2017 Edition

**2017 Program Sponsor Handbook**

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**Responsibilities of the Program Sponsor:**

1. Cooperate in the selection of apprentices as outlined in program standards.
2. Ensure that all apprentices are under written apprenticeship agreements.
3. Review and recommend apprenticeship activities in accordance with this program.
4. Establish the minimum standards of education and experience required of apprentices.
5. Register the local apprenticeship standards with Louisiana Workforce Commission - Apprenticeship Division.
6. Hear and resolve all complaints of violations of apprenticeship agreements.
7. Arrange evaluations of apprentices' progress in manipulative skills and technical knowledge.
8. Maintain records of all apprentices, showing their education, experience, and progress in learning the occupation.
9. Certify to Louisiana Workforce Commission - Apprenticeship Division that apprentices have successfully completed their apprenticeship program.
10. Notify, within 45 days, Louisiana Workforce Commission - Apprenticeship Division of all new apprentices to be registered, credit granted, suspensions for any reason, reinstatements, extensions, completions and cancellations with explanation of causes.
11. 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.
12. 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.
13. 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).
14. 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.

**Getting Started in RAPIDS**

The Apprenticeship Division utilizes the Registered Apprenticeship Partners Information Data System (RAPIDS) for collection and reporting of data from Registered Apprenticeship program sponsors. This system allows the State to stay updated on the status of each program. Every program sponsor is assigned a RAPIDS username and login to record information about their program and each of their apprentices.

Once a program has received approval for Registration, an Apprenticeship Training Representative (ATR) will register the program in RAPIDS, and then the program will receive login credentials via email.

RAPIDS Homepage: <https://dol.appiancloud.com/suite/sites/oa>

The sponsor’s program will be listed on the homepage. Click on the program number to view more information about the program and related actions

The program summary page allows users to register apprentices and request Davis-Bacon Certifications.



**The Eligible Training Provider List**

The Workforce Innovation and Opportunity Act (WIOA) is a great resource provided by each regional workforce development board that is able to assist Registered Apprenticeship program sponsors and apprentices that qualify. There are three types of benefits that WIOA funding can provide:

1. Individual Training Accounts (ITAs) – Money on an individual basis to cover classroom training costs. This could benefit the apprentice or the program sponsor depending on who is responsible for the cost.
2. On-the-Job Training (OJT) Contracts – This is a benefit to the employer. For individual apprentices who qualify, a portion of their OJT costs (i.e., salary) is reimbursed to the employer.
3. Supportive Services – This is a benefit for the apprentice. If an apprentice qualifies, they may receive supportive services which include assistance for transportation, child care, tools, uniforms, textbooks, or other costs they are responsible for that would otherwise hinder their ability to join the program.

In Louisiana, Registered Apprenticeship program sponsors are automatically approved for placement on the **Eligible Training Provider List (ETPL),** which grants program sponsors access to the three benefits listed above.Additionally,placement on the ETPL maximizes program visibility and ensures job seekers are aware of Registered Apprenticeship opportunities.

Individuals are screened by the local one-stop career solution centers to determine eligibility for WIOA funds. If deemed eligible they may begin to receive the many services the one-stop offers.

It is up to the local boards (there are 15 in the different regions of Louisiana) as to how WIOA funds are dispensed (e.g., some might only provide OJT Contracts, some might only provide Supportive Services). They are encouraged by the Louisiana State Plan to spend WIOA funds on Registered Apprenticeship.

**How to get on the ETPL:**

* Create a HiRE account as a provider <https://www.louisianaworks.net/hire/vosnet/loginintro.aspx?blnStartHere=True>
* Add programs and student data to your account
* Apply for WIOA (formerly WIA) eligibility

**Recording Keeping Guide**

Registered Apprenticeship Program Sponsors must keep accurate records of an apprentice's progress while in training. The lack of adequate records that document the components of training such as on-the-job training hours and work processes completed, time spent and subjects covered in related classroom instruction, dates of employment, rates of pay, and worksite location, etc. can cause problems during program/compliance reviews and can possibly prevent a Certificate of Completion of Apprenticeship from being awarded to a deserving apprentice who is accomplished in the skills and technical knowledge of a trade.

Program Sponsors must prepare and maintain a detailed record keeping system in order to keep their program in registered status. Such a system should be able to provide adequate information needed to conform to Title 29 of the Code of Federal Regulations Parts 29 and 30 and Louisiana Apprenticeship Law, rules and regulations. **All records must be kept for a minimum of five years.**

To assist new and existing Program Sponsors, this general guide has been prepared which *suggests* forms and records to be considered in the design of a Registered Apprenticeship record keeping system. Decisions on the format and substance of forms adopted rest with the Program Sponsor. The Louisiana Workforce Commission - Apprenticeship Division requires that the Apprenticeship Agreement form be executed for all apprentices and kept on file. All other requests for approval, including modifications, completion certificates, cancellations, Davis Bacon certifications, etc. are submitted and approved electronically through the Registered Apprenticeship Partners Information Database System (RAPIDS).

**APPRENTICESHIP PROGRAM SPONSOR FILES:**

1. PROGRAM SPONSOR **STANDARDS OF APPRENTICESHIP** FILE:

 This file should contain:

1. A signed copy of the most recently approved Standards of Apprenticeship including any and all approved revisions;
2. All correspondence pertaining to the Standards of Apprenticeship;
3. Originals or true copies of financial, non-financial and/or articulation agreements between or among the Program Sponsor, participating employers, secondary school systems, community colleges, proprietary schools and/or technical colleges;
4. Sample copies of all forms developed and in use in the sponsor’s Registered Apprenticeship Program.
5. PROGRAM SPONSOR **AFFIRMATIVE ACTION PLAN** FILE:

 This file should contain:

1. A signed copy of the most recently approved Affirmative Action Plan for the outreach, recruitment and selection of minorities and females for Registered Apprenticeship training including any and all approved revisions;
2. A signed copy of the most recently approved apprentice Selection Procedure including any and all approved revisions;
3. All correspondence pertaining to the Affirmative Action Plan and Selection Procedure;
4. Originals or copies of financial, non-financial and/or articulation agreements between or among the Program Sponsor, community-based organizations, target population groups, participating employers, secondary school systems, community colleges, proprietary schools and/or technical colleges;
5. Sample copies of all forms developed and in use in the Registered Apprenticeship Program Affirmative Action Plan and Selection Procedure;
6. Records to document and confirm actual activities conducted by the Program Sponsor or its affiliates in the implementation of Affirmative Action.
7. PROGRAM SPONSOR **INDIVIDUAL APPRENTICE** FILE:

 This file should contain:

1. A copy of the Apprentice Agreement (original on file with the Louisiana Workforce Commission - Apprenticeship Division, unless utilizing RAPIDS; RAPIDS users submit registrations electronically and keep original apprentice agreement in this file with both apprentice and Training Director signatures);
2. A weekly, monthly, quarterly **or** semi-annual master record card containing up-to-date summaries of **on-the-job training.**

 **An example of a quarterly work process training record:**

 This record would contain:

1. Name of apprentice;
2. Apprentice's indenture number;
3. Quarter and year of last update;
4. Trade or occupation for which apprentice is being trained;
5. Journeyworker wage rate at the time of the apprentice's indenture;
6. Name of job site supervisor(s);
7. Schedule of work processes showing dates of completion for each component with total hours worked on each process during the week or month;
8. Authorized signatures verifying information.
9. A weekly, monthly, quarterly **or** semi-annual master record card containing up-to-date summaries of attendance in **related instruction classes** with topics covered.

 **An example of a monthly related classroom instruction record**:

 This record would contain:

1. Name of apprentice;
2. Apprentice's indenture number;
3. Month and year of last update;
4. Trade or occupation for which apprentice is being trained;
5. Schedule of related instruction showing dates of attendance and completion for each component/subject during the month with information as to rating or grade received at completion;
6. Authorized signatures verifying information.
7. A weekly, monthly, quarterly **or** semi-annual supplemental record card containing historical and up-to-date information on the **wages paid** to the apprentice. (The goal of this record to provide for a clear audit trail.)

 **An example of a monthly payroll or fiscal record:**

This record would contain:

1. The date the apprentice entered employment with the participating employer;
2. The specific gross hourly wage being paid to the apprentice upon entry into employment with the participating employer;
3. The schedule of wage progression pay increases with appropriate dates (normally checked against satisfactory completion of work processes and/or related instruction);
4. Any and all records relating to the evaluation of the apprentice's progress and performance including records of counseling relating to problems experienced during the apprentice's training;
5. All correspondence concerning the apprentice.
6. Any and all documentation which assists in providing a distinct picture of the apprentice’s ongoing training.

**NOTE: Program Sponsors are not restricted to the suggestions and examples given above but are strongly encouraged to maintain adequate files to insure smooth operation as well as accountability in your Registered Apprenticeship Training Program activities.**

**Compliance Review Guide**

**Purpose:** To ensure adherence on behalf of the program sponsor to its registered Standards of Apprenticeship and all applicable federal and state laws, rules, policies and instructions in order to maintain the program’s registered status. Lack of documentation of hours spent in on-the-job training, time spent in supplemental related instruction, wages paid, dates of employment and worksite location, etc. can result in non-compliance during a program review. This includes all information needed to conform to the Code of Federal Regulations Title 29 Part 29 and 30, Louisiana State Apprenticeship Law and Louisiana Administrative Rule, policies and instructions. All records must be kept for a minimum of five years. During the course of the program review, we may request copies of sponsor records in order to substantiate the findings of the review. We will also need to interview one apprentice. Sponsor cooperation in this regard is appreciated.

The Apprenticeship Division will be reviewing your program for compliance with Title 29 CFR 29 and 30, as amended, and will be making four basic determinations based on this review:

* That there appears to be equality of treatment in the operation and administration of the program
* That the required related instruction and on-the-job training is being provided
* That the required records are being kept (sponsor’s records, apprentices’ records, applicant records, applicant logs, up-to-date policies, etc.)
* If there is currently an underutilization of minorities and women in the program (programs with five or less apprentices are exempt)

Additionally, if your program has more than five apprentices registered, an EEO review will also be conducted. This will include a review of recruitment activities; the eligibility requirements for apprenticeship; the manner in which a pool of eligible applicants is established and maintained; the selection procedures; the statistics (number of females and minorities applying for and actually entering the program) of each selection process since the last review or the last five years of the program; the work history and progress of the apprentices; and the records on file of the currently indentured apprentices and applicants. All pertinent files should be onsite and available for review at this time. Lack of support documentation can cause problems in substantiating a sponsor's equal opportunity efforts in a compliance review.

The following is a list of items that will assist the program sponsor in preparing for a program review. This list should not be considered all-inclusive nor are any of these items specifically mandatory. It is provided to the sponsor as a general guide in providing adequate evidence that the program is operating in compliance with federal/state law.

1. **On-the-job training in the approved apprenticeable occupation(s):**

**NOTE:** When a program sponsor registers a set of Standards of Apprenticeship, it agrees to maintain accurate and up-to-date information as to the progress of the apprentice(s) through the required work processes of the apprenticeable occupation(s).

**ELEMENTS:**

A. Documented evidence of on-the-job training.

Examples:

1. Documents that indicate what work processes have been learned, when learned, where learned, and what remains to be learned.

2. Written evaluations or assessments of the apprentice's training progress.

B. Documented evidence of work attendance.

Examples:

1. A record of hours worked by day, week, or month.

2. Accurate and up-to-date payroll records.

3. Valid employer reports to the Program Sponsor of hours worked.

C. Documented evidence of properly paid wages:

Example: An official payroll record reflecting hourly rate beginning from time of indenture. Record should show the hourly rate paid the apprentice at point of indenture plus the dates at which raises were given according to the wage progression schedule authorized in the Standards of Apprenticeship at the time of indenture.

**2. Related instruction component supplementing the OJT:**

**NOTE:** Related classroom instruction attendance is mandatory under state and federal law. Sponsors are responsible for proper curricula being taught in related instruction, enforcing attendance to related instruction classes, and maintaining an evaluation system for assessing the apprentice's progress in this supplemental phase of training. If the sponsor's standards indicate that the apprentice will be paid while in related instruction attendance, documents indicating that the apprentice did receive payment should be available.

**ELEMENTS:**

A. Documented evidence of supplemental related instructional training.

Examples:

1. Documents that indicate what related instruction topics have been learned, when learned and where learned and what remains to be learned.

2. Written evaluations or assessments of the apprentice's training progress.

B. Documented evidence of related instruction attendance

Example: A record of hours attended by day, week, or month, etc. Record should be certified by the instructor, school and sponsor's designated agent.

**3. Administration of the apprenticeship training program:**

**NOTE:** Oral testimony alone, as given by the sponsor and/or its designated agent, has been found to be insufficient as evidence needed to prove proper training of apprentices. Thorough and organized documentation must be provided to support a history of quality training.

**ELEMENTS:**

A. The name, title, address and phone number of the person named as the sponsor's designated agent with the responsibility of ensuring that the apprenticeship program is in adherence to state laws, rules and regulations should be on file with the Louisiana Workforce Commission Apprenticeship Division.

Examples:

1. In the case of Louisiana Standards of Apprenticeship template, the designated agent for the sponsor is completed and up to date in the appropriate section.

2. In the case of National Standards, a letter from the program sponsor or an addendum to the standards is on file establishing the name, title, address and phone number of its designated agent.

B. Recruitment records are complete and orderly.

C. Application records are complete and orderly.

D. Testing/Interview records are complete and orderly.

E. Selection records are complete and orderly.

F. Adequate evidence of the sponsor's efforts in attempting to research, identify, and solve problems dealing with recruitment and selection of applicants as well as high cancellation rates of apprentices.

Examples:

1. Minutes of meetings among application, testing and/or interviewing staff and the designated agent.

2. Exit interviews with apprentices, etc.

**EEO Compliance:** *(Only applies to programs with 5 or more apprentices)***.** The following is a list of items that will assist the program sponsor in preparing for the portion of the review that will assess the program sponsor’s adherence to its Affirmative Action Plan and Equal Opportunity Policy. This list should not be considered all inclusive nor are any of these items specifically mandatory. It is provided to the sponsor as a general guide in providing adequate evidence that the program is operating in compliance with federal/state law.

**1. Outreach and Recruitment of Qualified Applicants**

**NOTE:** The program sponsor must be able to prove through action and documentation that it has achieved established goals, within reasonable timeframes, in the outreach and recruitment of minority and female applicants. Where such goals are not met, the sponsor must be able to prove through a preponderance of evidence that it has performed a "good faith effort" to achieve those goals.

**ELEMENTS**:

A. Documented evidence that the sponsor has provided information to outside sources regarding its Apprenticeship training program and its application procedure for entry into the program.

Examples:

1. General information letters and logs of contacts concerning Apprenticeship and career opportunities with parties that can assist in recruitment of target applicant groups. (YWCA, YMCA, military, women's services, Career Solution Centers, welfare agencies, vo‑techs, etc.)

2. Written notification of application periods sent to support groups and agencies that screen and refer target groups. (YWCA, YMCA, military, women's services, Career Solutions Centers, welfare agencies, vo‑techs, etc.)

3. General information notices on Apprenticeship and application periods posted in public facilities and public areas (shopping malls, libraries, community bulletin boards, gyms, etc.).

4. Newspaper, internet and public journal classified ads, etc. as proof of timely, active outside recruitment. Public Service Announcements submitted to the radio and television media (to include minority/female owned media).

5. Copies of agendas of public meetings, seminars, conferences, career days, workshops, etc. showing presentation or at least participation on behalf of the sponsor to promote its program to minorities and females.

6. Inter‑sponsor letters and/or communications to journeypersons and apprentices urging assistance in recruitment of minority and female applicants.

B. Postings on sponsor premises/work sites of an Equal Opportunity policy.

**2. Selection of Applicants for Apprenticeship Training:**

**NOTE:** The Selection Method used for placing applicants into a pool eligible for selection must be a written method approved by the Louisiana Workforce Commission ‑ Apprenticeship Division. The method selected must be one of the four methods prescribed by Apprenticeship Law.

**ELEMENTS:**

A.A written explanation of the Selection Method for entry into the program maintained in the Program Sponsor's files.

B. A written explanation in the Sponsor's files indicating the Qualification Standards for indenture (could also be a part of the Standards of Apprenticeship). These Qualification Standards must be objective and specific.

Examples:

1. School diplomas or equivalents

2. Legitimate age requirements

3. Fair aptitude tests

4. Occupationally essential health requirements

5. Previous work/training experience

C. A written policy in the Program Sponsor's files stating that, during legitimate application periods, all applicants will be allowed to complete an application for admission into the program.Records should reflect the total number of applications received since the last review and be tabulated according to race and sex. Records should also reflect the number of total applications that do not qualify for the program based on the Qualification Standards.

Examples:

1. Total applications received by white males, white females, minority males, minority females.

2. Total applications not meeting Qualification Standards by white males, white females, minority males, minority females.

D. Documents used in selection should clearly indicate that discriminatory questions and procedures are not present and not practiced.

Examples:

1. Application form

2. Oral Interview sheet, if applies

3. Rating sheets

E. If an aptitude test is given, evidence that the test is valid for selection of apprentices and is directly related to job performance.

F. If an oral interview is used, adequate evidence shall be kept including a brief summary of each interview and the conclusions on each of the specific factors.

Examples:

1. Motivation

2. Ambition

3. Willingness to accept direction

G. The scheduled dates of interviews since the last review should be documented. The number of interviews should be documented to reflect race and sex statistics as well as "no shows".

Examples:

1. Oral interviews scheduled according to white males, white females, minority males, minority females.

2. "No shows" to interviews scheduled according to white males, white females, minority males, minority females.

H. Copies of letters to applicants that were rejected. Such letters should contain the reason(s) for rejection, the requirements for admission to the pool eligible for selection, and appeal rights available to the applicant.

I. Sponsor provided statistics on minority and female apprentices are complete and accurate enough to draft a new "Affirmative Action goals and timetables" package.

Examples:

1. Total apprentices, total minority apprentices, total female apprentices.

J. If credit for previous experience is given, the formula for granting the credit should be written and on file.