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To: The Washington State Apprenticeship and Training Council
CC: Liz Smith, Jody Robbins and Laurie Brinkly
From: Jennifer Carlson
Date: December 7, 2015
Re: Formation of Washington Technology Industry Association Workforce Institute Apprenticeship Committee (WTIA WIAC)

The Washington Technology Industry Association Workforce Institute, as sponsor of Washington's first proposed technology apprenticeship program, formed its Apprenticeship Committee for the purpose of governing and enforcing these Standards submitted for your consideration. Our committee is comprised of an equal number of employer and employee members, representing our participating tech industry hiring partners.

L&I consulted with us extensively in the formation and implementation of the apprenticeship committee, which embodies diversity in its population, roles performed and industry sectors. Every effort was made to create a committee representative of the widest possible reach within the Tech sector, with room to expand with future occupational objectives.

For the purposes of identifying candidates for the WTIA WIAC, the following definitions for Employer Representative and Employee Representative were utilized:

- **Employer Representative:** a person identified by an apprenticeship supportive company as having some combination of hiring authority, staffing oversight, FTE budgeting and/or performing staff recruiting within the State of Washington.
- **Employee Representative:** a person employed by an apprenticeship supportive company who performs one of the roles identified as appropriate for the apprenticeship standards and is occupationally qualified (journey-level) for an occupation covered by the WTIA WIAC. Candidates were required to have no direct reports and a minimum of two years experience in their role before joining the WTIA WIAC. Preference was given for candidates who would have been given priority consideration for this apprenticeship program (Veteran, minority, female, non-traditional education background, or prior experience with apprenticeship).
 - A candidate may have 'manager' in his or her title if related to the common understanding of their job functional, but not if used to identify them as managers of staff. (E.g., a Project or Program

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Manager refers to a person that manages a process or information flow and is therefore WIAC eligible, whereas a Departmental Manager title typically refers to someone that manages staff and would therefore be ineligible to serve in this role.)

The WTIA Workforce Institute identified a wide cross-section of industry sectors and roles, and distributed requests for nominations to 25 participating companies soliciting potential candidates. The committee was narrowed down using the criteria above and the following company and sector representatives were selected.

Employer Representatives:

- Microsoft: Lead partner in the development of the Apprenticeship program, provider of industry recognized pre-apprenticeship training certifications that will be employed by the program and a registered hiring partner. (50,000+ Large Employer in Washington)
 - Thomas Dawkins: 20 years experience as a coder/developer, now Microsoft program lead on MSSA Veteran hiring program nationally
- Accenture: Leading consultant to hundreds of Tech companies globally and in Washington State. They will be a registered hiring partner, provide insights on behalf of its needs and those of a broad technology constituency. Finally, and additively, will provide soft-skills training products to the pre-apprenticeship program. (400+ Mid-size Employer in Washington)
 - Lenka Hanzlik: Lead talent recruiter West Coast
- F5: Leading software and hardware server manufacturing company based in Washington State, a registered hiring partner and supporter of a key target audience in Veterans. The company has operations in both Seattle and Spokane, apprentice opportunities with both hardware and software support and development, and a custom internal training/onboarding programs. (2,000+ Large Employer in Washington)
 - Kristen Dimlow: Senior Vice President, Human Resources

Employee Representatives:

- Internet ID (IID): Tacoma-based internet security company that is a registered hiring partner representing one of the highest needs sectors and a growth area that Washington is actively engaged in developing. In addition to pre-apprenticeship training, IID has a robust internal training/onboarding program that enables new hires to grow rapidly on the job. (65+ Small Employer in Washington)
 - Chris Roads: Background in State government, technology and team coaching roles.
- Synapse: Leading wearable development company providing support applications to a wide range of third party commercial products (i.e., Apple watch, Nike pedometer in shoe, etc.). Supportive of apprenticeship, the company serves a growing segment and represents a sector that is attracting

more companies to the region also in need of talent (200+ Mid-size Employer in Washington).

- Amy Morgans: Program Manager that began with Synapse in an entry-level HR role, later moving into a training position to become a Program/Project manager. Amy represents a non-STEM degreed individual that learned her role through on the job training.
- Impinj: Leading Data-analytics Company whose products support larger Fortune 500 companies across the company in making marketing decisions based on measured consumer behavior. Impinj will be a registered training agent seeking a scalable program to help them meet market data analysis needs (70+ Small Employer in Washington).
 - Dave Ciampi: 10+ years of experience as a full-stack, back end developer. He is a Canadian-American very familiar with apprenticeship, lead mentor to Impinj interns learning to code and supportive of the belief that non-four year degreed apprentices can be equally successful in the tech industry.

Summary:

These six Apprenticeship Committee members/companies diversely represent the tech sector as follows:

- Company Size: Smallest, 65 employees; Largest, 50,000+
 - Based on employee count in the State of Washington, the committee is comprised of two small, two mid-size and two large employers.
- Gender: 3 male, 3 female
- Five Overlapping Sectors:
 - 3 Software – Microsoft, F5, Synapse
 - 2 Hardware – F5, Microsoft
 - 2 Security – IID, F5
 - 2 Big Data – Impinj, Accenture
 - 1 Consultant – Accenture
- Roles: Project Management, Front and Back-End Coding, Data Analytics, Internet Security, Consulting & Hardware Development.

Future Considerations:

Finally, with six as the committee's starting point, the long-term strategy is to bring on additional members when hiring partners from other sectors are added and/or wider breadths of roles are submitted for standard approval. Additional sector considerations include telecom, transportation and gaming.

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STANDARDS OF APPRENTICESHIP
adopted by

**WASHINGTON TECHNOLOGY INDUSTRY ASSOCIATION WORKFORCE
INSTITUTE APPRENTICESHIP COMMITTEE
(WTIA WIAC)**

(sponsor name)

<u>Occupational Objective(s):</u>	<u>SOC#</u>	<u>Term</u>
DATABASE ADMINISTRATOR	15-1141.00	2000



APPROVED BY
Washington State Apprenticeship and Training Council
REGISTERED WITH
Apprenticeship Section of Specialty Compliance Services Division
Washington State Department Labor and Industries
Post Office Box 44530
Olympia, Washington 98504-4530

APPROVAL:

Initial Approval _____

Committee Amended _____

Standards Amended (review) _____

Standards Amended (administrative) _____

By: _____
Chair of Council

By: _____
Secretary of Council

**Washington Technology Industry Association Workforce Institute Apprenticeship
Committee (WTIA WIAC)**

INTRODUCTORY STATEMENT

The director of the Department of Labor and Industries appointed the Washington State Apprenticeship and Training Council (WSATC) as the regulatory body responsible for developing, administering, and enforcing apprenticeship program standards (Standards) for the operation and success of apprenticeship and training programs in the State of Washington. Apprenticeship program sponsors function, administer, or relinquish authority only with the consent of the WSATC. Furthermore, only apprentices registered with the supervisor or recognized under the terms and conditions of a reciprocal agreement will be recognized by the WSATC. Parties signatory to these standards of apprenticeship declare their purpose and policy is to establish and sponsor an organized system of registered apprenticeship training and education.

These Standards are in conformity and are to be used in conjunction with the Apprenticeship Rules, chapter 296-05 WAC (Washington Administrative Code); Apprenticeship Act, chapter 49.04 RCW (Revised Code of Washington); The National Apprenticeship Act, 29 U.S.C. (United States Code) 50; Apprenticeship Programs, Title 29 Part 29 CFR (Code of Federal Regulations); and Equal Employment Opportunity in Apprenticeship and Training, Title 29 Part 30 CFR which govern employment and training in apprenticeable occupations. They are part of this apprenticeship agreement and bind all signers to compliance with all provisions of registered apprenticeship. Additional information may need to be maintained by the program sponsor that is supplemental to these apprenticeship standards. This information is for purposes of ensuring compliance with decisions of the WSATC and the apprenticeship laws identified above.

If approved by the council, such amendment/s and such changes as adopted by the council shall be binding to all parties. Program sponsors shall notify apprentices and employer training agents (if applicable) of changes when they are adopted by the council. If and when any part of these Standards becomes illegal, as pertains to federal and/or state law, that part and that part alone will become inoperative and null and void, and the Department of Labor and Industries (Department) may adopt language that will conform to applicable law. The remainder of the Standards will remain in full force and effect.

Sections of these standards identified as bold "insert text" fields are specific to the individual program standards and may be modified by a sponsor submitting a revised standard for approval by the WSATC. All other sections of the standards are boilerplate and may only be modified by the WSATC.

See WAC 296-05-003 for the definitions necessary for use with these Standards.

Sponsor Introductory Statement (Optional): **The Information, Communication Technology (ICT) industry represents the largest technology sector in the State of Washington. The WTIA WIAC Apprenticeship Program provides world class education and training that will enable participants to have successful careers in the ICT industry. The WTIA WIAC places a heavy emphasis on increasing female, minority, and veteran representation in the ICT industry.**

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I. GEOGRAPHIC AREA COVERED:

The sponsor has no authority to conduct training outside of the geographical area covered by these Standards. The sponsor may enter into an agreement [portability agreements – see WAC 296-05-303(4)(g)] with other sponsors for the use of apprentices by training agents that are working outside of their approved geographic area. Also, the WSATC may recognize and approve out-of-state apprenticeship programs and standards if certain conditions are met and the out-of-state sponsoring entity requests it (see WAC 296-05-327). Apprenticeship program sponsors will ensure compliance with the provisions of any agreement recognized by the WSATC.

The area covered by these Standards shall be the state of Washington.

II. MINIMUM QUALIFICATIONS:

Minimum qualifications must be clearly stated and applied in a nondiscriminatory manner [see WAC 296-05-316(17)].

Age: **At least 18 years of age**

Education: **Must be a High School graduate or equivalent.**

Physical: **Must be able to perform the work of the occupations that is herein defined**

Testing: **None**

Other: **Must complete WTIA WIAC apprenticeship preparation program, or equivalent education and training as recognized by the WTIA WIAC**

Must be an employee of a registered training agent of the WTIA WIAC

Note: For more information on how to apply for and enter the WTIA WIAC apprenticeship preparation program or find information about education and training that is recognized by the WTIA WIAC please visit

www.washingtontechnology.org/workforce.

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III. CONDUCT OF PROGRAM UNDER WASHINGTON EQUAL EMPLOYMENT
OPPORTUNITY PLAN:

Sponsors with five (5) or more apprentices must adopt an Equal Employment Opportunity (EEO) Plan and Selection Procedures (see Part D of chapter 296-05 WAC and 29 CFR Part 30).

The recruitment, selection, employment and training of apprentices during their apprenticeship shall be without discrimination because of race, sex, color, religion, creed, national origin, age, sexual orientation, marital status, veteran or military status, the presence of a disability or any other characteristic protected by law. The sponsor shall take positive action to provide equal opportunity in apprenticeship and will operate the apprenticeship program as required by the rules of the Washington State Apprenticeship and Training Council (chapter 296-05 WAC) and Title 29, Part 30 of the Code of Federal Regulations.

A. Selection Procedures:

Applicants must be employed and sponsored by a registered training agent of the WTIA WIAC. The WTIA WIAC will vet all applicants to ensure they meet the minimum qualifications for the apprenticeship program, and ensure that the registered training agent sponsoring the applicant has sufficient capacity to properly supervise the apprentice.

Note: Registered training agents of the WTIA WIAC will actively recruit individuals who have successfully completed the WTIA WIAC apprenticeship preparation program or who have been granted credit for prior learning and training by the WTIA WIAC for apprenticeship opportunities.

B. Equal Employment Opportunity Plan:

In addition to providing quality training and an additional avenue to gain employment in technology careers, one of the primary objectives of the WTIA WIAC is to increase minority, female, and veteran representation within the technology sector. To this end, the WTIA WIAC commits to engage in the following activities:

1. **Create, engage in and track programs and initiatives designed to recruit minorities, women and veterans into the WTIA WIAC apprenticeship preparation program and registered apprenticeship opportunities.**
2. **Counsel secondary schools and community and technical colleges concerning the needs of the technology sector and how students may successfully apply to the WTIA WIAC apprenticeship program.**

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3. Deliver presentations designed to familiarize minorities, women, veterans and other interested persons with WTIA WIAC apprenticeship opportunities.
4. Provide women, minorities, veterans and persons with disabilities with direction on how to qualify for the WTIA WIAC apprenticeship program by connecting them with external training opportunities, classes, employers and agencies that provide support services.
5. Promote the WTIA WIAC through the distribution of program literature and on apprenticeship websites.
6. Utilize minority, female and veteran apprentices and journeypersons in the promotion of the WTIA WIAC.

Discrimination Complaints.

Any apprentice or applicant for apprenticeship who believes they have been discriminated against may file a complaint (WAC 296-05-443).

IV. TERM OF APPRENTICESHIP:

The minimum term of apprenticeship must not be less than 2000 hours of reasonably continuous employment in each occupation identified in these Standards. The term of apprenticeship must be stated in hours of employment [WAC 296-05-316(1)].

The term of apprenticeship for Database Administrator shall be 2000 hours of reasonably continuous employment and demonstrated competency in the occupational objective.

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V. INITIAL PROBATIONARY PERIOD:

All apprentices are subject to an initial probationary period, stated in hours or months of employment for which they receive full credit toward completion of apprenticeship. Advance credit/standing will not reduce the initial probationary period. The initial probationary period [WAC 296-05-316(22)]:

1. Is the period following the apprentice's registration into the program and during which the apprentice's appeal rights are impaired. The initial probation must not exceed twenty percent (20%) of the term of apprenticeship or one year from date of registration, unless an exemption by the WSATC has been granted for longer probationary periods as specified by Civil Service or law.
2. Is the period that the WSATC or the supervisor of apprenticeship may terminate an apprenticeship agreement at the written request by any affected party. The sponsor or the apprentice of the apprenticeship agreement may terminate the agreement without a hearing or stated cause. An appeal process is available to apprentices who have completed the initial probationary period.

The initial probationary period for all occupational objectives covered by these standards shall not exceed 400 hours.

VI. RATIO OF APPRENTICES TO JOURNEY LEVEL WORKERS:

Supervision is the necessary education, assistance, and control provided by a journey-level employee that is on the same job site at least seventy-five percent of each working day, unless otherwise approved by the WSATC. The sponsor will assure that apprentices are under the supervision of competent and qualified journey-level workers on the job who are responsible for the work being performed, to ensure safety and training in all phases of the work. Apprentices will work the same hours as journey-level workers, EXCEPT where such hours may interfere with related/supplemental instruction [WAC 296-05-316(5)].

The ratio of apprentices to journey-level workers shall not exceed 1 to 1.

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VII. APPRENTICE WAGES AND WAGE PROGRESSION:

The apprentice will be paid a progressively increasing schedule of wages based on specified percentages of journey-level wage consistent with skills acquired [WAC 296-05-316(27)]. These may be indicated in hours or monthly periods set by the sponsor. The entry wage will not be less than the minimum wage prescribed by the Fair Labor Standards Act, where applicable, unless a higher wage is required by other applicable federal law, state law, respective regulations, or by collective bargaining agreement.

The sponsor may accelerate, by an evaluation process; the advancement of apprentices who demonstrate abilities and mastery of the occupation to the level for which they are qualified. When the apprentice is granted advanced standing the sponsor must notify the employer/training agent of the appropriate wage per the wage progression schedule specified in these Standards.

For the occupational objective(s) covered by these standards, the wage progression shall be as follows:

Step	Number of hours/months	Percentage of journey-level rate
1	0 - 1000	60%
2	1000 - 2000	70%

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VIII. WORK PROCESSES:

The apprentice shall receive on the job instruction and experience as is necessary to become a qualified journey-level worker versed in the theory and practice of the occupation covered by these Standards. The following is a condensed schedule of work experience, which every apprentice shall follow as closely as conditions will permit.

Employers/training agents shall only use registered apprentices to perform the work processes as stated in this section. [WAC 296-05-303(5)(f)]

<u>A. Database Administrator</u>	<u>APPROXIMATE HOURS</u>
1. User Management	200
- Database Server Access Management for Users & Groups	
2. Systems Management	200
- Implementing Security Schema for Database Server	
- Defining IP Ports for Data Access for Applications or Reporting	
- Defining Server Workload management	
- System Security Compliance	
3. Database Management	300
- Database Access Permissions for Users/ Groups	
- Database replication Implementation and Management	
- Log management, Data Retention Policies	
- Database Recovery	
- Default Table Management	
4. SQL/ Stored Process Programming	300
- Writing Queries, Reports and Data Validation Code	
- Developing Stored Procedures	
5. Data Storage Management.....	300
- Managing Disk Space Growth Projections	
- Developing Stored Procedures	
6. Database Security.....	200
- Users, Groups, and Application Accessibility	
- Security and Data Encryption Controls	
7. Disaster Recovery and Testing	200
- Data and Log Recovery	
- Test Processes and Execution	
8. Customer Support Services.....	300
- End User Support	
- Application and Developer Support	
	Total Hours: 2000

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IX. RELATED/SUPPLEMENTAL INSTRUCTION:

The apprentice must attend related/supplemental instruction (RSI). Time spent in related/supplemental instruction shall not be considered as hours of work and the apprentice is not required to be paid for time spent in related/supplemental instruction.

The sponsor and training agent must provide for instruction of the apprentice during the related/supplemental instruction in safe and healthful work practices in compliance with the Washington Industrial Safety and Health Act, and applicable federal and state regulations.

Clock hours of actual attendance by the apprentice in related/supplemental instruction classes at the community/technical college or other approved training locations shall be reported to the Department on a quarterly basis. Such reports will clearly identify paid versus unpaid and supervised versus unsupervised RSI time for industrial insurance purposes.

For industrial insurance purposes, the WSATC will be considered as the employer should any supervised apprentice, not being paid to attend RSI, sustain an injury while participating in related/supplemental classroom activity, or other directly related activity outside the classroom. The activities must be at the direction of the instructor.

In case of failure on the part of any apprentice to fulfill the obligation to attend RSI, the sponsor has authority to take disciplinary action (see Administrative/Disciplinary Procedures section).

The methods of related/supplemental training must consist of one or more of the following (please indicate by checking those that apply):

- Supervised field trips
- Approved training seminars (specify)
- A combination of home study and approved correspondence courses (specify)
- State Community/Technical college
- Private Technical/Vocational college
- Training trust
- Other (specify):

(271) Minimum RSI hours per year defined per the following (see WAC 296-05-316(6)):

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- () twelve-month period from date of registration.*
- () defined twelve-month school year: (insert month) through (insert month).
- (x) two-thousand hours of on the job training.

**If no selection is indicated above, the WSATC will define RSI hours per twelve-month period from date of registration.*

Additional Information: **Apprentices that are granted credit for prior learning or experience may be excused from attending specific portions of RSI training at the discretion of the WTIA WIAC.**

X. ADMINISTRATIVE/DISCIPLINARY PROCEDURES:

Sponsors may include in this section requirements and expectations of the apprentices and training agents and an explanation of disciplinary actions that may be imposed for noncompliance. The sponsor has the following disciplinary procedures that they may impose: Disciplinary Probation, Suspension, or Cancellation.

Disciplinary Probation: A time assessed when the apprentice's progress is not satisfactory. During this time the program sponsor may withhold periodic wage advancements, suspend or cancel the apprenticeship agreement, or take further disciplinary action. A disciplinary probation may only be assessed after the initial probation is completed. During the disciplinary probation, the apprentice has the right to file an appeal of the sponsor's action with the WSATC (as described in WAC 296-05-009).

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Suspension: A suspension is a temporary interruption in progress of an individual's apprenticeship program that may result in the cancellation of the Apprenticeship Agreement. Could include temporarily not being allowed to work, go to school or take part in any activity related to the Apprenticeship Program until such time as the sponsor takes further action.

Cancellation: Refers to the termination of an apprenticeship agreement at the request of the apprentice, supervisor, or sponsor. [as described in WAC 296-05-316(22)].

A. General Procedures

1. **Apprentices shall be required to attend a minimum of one professional coaching session per month.**
2. **Apprentices shall take and pass a competency test in order to progress from 'step 1' to 'step 2' and then again to graduate from the apprenticeship program. The first competency test will occur on or near the mid-point, or 1,000 hours, of on the job training. The competency test required for graduation from the apprenticeship program will occur on or near the conclusion of 2,000 hours of on the job training.**

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3. The Apprenticeship Committee may grant credit for the 1,000 hour and/or the 2000 hour competency testing requirements with a passing score if requested by the registered training agent.
4. In the event an apprentice is unsuccessful in completing a competency test, the registered training agent shall provide additional educational support in the deficient subject matter area(s). Apprentice will be required to retake the competency test within 45 days of the failed exam date. If the apprentice fails the second test, they shall appear before the Apprenticeship Committee for a potential disciplinary action, up to and including cancellation of their apprenticeship agreement.
5. If a registered training agent terminates the employment of an apprentice due to acquisition, ceasing operations, layoff or other circumstance through no fault of the apprentice, the WTIA WIAC will make every effort place the apprentice with another registered training agent, for the remainder of their apprenticeship. In the event there are no available placement opportunities, the WTIA WIAC will provide three options: allow the apprentice to wait for a placement opportunity, or allow the apprentice to challenge completion of their apprenticeship by completing the required competency test at the discretion of the Apprenticeship Committee, or transfer to an alternate occupational objective for which they are qualified, and is covered by these standards.

Exercising any one option does not negate the ability of the apprentice to pursue an alternate course of action if the action is taken within 180 days.

6. Failure of the apprentice to maintain Employment may result in termination of apprenticeship agreement.

B. Local Apprenticeship Committee Policies

None

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C. Complaint and Appeal Procedures:

All registered programs must establish procedures explaining the program's complaint review process. Complaints that involve matters covered by a collective bargaining agreement are not subject to the complaint review procedures in this section.

Complaint (after initial probation completed) – WAC 296-05-009 and 296-05-316(22)

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20 calendar days of intention of disciplinary action by a sponsor

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- Sponsors must notify the apprentice in writing of action to be taken
- Must specify the reason(s) for discipline, suspension, or cancellation
- Decision will become effective immediately
- Written reason(s) for such action must be sent to the apprentice

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Within: 30 calendar days request for reconsideration from the sponsor

- Apprentice to request sponsor to reconsider their action

Within: 30 calendar days of apprentice's request for reconsideration

- Sponsor must provide written notification of their final decision

If apprentice chooses to pursue the complaint further:

Within: 30 calendar days of final action

- Apprentice must submit the complaint in writing to the Department
- Must describe the controversy and provide any backup information
- Apprentice must also provide this information to the local sponsor

Within: 30 business days for supervisor to complete investigation

- If no settlement is agreed upon during investigation, then supervisor must issue a written decision resolving the controversy when the investigation is concluded

If the apprentice or sponsor disputes supervisor decision:

Within: 30 calendar days of supervisor's decision, request for WSATC hearing

- Request must be in writing
- Must specify reasons supporting the request
- Request and supporting documents must be given to all parties
- WSATC must conduct the hearing in conjunction with the regular quarterly meeting

Within: 30 calendar days after hearing

- WSATC to issue written decision

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XI. COMMITTEE – RESPONSIBILITIES AND COMPOSITION

NOTE: The following is an overview of the requirements associated with administering an apprenticeship committee and/or program. These provisions are to be used with the corresponding RCW and/or WAC.

The sponsor is the policymaking and administrative body responsible for the operation and success of this apprenticeship program. A committee is responsible for the day-to-day operations of the apprenticeship program and they must be knowledgeable in the process of apprenticeship and/or the application of chapter 49.04 RCW and chapter 296-05 WAC. Sponsors must develop procedures for:

- A. Committee Operations (WAC 296-05-316): (Not applicable for Plant Programs)
Convene meetings at least three times per year of the program sponsor and apprenticeship committee attended by a quorum of committee members as defined in the approved Standards. If the committee does not indicate its definition of quorum, the interpretation will be “50% plus 1” of the approved committee members. Conference call meetings may be conducted in lieu of regular meetings but must not exceed the number of attended meetings and no disciplinary action can be taken during conference call meetings.

B. Program Operations (Chapter 296-05 WAC - Part C & D):

1. The program sponsor will record and maintain records pertaining to the administration of the apprenticeship program and make them available to the WSATC or Department on request.

Records required by WAC 296-05-400 through 455 (see Part D of chapter 296-05 WAC) will be maintained for five (5) years; all other records will be maintained for three (3) years.

2. The sponsor will submit to the Department through the assigned state apprenticeship consultant the following list:

Forms are available on line at

<http://www.lni.wa.gov/TradesLicensing/Apprenticeship/FormPub/default.asp> or from your assigned apprenticeship consultant.

- Apprenticeship Agreements – within first 30 days of employment
- Authorization of Signature forms - as necessary
- Approved Training Agent Agreements (sponsor approving or canceling) – within 30 days
- Minutes of Apprenticeship Committee Meetings – within 30 days of meeting (not required for Plant program)
- Request for Change of Status - Apprenticeship/Training Agreement and Training Agents forms – within 30 days of action by sponsor.
- Journey Level Wage Rate – annually, or whenever changed

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- Request for Revision of Standards - as necessary
- Request for Revision of Committee - as necessary
- Related Supplemental Instruction (RSI) Hours Reports (Quarterly):
 - 1st quarter: January through March, by April 10
 - 2nd quarter: April through June, by July 10
 - 3rd quarter: July through September, by October 10
 - 4th quarter: October through December, by January 10
- On-the-Job Work Hours Reports (bi-annual)
 - 1st half: January through June, by July 30
 - 2nd half: July through December, by January 31

3. The program sponsor will adopt, as necessary, local program rules or policies to administer the apprenticeship program in compliance with these Standards that must be submitted for Department approval and updating these Standards. The apprenticeship program manager may administratively approve requests for revisions in the following areas of the Standards:
 - Program name
 - Sponsor's introductory statement (if applicable)
 - Section III: Conduct of Program Under Washington Equal Employment Opportunity Plan
 - Section VII: Apprentice Wages and Wage Progression
 - Section IX: Related/Supplemental Instruction
 - Section XI: Committee - Responsibilities and Composition (including opening statements)
 - Section XII: Subcommittees
 - Section XIII: Training Director/Coordinator
4. The sponsor will utilize competent instructors as defined in WAC 296-05-003 for related/supplemental instruction. Furthermore, the sponsor will ensure each instructor has training in teaching techniques and adult learning styles, which may occur before or within one year after the apprenticeship instructor has started to provide instruction.

C. Management of Apprentices:

1. Each apprentice (and, if under 18 years of age, the parent or guardian) will sign an apprenticeship agreement with the sponsor, who will then register the agreement, with the Department before the apprentice attends the related/supplemental instruction classes, or within the first 30 days of employment as an apprentice. For the purposes of industrial insurance coverage and prevailing wage exemption under RCW 39.12.021, the effective date of registration will be the date the agreement is received by the Department.

The Department must be notified within 30 days of program approval, of all requests for disposition or modification of agreements, with a copy of the minutes approving the changes, which may be:

**Washington Technology Industry Association Workforce Institute Apprenticeship
Committee (WTIA WIAC)**

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- Certificate of completion
- Additional credit
- Suspension (i.e. military service or other)
- Reinstatement
- Cancellation and/or
- Corrections

2. Rotate apprentices in the various processes of the skilled occupation to ensure the apprentice is trained to be a competent journey-level worker.
3. Periodically review and evaluate apprentices before advancement to the apprentice's next wage progression period. The evidence of such advancement will be the record of the apprentice's progress on the job and during related/supplemental instruction.
4. The sponsor has the obligation and responsibility to provide, insofar as possible, continuous employment for all apprentices in the program. The sponsor may arrange to transfer an apprentice from one training agent to another or to another sponsor when the sponsor is unable to provide reasonably continuous employment, or they are unable to provide apprentices the diversity of experience necessary for training and experience in the various work processes as stated in these Standards. The new sponsor or training agent will assume all the terms and conditions of these Standards. If, for any reason, a layoff of an apprentice occurs, the apprenticeship agreement will remain in effect unless canceled by the sponsor.
5. An apprentice who is unable to perform the on-the-job portion of apprenticeship training may, if the apprentice so requests and the sponsor approves, participate in related/supplemental instruction, subject to the apprentice obtaining and providing to the sponsor written requested document/s for such participation. However, time spent will not be applied toward the on-the-job portion of apprenticeship training.
6. Hear and adjust all complaints of violations of apprenticeship agreements.
7. Upon successful completion of apprenticeship, as provided in these Standards, and passing the examination that the sponsor may require, the sponsor will recommend that the WSATC award a Certificate of Completion of Apprenticeship. The program will make an official presentation to the apprentice that has successfully completed his/her term of apprenticeship.

D. Training Agent Management:

1. Offer training opportunities on an equal basis to all employers and apprentices. Grant equal treatment and opportunity for all apprentices through reasonable working and training conditions and apply those conditions to all apprentices uniformly. Provide training at a cost equivalent to that incurred by currently

**Washington Technology Industry Association Workforce Institute Apprenticeship
Committee (WTIA WIAC)**

participating employers and apprentices. Not require an employer to sign a collective bargaining agreement as a condition of participation.

2. Determine the adequacy of an employer to furnish proper on-the-job training in accordance with the provisions of these Standards. Require all employers requesting approved training agent status to complete an approved training agent agreement and comply with all federal and state apprenticeship laws and the appropriate apprenticeship Standards.
3. Submit approved training agent agreements to the Department with a copy of the agreement and/or the list of approved training agents within thirty days of committee approval. Submit rescinded approved training agent agreements and/or the list of approved training agents to the Department within thirty days of said action.

E. Composition of Committee: (see WAC 296-05-313)

Apprenticeship committees must be composed of an equal number of management and non-management representatives composed of at least four members but no more than twelve. If the committee does not indicate its definition of a quorum, the interpretation will be "50% plus 1" of the approved committee members.

Apprenticeship committees shall elect a chairperson and a secretary who shall be from opposite interest groups, i.e., chairperson-employers; secretary-employees, or vice versa; EXCEPT, this does not apply where the Registration Agency represents the apprentice(s).

For plant programs the WSATC or the Department designee will act as the employee representative.

Quorum: **50% + 1**

Program type administered by the committee: **GROUP NON-JOINT**

The employer representatives shall be:

Kristen Dimlow (Chair)
F5
351 Elliot Ave W
Seattle, WA 98119

Thomas Dawkins
Microsoft
16661 NE 72nd Way
Redmond, WA 98052

Lenka Hanzlik
Accenture
818 Stewart Street, Suite 400
Seattle, WA 98101

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The employee representatives shall be:

David Ciampi (Secretary)
Impinj
701 N 34th St., Suite 300
Seattle, WA 98103

Amy Morgans
Synapse
1511 6th Ave., Suite 400
Seattle, WA 98101

Chris Roads
IID
1142 Broadway
Tacoma, WA 98402

XII. SUBCOMMITTEE:

Subcommittee(s) approved by the Department, represented equally from management and non-management, may also be established under these Standards, and are subject to the main committee. All actions of the subcommittee(s) must be approved by the main committee.

NONE

XIII. TRAINING DIRECTOR/COORDINATOR:

The sponsor may employ a person(s) as a full or part-time training coordinator(s)/training director(s). This person(s) will assume responsibilities and authority for the operation of the program as are delegated by the sponsor.

Jennifer Carlson
WTIA
2200 Alaskan Way #390
Seattle, WA 98121

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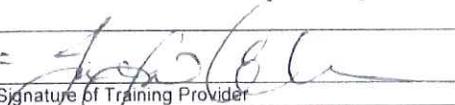
Apprenticeship Related/Supplemental Instruction (RSI) Plan Review

Program Sponsor: Washington Technology Industry Association Workforce Institute			
Skilled Occupational Objective:		Database Administrator	
Term/OJT Hours	2,000	Total RSI Hours:	271
Training Provider:	WIIA-Workforce Institute - Training Trust		

- By the signature placed below, the **program sponsor** agrees to provide the prescribed RSI for each registered apprentice and assures that:
 1. The RSI content and delivery method is and remains reasonably consistent with the latest occupational practices, improvements, and technical advances.
 2. The RSI is coordinated with the on-the-job work experience.
 3. The RSI is provided in safe and healthful work practices in compliance with WISHA and applicable federal and state regulations.

	Jennifer Carlson
Signature of Program Sponsor	Print Name

- By the signature placed below, the **training provider** assures that:
 1. The RSI will be conducted by instructors who meet the qualifications of "competent instructor" as described in WAC 296-05-003.
 - a. Has demonstrated a satisfactory employment performance in his/her occupation for a minimum of three years beyond the customary learning period for that occupation; and
 - b. Meets the State Board for Community and Technical Colleges requirements for a professional-technical instructor (see WAC 131-16-080 through -094), or be a subject matter expert, which is an individual, such as a journey worker, who is recognized within the industry as having expertise in a specific occupation; and
 - c. Has training in teaching techniques and adult learning styles, which may occur before or within one year after the apprenticeship instructor has started to provide the related technical instruction.
 2. If using alternative forms of instruction, such as correspondence, electronic media, or other self-study, such instruction is clearly defined.

	Jennifer Carlson
Signature of Training Provider	Print Name
Executive Director	WTIA Workforce Institute
Title	Organization

(If additional training providers, please provide information and signatures on next page.)

SBCTC Program Administrator has reviewed RSI plan and recommendations of the Trade Committee.

Signature of SBCTC Program Administrator	Print Name	Date

SBCTC recommends approval SBCTC recommends return to sponsor

[F110-519-000 RSI - Apprenticeship Related Supplemental Instruction \(RSI\) Plan Review Glossary of Term](#)

[F100-521-000 Apprenticeship Related Supplemental Instruction \(RSI\) Plan Review Criteria](#)

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Program Sponsor:	Washington Technology Industry Association Workforce Institute	E-MAIL RECEIVED BY CENTRAL OFFICE: 12/7/15 JR
Skilled Occupational Objective:	Database Administrator	

NOTE: The description of each element must be in sufficient detail to provide adequate information for review by the SBCTC and review committee.

Describe minimum hours of study per year in terms of (check one):

- 12-month period from date of registration
- Defined 12-month school year
- 2,000 hours of on-the-job training

Element/courses:	Technical Training-Writing Transact SQL	Planned Hours:	39
Mode of Instruction (please check all that apply): <input checked="" type="checkbox"/> Classroom <input checked="" type="checkbox"/> Lab <input type="checkbox"/> On-line <input type="checkbox"/> Self-study Provided by:			
Description of element/course: Describe basic architecture Understand similarities and differences between Transact-SQL vs. Other languages Write SELECT queries Query multiple tables Sort & Filter Data Describe the use of data types in SQL Server Modify data using Transact-SQL Use Built-in Functions Group & Aggregate Data Use Subqueries Use Windows Ranking, offset and aggregate functions Implement pivoting and grouping sets program with T-SQL Implement Error Handling Implement transactions			

Element/courses:	Administering SQL Server Database	Planned Hours:	38
Mode of Instruction (please check all that apply): <input checked="" type="checkbox"/> Classroom <input checked="" type="checkbox"/> Lab <input type="checkbox"/> On-line <input type="checkbox"/> Self-study Provided by:			
Description of element/course: Describe core database admin tasks and tools Install and configure SQL Server (latest edition) Configure SQL Server database and storage Plan an implement a backup strategy Restore databases from backups Import and export data Monitor SQL Server Trace SQL Server activity Manage SQL Server security Audit data access and encrypt data Perform ongoing database maintenance Automate SQL Server maintenance with SQL Server Agent Jobs Configure Database Mail, alerts and notifications			

Element/course:	Implementing a Data Warehouse	Planned Hours:	38
Mode of Instruction (please check all that apply): <input checked="" type="checkbox"/> Classroom <input checked="" type="checkbox"/> Lab <input type="checkbox"/> On-line <input type="checkbox"/> Self-study Provided by:			
Description of element/course: Describe data warehouse concepts and architecture considerations Select an appropriate hardware platform for a data warehouse Design and implement a data warehouse Implement Data Flow in an SSIS Package Implement Control Flow in an SSIS Package Debug and Troubleshoot SSIS Packages Implement an ETL solution that supports incremental data extraction and loading Implement data cleansing by using Microsoft Data Quality Services Implement Master Data Services to enforce data integrity Extend SSIS with custom scripts and components Deploy and Configure SSIS Packages Describe how Business Intelligence can consume data from data warehouse			
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Element/course:	Implementing Data Models & Reports	Planned Hours:	39
Mode of Instruction (please check all that apply): <input checked="" type="checkbox"/> Classroom <input checked="" type="checkbox"/> Lab <input type="checkbox"/> On-line <input type="checkbox"/> Self-study Provided by:			
Description of element/course: Describe the components, architecture, and nature of a BI Solution Create a multi-dimensional database with Analysis Services Implement dimensions in a cube Use MDX Syntax Customize a cube Implement measures and measure groups in a cube Implement a Tabular Data Model in SQL Server Analysis Services Use DAX to enhance a tabular model Create and enhance reports with Reporting Services, charts and parameters Manage report execution and delivery Implement a dashboard in SharePoint Server with PerformancePoint Services Use data mining for predictive analysis			

Element/course:	Designing Database Solutions	Planned Hours:	117
Mode of Instruction (please check all that apply): <input checked="" type="checkbox"/> Classroom <input checked="" type="checkbox"/> Lab <input type="checkbox"/> On-line <input type="checkbox"/> Self-study Provided by:			
Description of element/course: Assess an existing enterprise environment Plan and implement Policy-Based Management Describe the considerations for consolidating workloads with SQL Server (current version) Describe considerations for including SQL Server in a private cloud Use Microsoft Azure storage with SQL Server (current model) Implement and configure databases in Microsoft Azure SQL Database/virtual machines Describe high availability technologies in SQL Server and implement log shipping Describe Windows Server Failover Clustering and Implement AlwaysOn Failover Clustering Implement an AlwaysOn Available Group Plan disaster recovery solutions Plan and implement database replication Complete Class Project Dynamics CRM			

Description of hours excludes self-study time needed to prep for tests throughout the training program; this number is variable beyond stated hours.

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Journey Level Wage Rate

From which apprentices' wages rates are computed

TO: Washington State Apprenticeship & Training Council

From Washington Technology Industry Association Workforce Innovation Apprenticeship Committee (WTIA WIAC)

(NAME OF STANDARDS)

Occupations	County(s)	Journey Level Wage Rate	Effective Date:
Database Administrator	All Counties in the State of Washington	\$70,000 Annually	1/21/2016

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Apprenticeship Committee Representative Qualification Information Experience & Education History

NAME OF PROGRAM/SPONSOR:	Washington Technology Industry Association Workforce Institute
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Committee Representative Name: Thomas Dawkins

WORK EXPERIENCE			
POSITION (Most recent first)	EMPLOYER / ORGANIZATION	FROM: (Month & Year)	TO: (Month & Year)
Sr. Business Manager	Microsoft	01/14	Present
Curriculum Architect, MSSA	Microsoft	10/13	Present
Sr. Certification Portfolio Product Manager	Microsoft	01/13	09/13
Sr. Audience Marketing Manager	Microsoft	01/11	01/13
Group Product Marketing Manger	Microsoft	02/03	01/11
Sr. Product Manager	Microsoft	02/99	02/03

EDUCATION HISTORY				
Name and Location of Training and/or School	Month/Year Attended		Program of Study	Type of Certificate or Degree Awarded, if any
	From	To		
University of Phoenix	1995	1998	Business	
Executive Leadership Program	2010	2011	Leadership & Change Program	Grad

OTHER TECHNICAL CERTIFICATIONS or LICENSES HELD
Microsoft Certified Systems Engineer- MCSE Certification
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Apprenticeship Committee Representative Qualification Information Experience & Education History

NAME OF PROGRAM/SPONSOR:	Washington Technology Industry Association Workforce Institute
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Committee Representative Name: Kristen Dimlow

WORK EXPERIENCE			
POSITION (Most recent first)	EMPLOYER / ORGANIZATION	FROM: (Month & Year)	TO: (Month & Year)
EVP, HR	F5 Networks	05/15	Present
General Manager, HR	Microsoft	11/14	04/15
General Manager, HR Devices	Microsoft	07/13	10/14
General Manager , HR Online Services	Microsoft	01/09	06/13
General Manager, HR Platforms & Windows	Microsoft	01/06	12/08
General Manager, HR College & Intern Recruiting	Microsoft	06/02	12/05

EDUCATION HISTORY				
Name and Location of Training and/or School	Month/Year Attended		Program of Study	Type of Certificate or Degree Awarded, if any
	From	To		
William & Mary	1982	1985	Management	BBA

OTHER TECHNICAL CERTIFICATIONS or LICENSES HELD
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Apprenticeship Committee Representative Qualification Information Experience & Education History

NAME OF PROGRAM/SPONSOR:	Washington Technology Industry Association Workforce Institute
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Committee Representative Name: Lenka Hanzlik
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WORK EXPERIENCE			
POSITION (Most recent first)	EMPLOYER / ORGANIZATION	FROM: (Month & Year)	TO: (Month & Year)
Employee Experience Business Lead	Accenture	07/15	Present
HR Sub-Domain Lead, Software	Accenture	07/14	Present
Finance Sub-Domain Lead, Software	Accenture	06/13	06/14
Retail Online Domain Lead, Operations Sub-Lead	Accenture	05/12	06/13
Online eCommerce Operations Lead	Accenture	09/10	05/12
Online Operations Assessments and Program Management	Accenture	04/07	08/10

EDUCATION HISTORY			
Name and Location of Training and/or School	Month/Year Attended	Program of Study	Type of Certificate or Degree Awarded, if any
	From To		
Boston College, Chestnut Hill, MA		Information Systems and Marketing	BS

OTHER TECHNICAL CERTIFICATIONS or LICENSES HELD	RECEIVED BY L&I AC: <u>12/7/15 JS</u>
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Apprenticeship Committee Representative Qualification Information Experience & Education History

NAME OF PROGRAM/SPONSOR:	Washington Technology Industry Association Workforce Institute
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Committee Representative Name: David Ciampi

WORK EXPERIENCE			
POSITION (Most recent first)	EMPLOYER / ORGANIZATION	FROM: (Month & Year)	TO: (Month & Year)
Software Systems Engineer	Impinj, Inc.	05/06	Present
Systems Software Engineer	Skyworks, Inc	10/02	04/06
Systems Hardware Design Engineer	FAWG Technologies, Burnaby, BC Canada	09/01	12/01
Systems Hardware Engineer	Conexant Systems	01/01	08/01
Firmware Developer	Sierra Wireless	05/00	08/00

EDUCATION HISTORY				
Name and Location of Training and/or School	Month/Year Attended		Program of Study	Type of Certificate or Degree Awarded, if any
	From	To		
Simon Fraser University, Canada	1996	2000	Applied Science of Computer Engineering	BS

OTHER TECHNICAL CERTIFICATIONS or LICENSES HELD	
C, Python, Perl, C#, .Net, MySQL, SML, Assembly Certified	
Spectrum Analyzer and various RF Equipment Certified	RECEIVED BY L&I AC: <u>12/7/15 JS</u>
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Apprenticeship Committee Representative Qualification Information Experience & Education History

NAME OF PROGRAM/SPONSOR:	Washington Technology Industry Association Workforce Institute
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Committee Representative Name: Amy Morgans
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WORK EXPERIENCE			
POSITION (Most recent first)	EMPLOYER / ORGANIZATION	FROM: (Month & Year)	TO: (Month & Year)
Progam/Project Manager	Synapse	11/12	Present
Accounting Manager		09/11	11/12
Operations Specialist		03/10	09/11
Hospitality Coordinator		10/09	3/10
Customer Service Agengt	Sears & Associates	2/08	09/09

EDUCATION HISTORY				
Name and Location of Training and/or School	Month/Year Attended		Program of Study	Type of Certificate or Degree Awarded, if any
	From	To		
University of California, San Diego	1996	2000	Sociology	BA
University of California San Diego	2000	2002	Education	MA

OTHER TECHNICAL CERTIFICATIONS or LICENSES HELD
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Sponsors may attach additional pages if necessary.

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Apprenticeship Committee Representative Qualification Information Experience & Education History

NAME OF PROGRAM/SPONSOR:	Washington Technology Industry Association Workforce Institute
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Committee Representative Name: Chris Roads

WORK EXPERIENCE			
POSITION (Most recent first)	EMPLOYER / ORGANIZATION	FROM: (Month & Year)	TO: (Month & Year)
Operations Support	Internet Identity (IID)	07/12	Present
Communications Project Manager	Washington State Patrol	01/11	07/12
Customer Solutions Associate	Sears	03/08	01/11
Quality Control	DELL	09/07	02/08

EDUCATION HISTORY				
Name and Location of Training and/or School	Month/Year Attended		Program of Study	Type of Certificate or Degree Awarded, if any
	From	To		
University of Washington	2006	2009	Sociology & Psychology	BA
Pierce College	2004	2006	General Studies	AA

OTHER TECHNICAL CERTIFICATIONS or LICENSES HELD
resume at: https://www.linkedin.com/in/chris-roads-29a58623
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