18. Wage Instructions:

18a. Pre-Apprentice hourly wage, sponsor enters the individual's hourly wage in the quarter prior to becoming an apprentice.

18b. Journeyworker's wage, sponsor enters wage per hour.

18c. Apprentice's entry hourly wage, (hourly dollar amount paid), sponsor enters this apprentice's entry hourly wage.

18d. Term, sponsor enters in each box the apprentice schedule of pay for each advancement period.

18e. Percent or dollar amount, sponsor marks one.

Note: 18b. If the employer is signatory to a collective bargaining agreement, the journeyworker's wage rate in the applicable collective bargaining agreement is identified. Apprenticeship program sponsors not covered by a collective bargaining agreement must identify a minimum journeyworker's hourly wage rate that will be the basis for the progressive wage schedule identified in item 18e. of this agreement.

18d. The employer agrees to pay the hourly wage rate identified in this section to the apprentice each period of the apprenticeship based on the successful completion of the on-the-job learning and the RTIs outlined in the Apprenticeship Standards. The period may be expressed in hours, months, or years.

18e. The wage rates are expressed either as a percent or in dollars and cents of the journeyworker's wage depending on the industry.

Example - 3 YEAR APPRENTICESHIP PROGRAM

<u>Term</u>	<u>Period 1</u>	<u>Period 2</u>	<u>Period 3</u>	<u>Period 4</u>	<u>Period 5</u>	<u>Period 6</u>	
hrs., mos., yrs.	1000 hrs.	1000 hrs.					
%	55	60	65	70	80	90	

Example - 4 YEAR APPRENTICESHIP PROGRAM

<u>Term</u>	<u>Period 1</u>	<u>Period 2</u>	<u>Period 3</u>	<u>Period 4</u>	<u>Period 5</u>	<u>Period 6</u>	<u>Period 7</u>	<u>Period 8</u>
hrs., mos., yrs.	6 mos.							
%	50	55	60	65	70	75	80	90

Item 21. Identifies the individual or entity responsible for receiving complaints (Code of Federal Regulations, CFR, Title 29 part 29.6(k)).

Item 25. Definition: The Registered Apprenticeship Partners Information Data System (RAPIDS), formerly known as the Registered Apprenticeship Information System (RAIS), 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 submission of your social security number is requested. The apprentice's social security number will only be used to verify the apprentice's periods of employment and wages for purposes of complying with the Program Assessment Rating Tool (2005) of the Office of Management and Budget related to common measures of the Federal job training and employment programs for measuring performance outcomes and for purposes of the Government Performance and Results Act. The Office of Apprenticeship 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 5, to verify and certify to the U.S. Department of Labor, Employment Standards Administration, that you are a registered apprentice to ensure that the employer is complying with the geographic prevailing wage of your occupational classification. Failure to disclose your social security number on this form will not affect your right to be registered as an apprentice. Civil and criminal provisions of the Privacy Act apply to any unlawful disclosure of your social security number, which is prohibited.

The collection and maintenance of the data on ETA-671, Apprentice Registration - Section II Form, is authorized under the National Apprenticeship Act, 29 U.S.C. 50, and CFR 29 Part 29.1. 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 system of records entitled, DOL/ETA-4, Apprenticeship Information Management System (AIMS), which is now known as (RAPIDS) at the Office of Apprenticeship, U.S. Department of Labor. Data may be disclosed to a State Apprenticeship Council to determine an assessment of skill needs and program information, and in connection with federal litigation or when required by law.

Persons are not required to respond to this collection of information unless it displays a currently valid OMB control number. Public reporting burden for this collection of information is estimated to average five minutes per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. The obligation to respond is required to obtain or retain benefits under 29 USC 50. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to the U.S. Department of Labor, Office of Apprenticeship, 200 Constitution Avenue, N.W., Room N-5311, Washington, D.C.. 20210. (Paperwork Reduction Project 1205-0223).

Appendix C

(SAMPLE)

AFFIRMATIVE ACTION PLAN

ADOPTED BY

(INSERT SPONSOR NAME)

AS REQUIRED UNDER TITLE 29, CODE OF FEDERAL REGULATIONS, PART 30

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

**APPROVED BY: _____
REGISTRATION AGENCY**

DATE APPROVED: _____

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SECTION I - INTRODUCTION

The sponsor enters this affirmative action plan (AAP) in good faith to promote equality of opportunity in its registered apprenticeship program. If women and/or minorities are underutilized in the apprenticeship program, the sponsor seeks to increase the recruitment of qualified women and/or minorities for possible selection into the apprenticeship program. The sponsor hereby adopts the equal opportunity pledge located in Section II and the AAP.

This AAP is a supplement to the apprenticeship standards. Any changes made by the sponsor to the AAP will become part of this written AAP, once approved by the Registration Agency.

SECTION II - EQUAL OPPORTUNITY PLEDGE

The sponsor commits to the following equal opportunity pledge:

“The recruitment, selection, employment, and training of apprentices during their apprenticeship shall be without discrimination because of race, color, religion, national origin, or sex. The sponsor will take affirmative action to provide equal opportunity in apprenticeship and will operate the apprenticeship program as required under 29 of the Code of Federal Regulations, § 30.”

SECTION III - ANALYSES AND GOALS

To ensure full utilization of minorities and women in the apprenticeship program, the sponsor will conduct analyses to determine whether minorities and/or females are being underutilized and, if they are, will establish appropriate goals for the full utilization of minorities and/or women in apprenticeship. To determine whether underutilization exists, the sponsor will analyze at least the following five factors:

- (1) The size of the working age minority and female (minority and nonminority) population in the program sponsor’s labor market area;
- (2) The size of the minority and female (minority and nonminority) labor force in the program sponsor’s labor market area;
- (3) The percentage of minority and female (minority and nonminority) participation as apprentices in the particular occupation as compared with the percentage of minorities and women (minority and nonminority) in the labor force in the program sponsor’s labor market area;
- (4) The percentage of minority and female (minority and nonminority) participation as journeyworkers employed by the employer or employers participating in the program as compared with the percentage of minorities and women (minority and nonminority) in the sponsor’s labor market area and the extent to which the sponsor should be expected to correct any deficiencies through the achievement of goals for the selection of apprentices; and
- (5) The general availability of minorities and women (minority and nonminority) with present or potential capacity for apprenticeship in the program sponsor’s labor market area.

Underutilization exists if there are fewer minorities and/or women in the registered occupation(s) in the sponsor’s apprenticeship program than would reasonably be expected in view of all relevant factors. If the sponsor detects underutilization of minorities and/or women in its apprenticeship program in the registered occupation(s), it will establish goals for the selection of minority and/or

female applicants. (For further instructions, see the attached affirmative action plan workforce analysis worksheet.) The sponsor will make good-faith efforts to meet its goals.

SECTION IV - OUTREACH AND POSITIVE RECRUITMENT- 29 CFR § 30.4(c)

The sponsor will undertake appropriate outreach and positive recruitment efforts that would reasonably be expected to increase minorities' and women's participation in apprenticeship by expanding the opportunities of minorities and women to become eligible for apprenticeship selection. The sponsor will set forth the specific steps it intends to take under each selected effort below. The sponsor will undertake a significant number of activities to enable it to meet its obligations under 29 CFR § 30.4(c).

- A. The sponsor will disseminate information concerning the nature of the apprenticeship, requirements for admission to apprenticeship, availability of apprenticeship opportunities, sources of apprenticeship applications, and its equal opportunity policy to the following:
- Registration Agency
 - Women's centers
 - Local schools
 - Employment service offices
 - Other outreach programs and community organizations, including those that can effectively reach minorities and women
 - Newspapers, including those that are circulated in minority communities and among women
 - Social media outlets (Facebook, Twitter, Instagram, LinkedIn, etc.)
1. Sponsors of programs accepting applications only at specified intervals must disseminate the above information at least 30 days in advance of the earliest date for application at each interval.
2. Sponsors of programs customarily receiving applications throughout the year must disseminate the above information regularly, not less than semiannually.
- B. The sponsor will participate in annual workshops conducted by employment service agencies for the purpose of familiarizing school, employment service, and other appropriate personnel with the apprenticeship program and current opportunities.
- C. The sponsor will cooperate with local school boards and vocational educational systems to develop programs for preparing students to meet the standards and criteria required to qualify for entry into the apprenticeship program.
- D. The sponsor will communicate its equal opportunity policy internally in such a manner as to foster understanding, acceptance, and support of the policy among the sponsor's various officers, supervisors, employees, and members and to encourage such persons to take the necessary action to aid in meeting its obligation under 29 CFR § 30.
- E. The sponsor will engage in programs such as outreach for the positive recruitment and preparation of potential applicants for apprenticeships; where appropriate and feasible, such programs will provide for pretesting experience and training. In initiating and conducting these programs, the sponsor may be required to work with other sponsors

and appropriate community organizations. The sponsor will also initiate programs to prepare women and encourage women to enter traditionally male programs.

- F. The sponsor will encourage the establishment and utilization of programs of pre-apprenticeship, preparatory occupational training, or others designed to afford related work experience or prepare candidates for apprenticeship. The sponsor will make appropriate provisions in its AAP to assure that those who complete such programs are afforded full and equal opportunity for admission into the apprenticeship program.
- G. The sponsor will utilize journeyworkers to assist in the implementation of its AAP.
- H. The sponsor will grant advance standing or credit based on previously acquired experience, training, skills, or aptitude for all applicants equally.
- I. The sponsor will take other appropriate action to ensure that the recruitment, selection, employment, and training of apprentices during their apprenticeship will be without discrimination because of race, color, religion, national origin, or sex (e.g., general publication of apprenticeship opportunities and advantages in advertisements, industry reports, articles, etc.; use of present minority and women apprentices and journeyworkers as recruiters; career counseling; periodic auditing of AAPs and activities; and development of reasonable procedures to ensure equal employment opportunity, including reporting systems, on-site reviews, and briefing sessions).

For each item checked in Section IV, describe in detail each specific step that the sponsor will undertake to fulfill that outreach and recruitment step:

(Add pages as necessary)

SECTION V - ANNUAL REVIEW OF AFFIRMATIVE ACTION PLAN

The sponsor will make an annual review of its current AAP and its overall effectiveness and will institute any revisions or modifications warranted. The review will analyze the affirmative action steps (independently and collectively) taken by the sponsor to evaluate their effectiveness in ensuring equal opportunity in all aspects of apprenticeship, including recruitment, selection, employment, and training. The sponsor will continually monitor these processes in order to identify and address any barriers to equal opportunity. This may require that the sponsor identify the need for new affirmative action efforts and/or deletion of ineffective existing activities. All changes to the AAP must be submitted to the Registration Agency for approval.

SECTION VI - OFFICIAL ADOPTION

The **(Insert Sponsor Name)** hereby officially adopt this Affirmative Action Plan on this _____ day of **(Insert Month/Year)**.

Sponsor(s) may designate the appropriate person(s) to sign the standards on their behalf.

Signature of Management (*designee*)

Signature of Labor (*designee*)

Printed Name

Printed Name

Signature of Management (*designee*)

Signature of Labor (*designee*)

Printed Name

Printed Name

AFFIRMATIVE ACTION PLAN WORKFORCE ANALYSIS WORKSHEET

A. SPONSOR INFORMATION

Program Number:			
Name of Sponsor:			
Address:			
City/State/Zip Code:			
Contact Person:			
Phone Number:		Fax Number:	
E-Mail Address:			

B. OCCUPATIONAL INFORMATION

Occupation Title:			
RAPIDS Code:		O*NET-SOC Code:	
Type of Selection Method Used:	<input type="checkbox"/> Selection on basis of rank from pool of eligible applicants <input type="checkbox"/> Random selection from pool of eligible applicants <input type="checkbox"/> Selection from pool of current employees <input type="checkbox"/> Alternative selection		
Labor Market Area Description:	<input type="checkbox"/> State <input type="checkbox"/> SMA <input type="checkbox"/> County		

C. LABOR MARKET AREA AND OCCUPATIONAL PARTICIPATION DATA

C.1. Total Labor Force in Labor Market Area*		
Number of women:		% of labor force
Number of minorities:		% of labor force
C.2. Working Age Population in Labor Market Area*		
Number of women:		% of labor force
Number of minorities:		% of labor force
C.3. Apprenticeship Participation in Occupation in National Apprenticeship System*		
Number of women:		% of apprentices
Number of minorities:		% of apprentices
C.4. General Availability of Minorities and Women with the Present or Potential Capacity for Apprenticeship in relevant Labor Market Area**		
Number of women:		
Number of minorities:		

D. SPONSOR'S WORKFORCE DATA

D.1. Total Number of Journeyworkers Employed		
Number of women:		% of work force
Number of minorities:		% of work force
D.2. Total Percentage of Apprentices or of Applicant Pool (Depending on Selection Method Used)		
Percentage of women apprentices or women in applicant pool:		%
Percentage of minority apprentices or minorities in applicant pool:		%

E. ADDITIONAL RESOURCE DATA FOR CONSIDERATION IN ESTABLISHING GOALS

Industry Source Data	Minority rate of participation	Female rate of participation
E.1. Registered Apprenticeship Partners Information Data System (RAPIDS)***		
E.2. EEOC Occupational Employment Data****		

F. DETERMINATION OF UTILIZATION

Analysis	Yes	No
Minority underutilization:		
Female underutilization:		

G. SPONSOR'S GOALS

The program sponsor proposes and agrees to make a good-faith effort to attain the goal of selecting _____ % minorities and/or _____ % women during the next EEO review cycle. These goals will not be used to discriminate against any qualified applicant based on race, color, religion, national origin, or sex.

The number of new apprentices to be hired during the next year (or selection period) is estimated to be _____.

H. REGISTRATION AGENCY APPROVAL

Sponsor

Registration Agency

Sponsor's Signature

Registration Agency Signature

Typed Name

Typed Name

Title

Title

Date Signed

Date Signed

Resources for obtaining labor market information:

* <http://bls.gov/>

** Program sponsors may use any reasonable method to propose the entries for "The General Availability of Minorities and Women with the Present or Potential Capacity for Apprenticeship," including relying on the data recorded in Section C.1 for "Total Labor Force," C.2 for "Working Age Population," and C.3 for "Apprentice Participation in Occupation."

*** RAPIDS data available from Registration Agency.

**** <http://www.census.gov/eo2000/index.html>

Instructions for Completing This Worksheet

The purpose of this workforce analysis worksheet is to establish a benchmark against which the demographic composition of the sponsor's apprenticeship program can be compared. The sponsor must separately determine the availability of minorities and women for each occupational title represented by the program. In determining availability, the sponsor must consider, at the very least, the factors identified at 29 CFR § 30.4(e) in order to determine whether barriers to equal employment opportunity may exist within a particular occupational title.

Part A The sponsor information section may be prepared by the sponsor representative or servicing Registration Agency representative.

Part B Occupational information must be taken from the registered program standards and may be prepared by the sponsor representative or servicing Registration Agency representative. A workforce analysis worksheet must be completed for each occupational title identified.

Part C The sponsor must use the most current and discrete statistical data available in determining availability estimates for the labor market area specified in Part B. Census data is one example of an appropriate source of statistical information. Other sources include data from local job service offices and data from colleges and other training institutions. Where possible, the Registration Agency has provided examples of appropriate sources of data.

For the purpose of this section, the term "labor force" is defined to include both those individuals who are employed and those who are unemployed but looking for employment. The term "working age population" means persons ages 16 years and over whether or not they are currently in the labor force or looking for employment.

Part D The program sponsor must provide current workforce data as described in Part D. If the sponsor utilizes either selection method 29 CFR § 30.5(b)(1) or (2), the data in D.2 must reflect the pool of eligible applicants from which selections are made. If the sponsor utilizes either selection method 29 CFR § 30.5(b)(3) or (4), the data in D.2 must reflect the apprentices currently registered in the program.

Part E Additional resource data for consideration in establishing reasonable goals will be provided by the Registration Agency. These data will provide a snapshot of the national labor force for the given occupation title.

Part F Utilizing the data found in Parts C, D, and E, the sponsor will determine and record whether minorities and/or women are underutilized.

Part G If the sponsor's analyses determine that minorities and/or women are underutilized, the sponsor, utilizing the resource data found in Parts C, D, and E, will establish goals that are reasonable in consideration of the results that could be expected from its good-faith efforts to make its overall affirmative action program successful. The Registration Agency will assess the proposed goals for minorities and/or women and, if they are found to be reasonable and attainable, will approve the sponsor's goals. The Registration Agency will not approve proposed goals for minorities and/or women that are lower than the current participation rates in the program.

Appendix D

(SAMPLE)

**QUALIFICATIONS AND SELECTION
PROCEDURES**

ADOPTED BY

(INSERT SPONSOR NAME)

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

**APPROVED BY: _____
REGISTRATION AGENCY**

DATE APPROVED: _____

The certification of this selection procedure is not a determination that, when implemented, it meets the requirements of the Uniform Guidelines on Employee Selection Procedures (41 CFR § 60-3) or 29 CFR § 30. Note that selection procedures may need to be modified to provide reasonable accommodations to qualified individuals with disabilities.

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SECTION I - MINIMUM QUALIFICATIONS (EXAMPLES)

Applicants will meet the following minimum qualifications. 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 to the pool and performance in the apprenticeship program:

A. Age

Minimum age qualification required by the sponsor for persons entering the apprenticeship program, with an eligible starting age not less than 16 years.

B. Education

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

C. Physical

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

SECTION II - APPLICATION PROCEDURES (EXAMPLES)

A. Applicants will be accepted throughout the year. Every person requesting an application will have one made available upon signing the applicant log.

B. All applications will be identical in form and requirements. The application form will be numbered in sequence corresponding with the number appearing on the applicant log so that all applications can be accounted for. Columns will be provided on the applicant log to show race, ethnicity, and sex and the progress by dates and final disposition of each application.

C. Before completing the application, each applicant will be required to review the Apprenticeship Standards and will be provided information about the program. If the applicant has any additional questions on the qualifications or needs additional information to complete the application, it will be provided by the sponsor.

D. 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 the completed application.

E. Completed applications will be checked for minimum qualifications. Applicants deficient in one or more qualifications or requirements or making false statements on their applications will be notified in writing of their disqualification and of the appeal rights available to them. No further processing of such applications will be taken.

- F. Applicants meeting the minimum qualifications and submitting the required documents will be notified where and when to appear for an interview (if applicable).

SECTION III - SELECTION PROCEDURES (EXAMPLES)

Sponsor must select one (1) of the following:

1. ***Alternative selection methods***

The 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).

2. ***Selection on basis of rank from pool of eligible applicants***

The 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).

3. ***Random selection from pool of eligible applicants***

The 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 U.S. Department of Labor. Supervision of the random selection process shall be by an impartial person or persons selected by the 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.

4. ***Selection from pool of current employees***

The sponsor may select apprentices from an eligibility pool of the workers already employed by the program sponsor 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.

SECTION IV - DIRECT ENTRY

Sponsors that wish to invoke the direct entry provision may do so without regard to the existing selection procedure or minimum qualifications used for entry into the apprenticeship program. Individuals selected into the apprenticeship program via direct entry shall include only those individuals described below who have received training or employment in an occupation directly or indirectly related to the occupation(s) registered in these standards. The sponsor will award credit for previous experience in accordance with Section XII of these standards and will pay each apprentice at the wage rate commensurate with his/her skill attainment. The credit for previous experience shall be awarded without regard to race, color, religion, national origin, or sex. The methods for direct entry are as follows:

Sponsor must select the one's they will use

- A. A youth who has completed a Job Corps training program in any occupation covered in these standards and who meets the minimum qualifications of the apprenticeship program may be admitted directly into the program, or if no apprentice opening is available, the Job Corps graduate may be placed at the top of the current applicant ranking list and given first opportunity for placement. The sponsor will evaluate the Job Corps training received to grant appropriate credit on the term of apprenticeship. Entry of Job Corps graduates will be done without regard to race, color, religion, national origin, or sex. ***(Note: This is a method of direct entry into the apprenticeship program.)***

- B. A youth who has completed a YouthBuild training program in any occupation covered in these standards and who meets the minimum qualifications of the apprenticeship program may be admitted directly into the program, or if no apprentice opening is available, the YouthBuild graduate may be placed at the top of the current applicant ranking list and given first opportunity for placement. The sponsor will evaluate the YouthBuild training received to grant appropriate credit on the term of apprenticeship. Entry of YouthBuild graduates will be done without regard to race, color, religion, national origin, or sex. ***(Note: This is a method of direct entry into the apprenticeship program.)***

- C. A military veteran who is registered with the Helmets to Hardhats program or has completed military technical training school and/or participated in a registered apprenticeship program or related occupation while in the military in the occupations registered in the medical industry may be given direct entry into the apprenticeship program. The sponsor shall evaluate the military training received for granting appropriate credit on the term of apprenticeship and the appropriate wage rate. The sponsor will determine what training requirements the veteran needs to meet to ensure he or she receives all necessary training for completion of the apprenticeship program. Applicants must submit a DD-214 to verify military training and/or experience if they are a veteran and wish to receive consideration for such training/experience. Entry of military veterans shall be done without regard to race, color, religion, national origin, or sex. ***(Note: This is a method of direct entry into the apprenticeship program.)***

- D. A former inmate of the U.S. Department of Justice Bureau of Prisons (BOP) who has participated in or successfully completed a specific BOP apprenticeship program may be given direct entry into the apprenticeship program. Sponsors agreeing to admit such individuals into apprenticeship must do so without regard to present minimum qualifications, eligibility lists, or scores on written apprenticeship entrance tests. Entry into the program by this method shall be done without regard to race, color, religion, national origin, or sex. ***(Note: This is a method of direct entry into the apprenticeship program.)***
- E. A senior citizen who has completed a Senior Community Service Employment Program (SCSEP) pre-apprenticeship training program in any health care occupation covered in these standards and who meets the minimum qualifications of the apprenticeship program may be admitted directly into the program, or if no apprentice opening is available, the SCSEP graduate may be placed at the top of the current applicant ranking list and given first opportunity for placement. The sponsor will evaluate the SCSEP training received to grant appropriate credit on the term of apprenticeship. Entry of SCSEP graduates will be done without regard to race, color, religion, national origin, or sex. ***(Note: This is a method of direct entry into the apprenticeship program for the health care industry.)***
- F. An individual who has completed a structured pre-apprenticeship training program that meets the requirements outlined in Training and Employment Notice 13-12, Defining a Quality Pre-Apprenticeship Program and Related Tools and Resources, in any occupational area covered in these standards of apprenticeship and who meets the minimum qualifications of the apprenticeship program may be admitted directly into the program. The candidate shall provide official documentation confirming that he or she fulfilled the specific requirements of the pre-apprenticeship program, such as completion/graduation certificates, transcripts, notarized letters of confirmation, and sworn statements. The sponsor will evaluate the training received to grant appropriate credit on the term of apprenticeship. Entry of pre-apprenticeship candidates shall be done without regard to race, color, religion, national origin, or sex. ***(Note: This is a method of direct entry into the apprenticeship program.)***

SECTION V - COMPLAINT PROCEDURE

- A. Any apprentice or applicant for apprenticeship who believes that he/she has been discriminated against on the basis of race, color, religion, national origin, or sex with regard to apprenticeship or that the equal opportunity standards with respect to his/her selection have not been followed in the operation of an apprenticeship program may, personally or through an authorized representative, file a complaint with the Registration Agency or, at the apprentice or applicant's election, with the private review body established by the sponsor (if applicable).
- B. The complaint will be in writing and will be signed by the complainant. It must include the name, address, and telephone number of the person allegedly discriminated against, the sponsor involved, and a brief description of the circumstances of the failure to apply equal opportunity standards.
- C. The complaint must be filed not later than 180 days from the date of the alleged discrimination or specified failure to follow the equal opportunity standards. In the case of a complaint filed directly with the review body designated by the sponsor to review such complaints, any referral of such complaint by the complainant to the Registration Agency must occur within the time limitation stated above or 30 days from the final decision of such review body, whichever is later. The time may be extended by the Registration Agency for good cause shown.
- D. Complaints of discrimination and failure to follow equal opportunity standards in the apprenticeship program may be filed and processed under 29 CFR § 30 and the procedures as set forth above.
- E. The sponsor will provide written notice of its complaint procedure to all applicants for apprenticeship and all apprentices.

SECTION VI - MAINTENANCE OF APPLICATION AND SELECTION RECORDS

The sponsor will keep adequate records, including a summary of the qualifications of each applicant; the basis for evaluation and for selection or rejection of each applicant; the records pertaining to interviews of applicants; the original application for each applicant; information relative to the operation of the apprenticeship program, including, but not limited to, job assignment, promotion, demotion, layoff, or termination; rates of pay or other forms of compensation or conditions of work; hours including hours of work and, separately, hours of training provided; and any other records pertinent to a determination of compliance with 29 CFR § 30, as may be required by the U.S. Department of Labor. The records pertaining to individual applicants, selected or rejected, will be maintained in such manner as to permit the identification of minority and women (minority and nonminority) participants.

Each sponsor must retain a statement of its affirmative action plan for the prompt achievement of full and equal opportunity in apprenticeship, including all data and analyses made pursuant to the requirements of 29 CFR § 30.4. Each sponsor also must maintain evidence that its qualification standards have been validated in accordance with the requirements set forth in 29 CFR § 30.5(b).

If applicants are interviewed during the selection process, adequate records include a brief summary of each interview and the conclusions on each of the specific factors - e.g., motivation, ambition, and willingness to accept direction - that are part of the total judgment.

Records will be maintained for 5 years from the date of last action and made available upon request to the U.S. Department of Labor or other authorized representative.

SECTION VII - OFFICIAL ADOPTION OF SELECTION PROCEDURES

The **(Insert Sponsor Name)** hereby officially adopts these selection procedures on this **_____** day of **(Insert Month/Year)**.

Sponsor(s) may designate the appropriate person(s) to sign the standards on their behalf.

Signature of Sponsor (*designee*)

Signature of Sponsor (*designee*)

Printed Name

Printed Name

Appendix E

EMPLOYER ACCEPTANCE AGREEMENT

ADOPTED BY

**(INSERT SPONSORS' NAMES OR SPONSOR GROUP NAME
OR ASSOCIATION)**

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

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APPENDIX E

Sample Employer Acceptance Agreement

EMPLOYER ACCEPTANCE AGREEMENT

The undersigned employer hereby subscribes to the provisions of the Apprenticeship Standards formulated and registered by the **(Insert Employers Names of Sponsor or Employer Group Name or Association)** and agrees to carry out the intent and purpose of said Standards and to abide by the rules and decisions of the Sponsor established under these Apprenticeship Standards. We have been furnished a copy of the Standards and have read and understood them, and request certification to train apprentices under the provisions of these Standards. On-the-job, the apprentice is hereby guaranteed assignment to a skilled and competent journeyworker and is guaranteed that the work assigned to the apprentice will be rotated so as to ensure training in all phases of work. The employer further agrees to accept for employment apprentices who are selected and referred to him/her by the Apprenticeship Committee to the extent appropriate employment opportunities are available. This employer acceptance agreement will remain in effect until cancelled voluntarily or revoked by the Sponsor or Registration Agency.

Signed: _____ **Date:** _____

Title: _____

Name of Company:

Address:

City/State/Zip Code:

Phone Number:

FAX:

Email:

cc: Registration Agency