



APPRENTICESHIP PROGRAM STANDARDS
adopted by

FARESTART
(sponsor name)

<u>Occupational Objective(s):</u>	<u>SOC#</u>	<u>Term [WAC 296-05-015]</u>
SOUS CHEF	35-1011.00	2000 HOURS
ASSISTANT GENERAL MANAGER	35-1012.00	2000 HOURS
CAFÉ/STORE MANAGER	35-1012.00	2000 HOURS



APPROVED BY
Washington State Apprenticeship and Training Council
REGISTERED WITH
Apprenticeship Section of Fraud Prevention and Labor Standards
Washington State Department Labor and Industries
Post Office Box 44530
Olympia, Washington 98504-4530

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INTRODUCTION

This document is an apprenticeship program standard. Apprenticeship program standards govern how an apprenticeship works and have specific requirements. This document will explain the requirements.

The director of the Department of Labor and Industries (L&I) appoints the Washington State Apprenticeship and Training Council (WSATC) to regulate apprenticeship program standards. The director appoints and deputizes an assistant director to be known as the supervisor of apprenticeship who oversees administrative functions through the apprenticeship section at the department.

The WSATC is the sole regulatory body for apprenticeship standards in Washington. It approves, administers, and enforces apprenticeship standards, and recognizes apprentices when either registered with L&I's apprenticeship section, or under the terms and conditions of a reciprocal agreement. WSATC also must approve any changes to apprenticeship program standards.

Apprenticeship programs have sponsors. A sponsor operates an apprenticeship program and declares their purpose and policy herein to establish an organized system of registered apprenticeship education and training. The sponsor recognizes WSATC authority to regulate and will submit a revision request to the WSATC when making changes to an apprenticeship program standard.

Apprenticeships are governed by federal law (29 U.S.C 50), federal regulations (29 CFR Part 29 & 30), state law (49.04 RCW) and administrative rules (WAC 296-05). These standards conform to all of the above and are read together with federal and state laws and rules

Standards are changed with WSATC approval. Changes are binding on apprentices, sponsors, training agents, and anyone else working under an agreement governed by the standards. Sponsors may have to maintain additional information as supplemental to these standards. When a standard is changed, sponsors are required to notify apprentices and training agents. If changes in federal or state law make any part of these standards illegal, the remaining parts are still valid and remain in force. Only the part made illegal by changes in law is invalid. L&I and the WSATC may cooperate to make corrections to the standards if necessary to administer the standards.

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 these 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.

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Sponsor Introductory Statement (Required):

FareStart's mission is to provide a community that transforms lives by empowering homeless and disadvantaged men, women, and families to achieve self-sufficiency through life skills, job training and employment in the food service industry.

The goal of FareStart's food service Apprenticeships is to provide access to management occupations within the food service industry primarily for women, people of color, and individuals who have faced significant barriers to career advancement.

These Apprenticeship standards were developed by FareStart in consultation with our Employer Advisory Council and will guide training to equip apprentices with the skills they need to advance their food service careers.

I. GEOGRAPHIC AREA COVERED:

The sponsor must train inside the area covered by these standards. If the sponsor wants to train outside the area covered by these standards, the sponsor must enter a portability agreement with a sponsor outside the area, and provide evidence of such an agreement for compliance purposes. Portability agreements permit training agents to use apprentices outside the area covered by the standards. Portability agreements are governed by WAC 296-05-009.

The area covered by these standards shall be King County, Washington.

II. MINIMUM QUALIFICATIONS:

Minimum qualifications must be clearly stated and applied in a nondiscriminatory manner [WAC 296-05-015(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 are herein defined with or without reasonable accommodations.**

Testing: **None**

Other: **None**

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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 Procedure (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 (including pregnancy and gender identity), sexual orientation, color, religion, national origin, age, genetic information, disability or as otherwise specified 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 and Title 29, Part 30 of the Code of Federal Regulations.

A. Selection Procedures:

- 1. FareStart does not serve as a referral agency for apprenticeship applicants, but may assist employers in finding potential apprentices for their pool of candidates. Registered Training Agents of FareStart will actively recruit individuals who have been recommended to them by the FareStart program. FareStart will vet all applicants to ensure they meet the minimum qualifications for the apprenticeship program. Applicants must interview with both FareStart and an employer who is a registered Training Agent. Applicants must be interviewed and accepted by both FareStart and the registered Training Agent. Upon acceptance of the applicant, the Apprenticeship Committee or its representative will register the apprentice with the Registration Agency.**
- 2. Apprentices may be selected by an employer from among a pool of workers already employed. Applicants who are existing employees of FareStart Training Agents must make application to FareStart and include a letter of recommendation from their employer. Upon acceptance of the applicant, the Apprenticeship Committee or its representative will register the apprentice with the Registration Agency.**

B. Equal Employment Opportunity Plan:

In addition to providing quality training and an additional avenue to gain employment in food service careers, one of the primary objectives of FareStart is to reduce barriers to career advancement within the food service sector for women, minorities, and other individuals who have faced significant barriers. To this end, FareStart commits to engage in the following activities:

- 1. Create, engage in and track programs and initiatives designed to recruit women, minorities, and individuals who have faced significant barriers to career advancement into the FareStart program and registered apprenticeship opportunities.**

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2. **Counsel secondary schools and community and technical colleges concerning the needs of the food service sector and how students may successfully apply to the FareStart program.**
3. **Deliver presentations designed to familiarize women, minorities, and individuals who have faced significant barriers to career advancement with the FareStart program and apprenticeship opportunities.**
4. **Provide women, minorities, and individuals who have faced significant barriers to career advancement with direction on how to qualify for the FareStart program by connecting them with external training opportunities, classes, employers and agencies that provide support services.**
5. **Promote FareStart through the distribution of program literature and on apprenticeship websites.**
6. **Utilize apprentices and journeypersons who are representative of the FareStart program in the promotion of FareStart apprenticeship.**

C. Discrimination Complaints:

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

IV. TERM OF APPRENTICESHIP:

The term of apprenticeship for an individual apprentice may be measured through the completion of the industry standard for on-the-job learning (at least two thousand hours) (time-based approach), the attainment of competency (competency-based approach), or a blend of the time-based and competency-based approaches (hybrid approach) [WAC 296-05-015].

The Term of Apprenticeship for all occupations in these Standards shall be 2000 hours of reasonably continuous employment.

V. INITIAL PROBATIONARY PERIOD:

An initial probationary period applies to all apprentices, unless the apprentice has transferred from another program. During an initial probationary period, an apprentice can be discharged without appeal rights. An initial probationary period is stated in hours or competency steps of employment. The initial probationary period is not reduced by advanced credit or standing. During an initial probationary period, apprentices receive full credit for hours and

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competency steps toward completion of their apprenticeship. Transferred apprentices are not subject to additional initial probationary periods [WAC 296-05-003].

The initial probationary period is [WAC 296-05-015(22)]:

- A. the period following the apprentice's registration into the program. An initial probationary period must not be longer than twenty percent of the term of the entire apprenticeship, or longer than a year from the date the apprenticeship is registered. The WSATC can grant exemptions for longer initial probationary periods if required by law.
- B. the period in which 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 may terminate the agreement without a hearing or stated cause. An appeal process is not available to apprentices in their initial probationary period.
- C. The Initial Probationary Period for all occupations in these Standards is 400 hours.**

VI. RATIO OF APPRENTICES TO JOURNEY LEVEL WORKERS

Supervision is the necessary education, assistance, and control provided by a journey-level employee on the same job site at least seventy-five percent of each working day, unless otherwise approved by the WSATC. Sponsors ensure apprentices are supervised by competent, qualified journey-level employees. Journey level-employees are responsible for the work apprentices perform, in order to promote the safety, health, and education of the apprentice.

- A. The journey-level employee must be of the same apprenticeable occupation as the apprentice they are supervising unless otherwise allowed by the Revised Code of Washington (RCW) or the Washington Administrative Code (WAC) and approved by the WSATC.
- B. The numeric ratio of apprentices to journey-level employees may not exceed one apprentice per journey-level worker [WAC 296-05-015(5)].
- C. Apprentices will work the same hours as journey-level workers, except when such hours may interfere with related/supplemental instruction.
- D. Any variance to the rules and/or policies stated in this section must be approved by the WSATC.
- E. The ratio must be described in a specific and clear manner, as to the application in terms of job site, work group, department or plant:

The ratio of apprentices to journey level workers shall not exceed one to one at each job site.

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Assistant General Manager and Café/Store Manager apprentices may be allowed to work alone under the following conditions:

1. The apprentice must be in step 2 of their apprenticeship, and have completed a minimum of 1000 hours of OJT.
2. A written communication from the training agent requesting the apprentice be allowed to work alone during OJT, and that the apprentice has demonstrated sufficient skill and ability to work alone successfully.
3. A journey-level worker or supervisor must be available for the apprentice to contact via phone or electronic communication for answers or advice.
4. The apprentice will only be given tasks they have previously completed with a journey-level worker when working alone.

VII. APPRENTICE WAGES AND WAGE PROGRESSION:

- A. Apprentices must be paid at least Washington's minimum wage, unless a local ordinance or a collective bargaining agreement require a higher wage. Apprentices must be paid according to a progressively increasing wage scale. The wage scale for apprentices is based on the specified journey-level wage for their occupation. Wage increases are based on hours worked or competencies attained. The sponsor determines wage increases. Sponsors must submit the journey-level wage at least annually or whenever changed to the department as an addendum to these standards. Journey-level wage reports may be submitted on a form provided by the department. Apprentices and others should contact the sponsor or the Department for the most recent Journey-level wage rate.
- B. Sponsors can grant advanced standing, and grant a wage increase, when apprentices demonstrate abilities and mastery of their occupation. When advanced standing is granted, the sponsor notifies the employer/training agent of the wage increase the apprenticeship program standard requires.
- C. Wage Progression Schedules

Sous Chef, Café/Store Manager and Assistant General Manager

Step	Hour Range or competency step	Percentage of journey-level wage rate*
1	0-1000 hours	75%
2	1001-2000 hours	90%

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VIII. WORK PROCESSES:

The apprentice shall receive on the job instruction and work 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. The following work process descriptions pertain to the occupation being defined.

A. Sous Chef

Approximate Hours/Competency Level

1. **Managing Human Resources250 hours**
 - a. **Recruit and select employees**
 - b. **Train and coach employees**
 - c. **Review and evaluate employing performance**
 - d. **Implement and document progressive discipline**
 - e. **Follow and document employee termination procedures**
 - f. **Create and manage employee schedules**
 - g. **Document worker's comp and L&I claims**

2. **Purchasing and Finances.....400 hours**
 - a. **Analyze profit and loss statements**
 - b. **Calculate and control food and beverage costs**
 - c. **Calculate and control labor costs**
 - d. **Manage product and equipment**
 - i. **Order product, Store product, Take inventory, Minimize waste or loss of product**
 - e. **Select vendors**

3. **Leadership300 hours**
 - a. **Set and promote business goals**
 - b. **Lead effective staff meetings**
 - c. **Facilitate positive and professional communication between staff**
 - d. **Resolve conflicts among employees**
 - e. **Respond to emergencies, monitor safety of working environment**
 - f. **Build and maintain professional relationships**

4. **Alcohol and Food Safety.....250 hours**
 - a. **Ensure compliance with alcohol and food safety laws**
 - b. **Manage employee's implementation of food/alcohol safety**

5. **Technology and Systems250 hours**
 - a. **Effectively use point of sale systems**
 - b. **Effectively use daily operations software**

6. **Menu Planning300 hours**
 - a. **Standardize recipes**

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- b. Calculate recipe cost
- c. Create menus aligned with house style
- d. Balance menus and establish prices
- e. Analyze menus for profitability and popularity

- 7. Customer Service250 hours
 - a. Respond to dissatisfied customers and employ service recovery techniques
 - b. Respond to customer questions regarding products
 - c. Respond to foodborne illness complaints

Total Hours/# of Competency Levels: 2000 hours

C. Café/Store Manager Approximate Hours/Competency Level

- 1. Managing Human Resources325 hours
 - a. Recruit and select employees
 - b. Train and coach employees
 - c. Review and evaluate employing performance
 - d. Implement and document progressive discipline
 - e. Follow and document employee termination procedures
 - f. Create and manage employee schedules
 - g. Document worker's comp and L&I claims
- 2. Purchasing and Finances.....375 hours
 - a. Analyze profit and loss statements
 - b. Calculate and control food and beverage costs
 - c. Calculate and control labor costs
 - d. Manage product and equipment
 - i. Order product, Store product, Take inventory, Minimize waste or loss of product
 - e. Select vendors
- 3. Leadership300 hours
 - a. Set and promote business goals
 - b. Lead effective staff meetings
 - c. Facilitate positive and professional communication between staff
 - d. Resolve conflicts among employees
 - e. Respond to emergencies, monitor safety of working environment
 - f. Build and maintain professional relationships
- 4. Alcohol and Food Safety.....225 hours
 - a. Ensure compliance with alcohol and food safety laws
 - b. Manage employee's implementation of food/alcohol safety

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- 5. Technology and Systems225 hours**
 - a. Effectively use point of sale systems
 - b. Effectively use daily operations software

- 6. Menu Planning150 hours**
 - a. Standardize recipes
 - b. Calculate recipe cost
 - c. Create menus aligned with house style
 - d. Balance menus and establish prices
 - e. Analyze menus for profitability and popularity

- 7. Customer Service250 hours**
 - a. Manage and book special events
 - b. Communicate effectively with customers
 - d. Respond to dissatisfied customers and employ service recovery techniques
 - e. Respond to customer questions regarding products
 - f. Respond to foodborne illness complaints
 - g. Respond to online reviews, comments and complaints

- 8. Marketing150 hours**
 - a. Implement marketing strategies in alignment with the establishment's brand, including:
 - i. Menu marketing, social media, online reviews
 - ii. In-store merchandizing
 - iii. Local community connection and outreach
 - b. Track marketing strategies and analyze return on investment

Total Hours/# of Competency Levels: 2000 hours

C. Assistant General Manager Approximate Hours/Competency Level

- 1. Managing Human Resources300 hours**
 - a. Recruit and select employees
 - b. Train and coach employees
 - c. Review and evaluate employing performance
 - d. Implement and document progressive discipline
 - e. Follow and document employee termination procedures
 - f. Create and manage employee schedules
 - g. Document worker's comp and L&I claims

- 2. Purchasing and Finances.....350 hours**
 - a. Analyze profit and loss statements
 - b. Calculate and control food and beverage costs

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- c. Calculate and control labor costs
- d. Manage product and equipment
 - i. Order product, Store product, Take inventory, Minimize waste or loss of product
- e. Select vendors
- 3. Leadership275 hours
 - a. Set and promote business goals
 - b. Lead effective staff meetings
 - c. Facilitate positive and professional communication between staff
 - d. Resolve conflicts among employees
 - e. Respond to emergencies, monitor safety of working environment
 - f. Build and maintain professional relationships
- 4. Alcohol and Food Safety.....225 hours
 - a. Ensure compliance with alcohol and food safety laws
 - b. Manage employee’s implementation of food/alcohol safety
- 5. Technology and Systems225 hours
 - a. Effectively use point of sale systems
 - b. Effectively use daily operations software
- 6. Menu Planning50 hours
 - a. Create menus aligned with house style
 - b. Balance menus and establish prices
 - c. Analyze menus for profitability and popularity
- 7. Customer Service225 hours
 - a. Manage and book special events
 - b. Communicate effectively with customers
 - c. Respond to dissatisfied customers and employ service recovery techniques
 - d. Respond to customer questions regarding products
 - e. Respond to foodborne illness complaints
 - f. Respond to online reviews, comments and complaints
- 8. Marketing100 hours
 - a. Implement marketing strategies in alignment with the establishment’s brand, including:
 - i. Menu marketing, social media, online reviews
 - ii. In-store merchandizing
 - iii. Local community connection and outreach
 - b. Track marketing strategies and analyze return on investment

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9. Bar and Beverage Management250 hours
- a. Responds knowledgeably to employee and customer questions about wine, beer and spirits
 - b. Intervenes with guests who overconsume
 - c. Orders, receives, stores and issues alcohol products
 - d. Analyzes and controls cost of beverages
 - e. Ensures bar cleanliness and safety for guests and employees

Total Hours/# of Competency Levels: 2000 hours

IX. RELATED/SUPPLEMENTAL INSTRUCTION:

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

RSI must be provided in safe and healthy conditions as required by the Washington Industrial Safety and Health Act and applicable federal and state regulations.

Hours spent in RSI are reported to L&I each quarter. Reports must show which hours are unpaid and supervised by a competent instructor versus all other hours (paid and/or unsupervised) for industrial insurance purposes.

For purposes of coverage under the Industrial Insurance Act, the WSATC is an employer and the apprentice is an employee when an unpaid, supervised apprentice is injured while under the direction of a competent instructor and participating in RSI activities.

If apprentices do not attend required RSI, they may be subject to disciplinary action by the sponsor.

A. The methods of related/supplemental training must be indicated below (check those that apply):

Supervised field trips

Sponsor approved training seminars: **Sponsor approved training seminars, such as, but not limited to the Washington State Wine Commission, Seattle and King County Public Health.**

Sponsor approved online or distance learning courses: **ServSafe Manager and/or Alcohol Training Programs and other sponsor approved online training courses.**

State Community/Technical college

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() Private Technical/Vocational college

(X) Sponsor Provided (lab/classroom)

(X) Other: **National Restaurant Association ManageFirst Program Books and other industry approved training courses**

B. (See Below) Minimum RSI hours per year defined per the following [see WAC 296-05-015(6)]:

Sous Chef: 146 hours

Café/Store Manager: 146 hours

Assistant General Manager: 150 hours

() 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.*

C. Additional Information:

If apprentice needs additional classes and/or training to better skills, committee can assign at its discretion.

X. ADMINISTRATIVE/DISCIPLINARY PROCEDURES:

A. Administrative Procedures:

The sponsor may include in this section a summary and explanation of administrative actions performed at the request or on the behalf of the apprentice. Such actions may include but are not limited to:

1. Voluntary Suspension: A temporary interruption in progress of an individual's apprenticeship agreement at the request of the apprentice and granted by the sponsor. The program sponsor shall review apprentices in suspended status at least once each year to determine if the suspension is still appropriate.
2. Advanced Standing or Credit: The sponsor may provide for advanced standing or credit for demonstrated competency, acquired experience, training or education in or related to the occupation. All sponsors need to ensure a fair and equitable process is applied to all apprentices seeking advanced standing or credit per WAC 296-05-015(11).

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3. Sponsor Procedures:

- a. **Apprentices are required to attend a minimum of one professional coaching session per month.**
- b. **Apprentices must complete all Related Supplementary Instruction requirements while enrolled in Step 1 Training, and will not be permitted to advance to Step 2 until requirements are met.**
- c. **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 FareStart apprenticeship committee.**
- d. **FareStart will review all apprentices in suspended status on at least a semi-annual basis. Apprentices who have been in a suspended status for at least 6 months, and have not requested a return to active status, or been in communication with FareStart staff will be cancelled in accordance with Section X.B.**
- e. **It is the apprentice's responsibility to respect the property of the employer and abide by the working rules and regulations of the employer and FareStart.**

B. Disciplinary Procedures

1. The obligations of the sponsor when taking disciplinary action are as follows:
 - a. The sponsor shall be responsible for enacting reasonable policies and procedures and applying them consistently. The sponsor will inform all apprentices of their rights and responsibilities per these standards.
 - b. The sponsor shall notify the apprentice of intent to take disciplinary action and reasons therefore 20 calendar days prior to taking such action. The reason(s) supporting the sponsor's proposed action(s) must be sent in writing to the apprentice.
 - c. The sponsor must clearly identify the potential outcomes of disciplinary action, which may include but are not limited to discipline, suspension or cancellation of the apprenticeship agreement.
 - d. The decision/action of the sponsor will become effective immediately.

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2. The sponsor may include in this section requirements and expectations of the apprentices and an explanation of disciplinary actions imposed for noncompliance. The sponsor has the following disciplinary procedures to adopt:
 - a. Disciplinary Probation: A time assessed when the apprentice's progress is not satisfactory. During this time the 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 complete.
 - b. Disciplinary Suspension: A temporary interruption in the progress of an individual's apprenticeship agreement. Conditions will include not being allowed to participate in On-the-Job Training (OJT), go to Related Supplemental Instruction (RSI) classes or take part in any activity related to the Apprenticeship Program until such time as the sponsor takes further action. The program sponsor shall review apprentices in such status at least once each year.
 - c. Cancellation: Refers to the termination of an apprenticeship agreement at the request of the apprentice, supervisor, or sponsor. [WAC 296-05-003].
3. Sponsor Disciplinary Procedures:
 - a. **Failure of the apprentice to maintain employment with a registered Training Agent may result in the termination of the apprenticeship.**
 - b. **Apprentices shall report their OJT hours to FareStart at least once per week. Apprentices who fail to report OJT hours in a timely manner may first be called before the Training Coordinator to identify barriers to successful reporting. A second offense will result in the apprentice receiving a letter requiring them to appear before the apprenticeship committee for disciplinary action, which may include suspension or cancellation.**
 - c. **Apprentices are subject to the personnel code(s) of conduct of their Training Agent. Code of conduct violations may result in disciplinary action, up to and including cancellation.**
 - d. **Apprentices must satisfactorily meet OJT attendance requirements of registered Training Agents. Failure to meet attendance requirements may result in disciplinary action, up to and including cancellation.**
 - e. **Apprentices shall be on time to class and work. Unexcused absences greater than 10% of RSI and OJT, or repeated tardiness may result in disciplinary action up to and including cancellation.**

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- f. For any two unexcused absences from class, the apprentice will be called before the apprenticeship committee for disciplinary action, which may include suspension or cancellation.**
- g. Apprentices will be supervised and evaluated by their mentor. Apprentices who fail to progress in RSI and on the job as expected and/or negative evaluations by employers/mentors will be called to appear before the apprenticeship committee and may result in disciplinary action, up to and including cancellation of the apprenticeship agreement.**
- h. Apprentices who fail to attend their monthly professional coaching session may be subject to disciplinary action, which may result in suspension or cancellation of their apprenticeship.**
- i. Additional reasons the apprentice may be called before the apprenticeship committee are:**
 - i. Quitting an employer without cause or communication with the Training Coordinator.**
 - ii. Theft on the job site or at school.**
 - iii. Use of illegal drugs or alcohol on the job site or at school.**
- j. Failure to exhibit satisfactory job performance and/or demonstration of any behavior that disrupts, impedes or adversely impacts the learning environment, either on the job or while attending related supplemental instruction will result in the apprentice being notified to appear before the apprenticeship committee to show cause why he/she should not be disciplined, suspended, or cancelled from the program.**
- k. Apprentices will comply with all established and customary employer policies and procedures. Termination of employment with the Training Agent for any reason will be cause for the apprentice to appear before the apprenticeship committee for disciplinary action, which may include suspension or cancellation of the Apprenticeship Agreement.**

D. Apprentice Complaint Procedures:

1. The apprentice must complete his/her initial probationary period in order to be eligible to file a complaint (WAC 296-05-105).
2. Complaints involving matters covered by a collective bargaining agreement are not subject to the complaint procedures in this section.
3. Complaints regarding non-disciplinary matters must be filed with the program sponsor within 30 calendar days from the date of the last occurrence. Complaints must be in writing.

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4. If the apprentice disagrees with the resolution of the complaint or wishes to contest the outcome of a disciplinary action by the program sponsor, the apprentice must file a written request for reconsideration with the program sponsor within 30 calendar days from the date the apprentice received written notice of action by the program sponsor.
5. The program sponsor must reply, in writing, to the request for reconsideration within 30 calendar days from the date the program sponsor receives the request. The program sponsor must send a copy of the written reply to the apprentice within the 30 calendar days.
6. If the apprentice disagrees with the program sponsor's decision, the apprentice may file an appeal with the Apprenticeship Program, (WAC 296-05-105). If the apprentice does not timely file an appeal, the decision of the program sponsor is final after 30 calendar days from the date the program sponsor mails the decision to the apprentice. See section "D" below.

D. Apprentice Complaint Review/Appeals Procedures:

1. If the apprentice disagrees with the program sponsor's decision, the apprentice must submit a written appeal to L&I's apprenticeship section within 30 calendar days from the date the decision is mailed by the program sponsor. Appeals must describe the subject matter in detail and include a copy of the program sponsor's decision.
2. The L&I apprenticeship section will complete its investigation within 30 business days from the date the appeal is received and attempt to resolve the matter.
3. If the Apprenticeship section is unable to resolve the matter within 30 business days, the Apprenticeship section issues a written decision resolving the appeal.
4. If the apprentice or sponsor is dissatisfied with L&I's decision, either party may request the WSATC review the decision. Requests for review to the WSATC must be in writing. Requests for review must be filed within 30 calendar days from the date the decision is mailed to the parties.
5. The WSATC will conduct an informal hearing to consider the request for review.
6. The WSATC will issue a written decision resolving the request for review. All parties will receive a copy of the WSATC's written decision.

XI. SPONSOR – RESPONSIBILITIES AND GOVERNING STRUCTURE

The following is an overview of the requirements associated with administering an apprenticeship program. These provisions are to be used with the corresponding RCW

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and/or WAC. The sponsor is the policymaking and administrative body responsible for the operation and success of this apprenticeship program. The sponsor may assign an administrator or a committee to be responsible for day-to-day operations of the apprenticeship program. Administrators and/or committee members must be knowledgeable in the process of apprenticeship and/or the application of chapter 49.04 RCW and chapter 296-05 WAC and these standards. If applicable, sponsors must develop procedures for:

A. Committee Operations (WAC 296-05-009): (Not applicable for Plant Programs)

Apprenticeship committees must be composed of an equal number of management and non-management representatives from a minimum of four to a maximum of twelve members. Committees must convene meetings at least three times per year attended by a quorum of committee members as defined in these approved standards.

B. Program Operations:

The sponsor will record and maintain records pertaining to the administration of the apprenticeship program and make them available to the WSATC or Department upon request. Records required by WAC 296-05-100 will be maintained for five (5) years; all other records will be maintained for three (3) years. Apprenticeship sponsors will submit required forms/reports to the Department of Labor and Industries through one of the two prescribed methods below:

Sponsors shall submit required forms/reports through assigned state apprenticeship consultant.

Or;

Sponsors shall submit required forms/reports through the Apprentice Registration and Tracking System (ARTS), accessed through Secure Access Washington (SAW).

Paper forms as well as ARTS external access forms are available from the sponsor's assigned apprenticeship consultant or online at:

<http://www.lni.wa.gov/TradesLicensing/Apprenticeship/FormPub/default.asp>.

1. The following is a listing of forms/reports for the administration of apprenticeship programs and the time-frames in which they must be submitted:
 - a. Apprenticeship Agreements – within first 30 days of employment
 - b. Authorization of Signature forms - as necessary
 - c. Approved Training Agent Agreements– within 30 days of sponsor action
 - d. Minutes of Apprenticeship Committee Meetings – within 30 days of sponsor approval (not required for Plant program)
 - e. Request for Change of Status - Apprenticeship/Training Agreement and Training Agents forms – within 30 days of action by sponsor.
 - f. Journey Level Wage Rate – annually, or whenever changed as an addendum to section VII. Apprentice Wages and Wage Progression.
 - g. Related Supplemental Instruction (RSI) Hours Reports (Quarterly):

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- 1st quarter: January through March, due by April 10
 - 2nd quarter: April through June, due by July 10
 - 3rd quarter: July through September, due by October 10
 - 4th quarter: October through December, due by January 10
 - h. On-the-Job Work Hours Reports (bi-annual)
 - 1st half: January through June, by July 30
 - 2nd half: July through December, by January 31
2. The program sponsor will adopt, as necessary, local program rules or policies to administer the apprenticeship program in compliance with these standards. Requests for revision to these standards of apprenticeship must be submitted 45 calendar days prior to a quarterly WSATC meeting. The Department of Labor and Industries, Apprenticeship Section's manager may administratively approve requests for revisions in the following areas of the standards:
- a. Program name
 - b. Sponsor's introductory statement
 - c. Section III: Conduct of Program Under Washington Equal Employment Opportunity Plan
 - d. Section VII: Apprentice Wages and Wage Progression
 - e. Section IX: Related/Supplemental Instruction
 - f. Section XI: Sponsor – Responsibilities and Governing Structure
 - g. Section XII: Subcommittees
 - h. Section XIII: Training Director/Coordinator
3. The sponsor will utilize competent instructors as defined in WAC 296-05-003 for RSI. 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 RSI 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.
- 2. The sponsor must notify the Department within 30 days of all requests for disposition or modification to apprentice agreements, which may include:
 - a) Certificate of completion
 - b) Additional credit
 - c) Suspension (i.e. military service or other)
 - d) Reinstatement
 - e) Cancellation

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- f) Corrections
 - g) Step Upgrades
 - h) Probation Completion date
 - i) Other (i.e., name changes, address)
 - j) Training Agent Cancellation
3. The sponsor commits to rotate apprentices in the various processes of the skilled occupation to ensure the apprentice is trained to be a competent journey-level worker.
 4. The sponsor shall 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.
 5. The sponsor has the obligation and responsibility to provide, insofar as possible, reasonably 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 program 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 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.
 6. 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.
 7. The sponsor shall hear and decide all complaints of violations of apprenticeship agreements.
 8. Upon successful completion of apprenticeship, as provided in these standards, and passing the examination that the sponsor may require, the sponsor will recommend the WSATC award a Certificate of Completion of Apprenticeship. The sponsor will make an official presentation to the apprentice who has successfully completed his/her term of apprenticeship.

D. Training Agent Management:

1. The sponsor shall offer training opportunities for apprentices by ensuring reasonable and equal working and training conditions are applied uniformly to all apprentices. The sponsor shall provide training at an equivalent cost to that paid by other

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- employers and apprentices participating in the program. The sponsor shall not require an employer to sign a collective bargaining agreement as a condition of participation.
2. The sponsor must determine whether an employer can adequately furnish proper on the job training to an apprentice in accordance with these standards. The sponsor must also require any employer requesting approved training status to complete an approved training agent agreement and to comply with all federal and state apprenticeship laws, and these standards.
 3. The sponsor will submit training agent agreements to the Department with a copy of the agreement and/or the list of approved training agents within thirty calendar days from the effective date. Additionally, the sponsor must submit rescinded training agent agreements to the Department within thirty calendar days of said action.
- E. Committee governance (if applicable): (see WAC 296-05-009)
1. 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. If the committee does not indicate its definition of quorum, the interpretation will be “50% plus 1” of the approved committee members. The sponsor must also provide the following information:
 - a. Quorum: **A quorum shall be three members with minimum of one (1) employer representative and one (1) employee representative.**
 - b. Program type administered by the committee: **Group Non-Joint**
 - c. The employer representatives shall be:

Jen Engles-Klann, Chairperson The Derschang Group 911 Pike Street Seattle, WA 98122	Sarah Lorenzen FareStart 380 Boren Ave. N Seattle, WA 98109
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 - d. The employee representatives shall be:

Matt King FareStart 700 Virginia Street Seattle, WA 98101	Jason Groenink, Secretary Nordstrom Ebar	Sam Burkhart Dahlia Lounge
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500 Pine Street, Suite 500
Seattle, WA 98101

2001 Fourth Ave.
Seattle, WA 98121

Nikki Koth
Cuoco
310 Terry Ave. N
Seattle, WA 98109

F. Plant programs

For plant programs the WSATC or the Department designee will act as the apprentice representative. Plant programs shall designate an administrator(s) knowledgeable in the process of apprenticeship and/or the application of chapter 49.04 RCW and chapter 296-05 WAC and these standards.

The designated administrator(s) for this program is/are as follows:

None

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 reviewed by the main committee. Subcommittees authorized to upgrade apprentices and/or conduct disciplinary actions must be structured according to the same requirements for main committees.

(insert subcommittee/s)

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.

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**Megan Callahan
FareStart
380 Boren Ave. N
Seattle, WA 98109**