



APPRENTICESHIP PROGRAM STANDARDS
adopted by

INDEPENDENT TECHNICIANS AUTOMOTIVE COMMITTEE (ITAC)

(sponsor name)

<u>Occupational Objective(s):</u>	<u>SOC#</u>	<u>Term [WAC 296-05-015]</u>
MASTER SERVICE TECHNICIAN	49-3023.01	8,000 HOURS
GENERAL SERVICE TECHNICIAN	49-3023.00	2,000 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

APPROVAL:

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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.

Sponsor Introductory Statement (Required):

The automotive industry, with thousands of automotive-related repair companies, is a significant economic driver in Washington State. Apprenticeship training programs are

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necessary to maintain and improve skill levels of this workforce and are critical to the continued health and growth of this industry. The apprenticeship program will help guarantee high skill levels in this rapidly expanding area of the automotive repair. The General Service Technician occupation provides an entry point for youth and adults into apprenticeship with an opportunity to receive career exploration, knowledge and application of skills in a real-world environment, which may lead to family-wage careers, and additional educational opportunities.

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 the state of Washington.

II. MINIMUM QUALIFICATIONS:

Minimum qualifications must be clearly stated and applied in a nondiscriminatory manner [WAC 296-05-015(17)].

Age: **At least 16 years old.**

Education: **All occupations unless otherwise noted:**

- **High School diploma/equivalent.**
- **Applicants for General Service Technician who are 16 or 17 must be enrolled in high school or equivalent credit recovery program.**
- **An Associate degree or higher may be submitted in lieu of a high school diploma/equivalent.**

Physical: **Able to perform the physical requirements of the occupation, with or without reasonable accommodation.**

Testing: **None**

Other: **N/A**

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:

The procedures for application to a registered Independent Technicians Automotive Committee (ITAC) apprenticeship that have been adopted by and comply with the Washington State Apprenticeship and Training Council (WSATC) rules and regulations are as follows:

- 1. Persons desiring to become a registered apprentice under ITAC must first be employed by an employer that is a Registered Training Agent for ITAC. The applicants are to be selected by the individual employers in accordance with customary and established policies. ITAC does not serve as a referral agency, or training agent, for apprenticeship applicants, but may assist employers in finding potential apprentices for their pool of candidates. ITAC strives to increase the numbers of women and minorities in the automotive industry and encourages employers and Training Agents to hire women and minorities with the goal of developing their skills through apprenticeship. ASA Northwest and ITAC support industry partnerships between industry and education.**
- 2. Persons selected as apprentices by an Approved Training Agent, and who provide verification of the minimum qualifications, can apply to the Apprenticeship Committee to participate in the apprenticeship program. Applicants will be informed of their rights and responsibilities, under the standards of apprenticeship established for the occupation, and then required to sign an apprenticeship agreement and associated documents.**
- 3. Prior to becoming Registered Training Agent for ITAC, employers shall sign an agreement that they will comply with the State of Washington Equal Employment Opportunity Plan. When the agreement, which is furnished by the WSATC, has been executed by the individual employer, ITAC will forward a copy to the Department of Labor and Industries, Apprenticeship Section.**

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B. Equal Employment Opportunity Plan:

It is the mission of ITAC is that the training of apprentices shall be without discrimination. ITAC is committed to Equal Employment Opportunity (EEO) to all people regardless of race, color, national origin, sex, religion, sexual orientation, disability, veteran status, or as otherwise specified by law.

ITAC will take the following affirmative actions:

- 1. Cooperate and counsel with K-12, secondary, vocational, community and technical schools concerning the needs of the industry and how students transition from school to an apprenticeship program.**
- 2. Deliver presentations designed to familiarize youth and other interested persons with apprenticeship opportunities.**
- 3. Encourage women, minorities, veterans and person with disabilities to meet apprenticeship minimum qualifications by connecting them with training opportunities, classes, employers and agencies that provide support services.**
- 4. Promote the Independent Technicians Automotive Committee (ITAC) through distribution of program literature and on apprenticeship websites.**

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].

- A. The term of the Master Service Technician apprenticeship program will be 8,000 hours of reasonably continuous employment.**
- B. The term of the General Service Technician apprenticeship program will be 2,000 hours of reasonably continuous employment.**

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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 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.
 1. **The Initial Probationary Period for Master Service Technician is the first 1000 hours of employment as an apprentice.**
 2. **The Initial Probationary Period for the General Service Technician is the first 400 hours of employment as an apprentice.**

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

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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 journey-level worker(s) to apprentice(s) for all occupations covered under these standards will be at least one (1) journey-level worker for every one (1) apprentice per employer workforce.

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

Master Service Technician

Step	Hour Range or competency step	Percentage of journey-level wage rate*
1	0000 – 1,000 hours	60%
2	1,001 – 2,000 hours	65%

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3	2,001 – 3,000 hours	70%
4	3,001 – 4,000 hours	75%
5	4,001 – 5,000 hours	80%
6	5,001 – 6,000 hours	85%
7	6,001-7000 hours	90%
8	7,001-8,000 hours	98%

***Plus applicable fringe benefits.**

General Service Technician

Step	Hour Range or competency step	Percentage of journey-level wage rate*
1	000-1,000	80%
2	1,001-2,000	85%

***Plus applicable fringe benefits.**

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.

1. Master Service Technician

Approximate Hours

- Vehicle Inspection and Shop Safety400**
 - A. General: Inspection Diagnosis**
 - B. Advanced: Inspection Diagnosis**
 - C. Shop Safety Procedures**
 - D. Lifting and Rigging**
 - E. Equipment Knowledge and Usage**
 - F. Customer Service**
 - G. Materials Handling and Bench Work**

- Engine Repair.....1200**
 - A. General: Engine Diagnosis; Removal and Reinstallation (R&R)**
 - B. Cylinder Head and Valve Train Diagnosis and Repair**

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- C. Engine Block Assembly Diagnosis and Repair
- D. Lubrication and Cooling Systems Diagnosis and Repair

Automatic Transmission and Transaxle.....320

- A. General: Transmission and Transaxle Diagnosis
- B. Automatic Transmission and Transaxle Repair
- C. Off-Vehicle Transmission and Transaxle Repair

Manual Drive Train and Axles.....80

- A. General: Drive Train Diagnosis
- B. Clutch Diagnosis and Repair
- C. Transmission /Transaxle Diagnosis and Repair
- D. Drive Shaft and Half Shaft, Universal and Constant-Velocity (CV) Joint Diagnosis and Repair (Front, Rear, All-Wheel, and Four-Wheel Drive).
- E. Drive Axle Diagnosis and Repair
 - 1 Ring and Pinion Gears and Differential Case Assembly
 - 2 Limited Slip Differential
 - Drive Axles
- F. Four-Wheel Drive/ All-Wheel Drive Component Diagnosis and Repair

Suspension and Steering.....800

- A. General: Suspension and Steering Systems
- B. Steering Systems Diagnosis and Repair
- C. Suspension Systems Diagnosis and Repair
- D. Related Suspensions and Steering Service
- E. Wheel Alignment Diagnosis, Adjustment, and Repair
- F. Wheels and Tires Diagnosis and Repair

Brakes.....800

- A. General: Brake System Diagnosis
- B. Hydraulic System Diagnosis and Repair
- C. Drum Brakes Diagnosis and Repair
- D. Disc Brake Diagnosis and Repair
- E. Power-Assist Units Diagnosis and Repair
- F. Related Systems (Wheel Bearings, Parking Brakes, Electrical) Diagnosis and Repair
- G. Electronic Brake Control Systems: Antilock Brake (ABS), Traction Control (TCS), and Electronic Stability Control (ESC) Systems Diagnosis and Repair

Electrical/Electronic Systems.....2400

- A. General: Electrical Systems Diagnosis
- B. Battery Diagnosis and Service

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- C. Starting Systems Diagnosis and Repair**
- D. Charging System Diagnosis and Repair**
- E. Lighting System Diagnosis and Repair**
- F. Instrument Cluster and Driver Information Systems Diagnosis and Repair**
- G. Body Electrical Systems Diagnosis and Repair**

Heating, Ventilation, and Air Conditioning (HVAC).....400

- A. General: A/C System Diagnosis and Repair**
- B. Refrigeration System Components Diagnosis and Repair**
- C. Heating, Ventilation, and Engine Cooling Systems Diagnosis and Repair**
- D. Operating System and Related Controls Diagnosis and Repair**
- E. Refrigerant Recovery, Recycling, and Handling**

Engine Performance.....1600

- A. General: Engine Diagnosis**
- B. Computerized Controls Diagnosis and Repair**
- C. Ignition System Diagnosis and Repair**
- D. Fuel, Air Induction, and Exhaust Systems Diagnosis and Repair**
- E. Emission Control Systems Diagnosis and Repair**

Total Hours: 8,000

The above schedule of practical work experience is designed as a guide. The Apprentice shall be instructed and trained in all operations and methods customarily used in their trade. Each shop will adhere to as closely as facilities will permit and as approved by the Apprenticeship Committee. Retention of the apprentice on a particular operation beyond the established time should not occur unless there is a definite need for further training in the process. Refer to the apprentice work progress record for additional information related to specific work processes.

2. General Service Technician

Approximate Hours

Vehicle Inspection and Shop Safety.....800

- A. General: Vehicle Inspection**
- B. Shop Safety Procedures**
- C. Lifting and Rigging**
- D. Equipment Knowledge and Usage**
- E. Customer Service, Job Plans, and Logistics**
- F. Materials Handling and Bench Work**

Engine Repair.....200

- A. General: Engine Design and Theory**
- B. Lubrication and Cooling Systems Design and Service**

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Automatic Transmission and Transaxle.....60

- A. General: Transmission and Transaxle Design and Service**
- B. Automatic Transmission Design and Service**

Manual Drivetrain and Axles.....40

- A. General: Drivetrain Design and Service**

Suspension and Steering.....200

- A. General: Suspension and Steering Systems Overview**
- B. Steering Systems Design and Service**
- C. Suspension Systems Design and Service**
- D. Wheels and Tires Design and Service**

Brakes.....200

- A. General: Brake System Overview**
- B. Hydraulic System Design and Service**
- C. Drum Brakes Design and Service**
- D. Disc Brake Design and Service**

Electrical/Electronic Systems.....300

- A. General: Electrical Systems Theory**
- B. Battery Diagnosis and Service**

Heating, Ventilation, and Air Conditioning (HVAC).....100

- A. General: A/C System Diagnosis / Design and Theory**
- B. Heating, Ventilation, and Engine Cooling Systems Design and Service**

Engine Performance.....100

- A. General: Engine Diagnosis and Operation**
- B. Computerized Controls Theory and Operation**

Total Hours: 2,000

The above schedule of practical work experience is designed as a guide. The Apprentice shall be instructed and trained in all operations and methods customarily used in their trade. Each shop will adhere to as closely as facilities will permit and as approved by the Apprenticeship Committee. Retention of the apprentice on a particular operation beyond the established time should not occur unless there is a definite need for further

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training in the process. Refer to the apprentice work progress record for additional information related to specific work processes.

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 (specify): **OSHA 10 General Industry**

Sponsor approved online or distance learning courses (specify)
NATEF Online and Testing Courses, Hoist Certification, OSHA10 General Industry online

State Community/Technical college

Private Technical/Vocational college

Sponsor Provided (lab/classroom)

Other (specify):
**Off-site Contracted Training
Aligned with NATEF Standards of Training and ASE Certification**

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B. **(144)** Minimum RSI hours per year defined per the following [see WAC 296-05-015(6)]:

- Twelve-month period from date of registration.*
- Defined twelve-month school year: **September** through **August. Master Service Technician**
- Two-thousand hours of on the job training. **General Service Technician**

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

C. Additional Information:

- 1. Each apprentice must enroll in and attend classes in related instruction as prescribed by the Committee. The apprentice will be responsible for payment for their classes, subject to their employer's tuition reimbursement policy.**
- 2. Adequate safety instruction will be provided, emphasized and reinforced in all aspects of Related Supplemental Instruction even if the syllabus does not explicitly list safety as a topic.**
- 3. To advance to the journey level of their occupation, the apprentice must provide a copy of a valid and current Industrial First Aid and CPR card.**
- 4. Apprentices are responsible for acquiring their own textbooks, which are required for the class.**
- 5. All ITAC apprentices will be provided with a minimum of 144 hours of RSI per year, up to a total of:**

600 hours of RSI over the course of their apprenticeship for Master Service Technician apprentices.

150 hours of RSI over the course of their apprenticeship for General Service Technician.

NOTE: General Service Technician Apprentices will take three of the four RSI courses in the RSI Plan. The Core courses provided to all apprentices are Vehicle Inspection and Shop Safety and Brakes. Apprentices will be offered either the Suspension and Steering course or the Electrical/Electronic Systems course as determined by the equipment available to the program.

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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).
3. **Sponsor Procedures:**

The terms "ITAC", the "Committee", and "Apprenticeship Committee", all mean Independent Technicians Automotive Committee. The term "Apprenticeship Coordinator" shall mean the Training Director or designee.

- a) **During the term of apprenticeship, the apprentice shall be given such instruction during RSI and experience during structured OJT to develop the skills and knowledge necessary for advancement on the job and proficiency in their occupation.**
- b) **Apprentices registered while working toward a high school diploma or equivalent must provide verification upon completion of their diploma or equivalent.**
- c) **The following will be adhered to for General Service Technician apprentices who are 16 or 17 years old:**
 - 1) **Shop safety training will be provided before the apprentice begins work in the shop.**
 - 2) **PPE (Personal Protective Equipment) to protect sight and oil resistant work boots are required.**
 - 3) **ITAC, in coordination with Labor & Industries, Teen Worker Safety Division, will ensure that before registering the apprentice, the employer wishing to employ a minor must be in compliance with all applicable teen**

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worker rules, laws and policies. This includes, but may not be limited to, obtaining a Minor Work Permit, providing a current list of all motorized tool and equipment that apprentices will be using while working, securing necessary Student Learner Exemption Minor Work Variances, keeping documented proof of student age, and Parent-School Authorization forms.

- 4) ITAC will ensure that all Training Agents employing minors have kept current with annual Minor Work Permits, Student Learner Exemption Minor Work Variances, Parent-School Authorization forms, documented proof of student age, current motorized tool and equipment lists, and compliance with any other applicable teen worker rules, laws and policies.
- d) **Credit for Previous Experience or Early Completion:**
- 1) An apprentice who has previous industry-related work experience may request credit for previous experience. The apprentice must provide documentation to verify their industry-related experience.
 - 2) To be considered, the apprentice must compete and submit to ITAC staff the Credit for Previous Experience/Education packet. It is the responsibility of the apprentice to work with ITAC staff to submit their proper paperwork and any additional requested information prior to consideration by the Apprenticeship Committee.
 - 3) The decision of whether to grant the apprentice credit for previous experience and at what step, or credit for early completion, will be made in a fair and equitable manner by the Apprenticeship Committee.
 - 4) There is a maximum credit of 25% of the term of apprenticeship.
- e) **Credit for Previous Education/Challenge of Curriculum (RSI Only):**
- 1) An apprentice who has previous industry-related education may request credit for previous education and/or challenge RSI curriculum. An apprenticeship request for credit for previous education and/or challenge of RSI curriculum cannot exceed 25% of the total RSI program course.
 - 2) Apprentices are responsible for any associated fees for credit granted for previous education to include tuition fees for credit. Apprentices are responsible for any associated fees for challenging RSI curriculum to include but not limited to cost to proctor exam and associated tuition fees.
 - 3) To be considered for credit for previous education, apprentices must have proof of and successfully completed post-secondary level class(es) in the

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related subject within the previous five (5) years, have a passing grade of 75% or higher and submit a completed Credit for Previous Experience/Education packet to the ITAC staff.

- 4) An apprentice may request to challenge RSI curriculum if they have successfully completed port-secondary level class(es) in a related subject within (5) years prior OR if they have previous work-related industry experience and submit a completed Credit for Previous Experience/Education packet to ITAC staff.
 - 5) It is the responsibility of the apprentice to provide documentation verifying their education with ITAC staff and submit any additional requested information prior to consideration by ITAC Committee.
 - 6) The decision of whether to grant the apprentice credit for previous education will be made in a fair and equitable manner by the Apprenticeship Committee or Apprenticeship Coordinator/designee for challenge to RSI curriculum (only scores of 75% or higher on the challenge RSI exam will be considered for program credit).
 - 7) Apprentices who are granted credit for previous education or challenge a course must still complete the required 144 hours of related classroom instruction. If granted, ITAC staff will work with the apprentice to schedule the next ITAC RSI class.
- f) **Related/Supplemental Instruction:**
- 1) All classes start and terminate at a date and time set forth by ITAC.
 - 2) Apprentices who violate any ITAC or school safety and health policies, engage in behavior that disrupts related instruction, or return from break having used alcohol or drugs, may be removed from class and will be reported as soon as possible to the Apprenticeship Coordinator or designee. The Apprenticeship Coordinator or designee will attempt to either resolve the issue immediately or advance the issue to the ITAC Committee.
 - 3) Excused absences require class time to be made up at a rate of one (1) hour for every one (1) hour missed up to a maximum of twelve (12) hours of missed class time per class. An apprentice who misses more than twelve (12) hours of class time per class will be called before the Apprenticeship Committee for disciplinary action. Special circumstances will be reviewed by the Apprenticeship Coordinator and elevated to the Committee at the discretion of the Apprenticeship Coordinator.
 - 4) Apprentices must maintain employment with a Registered Training Agent to remain active in the apprenticeship program. Apprentices who have been separated from their employer may complete the RSI quarter

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in which they are currently enrolled and receive credit towards completion of that portion of the RSI provided they pass the class.

g) Failure of Classes

- 1) Apprentices must pass each class with a grade equivalent to at least 75%. Apprentices who fail to receive the minimum score in any quarter must arrange, within one (1) week of receiving the failing grade, to meet with the Apprenticeship Coordinator or designee to plan for a makeup class. The plan will establish the conditions where by the apprentice will make up the failed classes within a predetermined period of time.
- 2) Apprentices who fail to complete a makeup class within the allotted time will be called before the Apprenticeship Committee for disciplinary action.
- 3) The employer of an apprentice who fails to pass a class may receive a written notice of apprentice's unsatisfactory progress. An apprentice who fails to receive a minimum passing score in any two (2) quarters during his/her apprenticeship will be notified to appear before the Apprenticeship Committee for disciplinary action to develop an RSI recovery plan.

h) Hours Reporting:

- 1) Apprentice shall submit monthly work progress hours by the fifteenth (15th) day of the following month. It is the responsibility of the apprentice to enter their hours into the online ITAC Apprentice Tracking System (ATS):
 - a) Overtime hours do not count toward hours required to complete the program.
 - b) Vacation hours do not count toward hours required to complete the program.
 - c) Apprentices may not count more than a maximum of 200 hours per month, with no more than 2,080 hours per year, toward the required hours for completion.
 - d) Apprentices are encouraged to keep a hardcopy record of all work progress reports as a backup to the ATS.
- 2) If the ATS is not available, then the apprentice must make a copy of the work progress report and submit the original signed work progress report to the ITAC Apprenticeship Coordinator by:
 - a) US Mail
 - b) Email directly to the Apprenticeship Coordinator

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- 3) Apprentices who fail to submit their hours by the end of the following month will be called before the Apprenticeship Coordinator.**

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.

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].

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3. Sponsor Disciplinary Procedures:

When violations of these Standards by apprentices and/or employers occur, they will be acted upon by the Apprenticeship Coordinator and/or the Committee as outlined below.

- a. The Apprenticeship Coordinator will first and always attempt to resolve problems informally by communicating with all parties concerned.**
- b. If a hearing by the Apprenticeship Committee is required, apprentice notification will be sent by certified mail at least twenty (20) days prior to the hearing and will contain the alleged charges and Standards section(s) violated, and a range of penalties, which may be imposed.**
- c. If an apprentice fails to appear before the committee when notified, the committee may discipline the apprentice in their absence.**
- d. Following the hearing, the Committee will make its decision based solely upon the most credible evidence submitted at the hearing and reduced to writing.**
- e. Apprentices will be notified in writing of the decision of the Committee by certified mail within ten (10) business days.**
- f. Apprentices who fail to obtain employment with a Registered Training Agent within six months of separation from previous employment will be notified to appear before the ITAC Committee for disciplinary actions that may include suspension or cancellation of the apprenticeship agreement.**
- g. Apprentices placed in suspension may be reactivated in the apprenticeship program at the discretion of the ITAC Committee with employer approval of the reactivation.**
- h. Apprentices who fail to submit their hours on time two (2) or more times will be called before the Apprenticeship Committee for possible disciplinary action, which may include:
 - 1) Not accepting the hours for the months that were not reported**
 - 2) The missing hours not counted towards a step progression or towards the completion of their apprenticeship program, or**
 - 3) Suspension or cancellation of the apprenticeship agreement.****

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C. 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.
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.

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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 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>.

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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):
 - 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

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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
 - 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.

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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 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: (Two (2) members of the Committee, one (1) from the employee and one (1) from employer shall be a quorum for the transaction of business. Each party shall have the right to cast the full vote of its membership and it shall be conducted as though all were present and voting.**
 - b. Program type administered by the committee: **Group Non- Joint**
 - c. The employer representatives shall be:

Conrad Jobst Jr. - Chair
7403 Lakewood Drive W, #7
Lakewood, WA 98499

Kandie Jennings
7403 Lakewood Drive W, #7
Lakewood, WA 98499

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**Ed Cushman, Alternate
7403 Lakewood Drive W, #7
Lakewood, WA 98499**

d. The employee representatives shall be:

**Nick Strange – Secretary
7403 Lakewood Drive W, #7
Lakewood, WA 98499**

**John Bradley
7403 Lakewood Drive W, #7
Lakewood, WA 98499**

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:

N/A

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.

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.

**Wayne Bridges
10415 Paine Rd
Anderson Island, WA 98303**