



November 29, 2022 - 2:00 P.M.
Zoom Meeting

Zoom

*Join via Zoom – Meeting ID: 338 034 9468

[Zoom Link](#)

*Dial In via Phone – Meeting ID: 338 034 9468

Phone: +1 646-558-8656

Workforce Solutions Committee Agenda

I. Welcome and IntroductionsMark Hunt, Chair

II. Public Comment

Members of the public may raise their virtual hand during the Public Comment portion of the meeting. Members of the public who do so will be acknowledged by the Chair and provided up to three minutes to make public comment.

III. Roll Call

IV. Action/Discussion Items

1. Approval of minutes - October 20, 2022 Workforce Solutions Committee Meeting .. Page 1
2. Approval of Training Provider NetSynergy Page 4

V. Industry Insights

1. Education..... Committee Members
2. Economic Development..... Committee Members
3. Healthcare Committee Members
4. Other Industry Sector Committee Members

VI. Other Administrative Matters

(Items of urgency not meeting the seven-day guideline for review.)

VII. Open Discussion

VIII. Adjournment

Next Workforce Solutions Committee – February 16, 2023 (2:30 pm - 3:30 pm)

**All parties are advised that if you decide to appeal any decision made by the Board with respect to any matter considered at the meeting or hearing, you will need a record of the proceedings, and that, for such purpose, you may need to ensure that a verbatim record of the proceedings is made, which record includes the testimony and evidence upon which the appeal is to be based.*

**If you have a disability and need an accommodation in order to participate in this meeting, please contact the Executive Assistant at 727-608-2551 or admin@careersourcepinellas.com at least two business days in advance of the meeting.*





ACTION ITEM 1

Approval of Minutes

In accordance with Article VII, Section 1(H), of the approved WorkNet Pinellas By-Laws: Minutes shall be kept of all Board and Committee meetings. Minutes shall be reviewed and approved at the next CareerSource Pinellas Board or Committee meeting as appropriate.

The official minutes of meetings of the Board and Committees of the Board are public record and shall be open to inspection by the public. They shall be kept on file by the Board Secretary at the administrative office of CareerSource Pinellas as the record of the official actions of the Board of Directors.

The draft minutes from the October 20, 2022 meeting of the Workforce Solutions Committee have been prepared and are enclosed.

RECOMMENDATION

Approval of the draft minutes, to include any amendments necessary.

**CareerSource Pinellas
Workforce Solutions Committee Minutes**

Date: October 20, 2022, at 2:30 pm
Location: Hybrid – 13805 58th St. N. Room 1-455, Clearwater, FL 33760/Zoom

Call to Order

Committee Chair Mark Hunt called the meeting to order at 2:30 pm.

Members in Attendance

Mark Hunt, Dr. Rebecca Sarlo, Candida Duff, Jenee Skipper, Kevin Knutson, Shawn McDonnell, Esther Matthews

Members not in Attendance

Angel Barton, Belinthia Berry, Denise Sanderson, Elizabeth Siplin, Glenn Willocks, Ivonne Alvarez, Michael Jalazo

Staff

Steven Meier, Jay Burkey, Mary jo Schmick, Caroline Kenney, Leah Geis, Lysandra Montijo, Jason Druding

ACTION ITEM 1 – Approval of Minutes

The minutes from the October 20, 2022, Workforce Solutions Committee meeting were presented for approval.

Motion:	Kevin Knutson
Second:	Shawn McDonnell

The minutes were approved as presented. The motion carried unanimously. There was no further discussion.

ACTION ITEM 2 – Approval of Training Provider NetSynergy

Net Synergy Virtual Solution’s Pre-apprenticeship, LT3 Academy, is seeking initial provider approval. They have a registered apprenticeship that is already on the Eligible Training Provider List (no approval needed for RA).

Courses/Certificate/Diploma Programs

Type of Degree or Certificate		Tuition & Fees	Total Cost	Duration Of Training
Software Developer Pre-Apprenticeship Certificate		\$18,000	\$18,000	6 months

- Years in operation: 14 years
- Total enrollments for prior year: 0 (for pre-apprenticeship)
- Total enrollments current year: 33
- Retention Rate: 2 dropped out
- Completed: 3
- Employed: All 3
- 28 still in the program

RECOMMENDATION

Approval to add the Net Synergy LT3 Academy Pre-Apprenticeship program to the Eligible Training Provider List.

Discussion: Dr. Rebecca Sarlo asked why the program is so expensive.

	Original Motion
Motion:	Dr. Rebecca Sarlo
Second:	Kevin Knutson

*The Workforce Solutions Committee motioned for approval to add the Net Synergy LT3 Academy Pre-Apprenticeship program to the Eligible Training Provider List. **Mark Hunt was opposed and voted Nay.** The motion carried.*

	Original Motion Recalled
Motion:	Esther Matthews
Second:	Shawn McDonnell

Discussion: Mark Hunt wants to see pre-apprenticeship standards and apprenticeship standards.

The Workforce Solutions Committee motioned to recall the original motion and table this action item until the next Workforce Solutions Meeting. The motion carried unanimously. There was no further discussion.

INFORMATION ITEM 1 – Workforce Solutions Goals Update

Report included in meeting packet.

INFORMATION ITEM 2 – WIOA Primary Indicators Report

Report included in meeting packet.

INFORMATION ITEM 3 – Training Provider Spending

Report included in meeting packet.

INFORMATION ITEM 4 – Work-Based Learning Spending

Report included in meeting packet.

INFORMATION ITEM 5 – Help Wanted Online Report

Report included in meeting packet.

Industry Insights – Some committee members gave updates about their respective sectors.

Other Administrative Matters - None

Open Discussion - None

Adjournment – Chair Mark Hunt adjourned the meeting at 3:42pm.



ACTION ITEM 2

Approval of Training Provider Net Synergy LT3 Academy

2227 University Square Mall, Tampa, FL 33612

Net Synergy Virtual Solution's Pre-apprenticeship, LT3 Academy, is seeking initial provider approval. They have a registered apprenticeship that is already on the Eligible Training Provider List (no approval needed for RA).

Courses/Certificate/Diploma Programs

Type of Degree or Certificate	Tuition & Fees	Total Cost	Duration Of Training
Software Developer Pre-Apprenticeship Certificate	\$18,000	\$18,000	6 months

- Years in operation: 14 years
- Total enrollments for prior year: 0 (for pre-apprenticeship)
- Total enrollments current year: 33
- Retention Rate: 2 dropped out
- Completed: 3
- Employed: All 3
- 28 still in the program

RECOMMENDATION

Approval to add the Net Synergy LT3 Academy Pre-Apprenticeship program to the Eligible Training Provider List.

State of Florida



Registered Preapprenticeship Training Standards for

Uptown Preapprenticeship for Technology & Innovation

(Program Name)

P-117

(Program Number)

These Standards of Preapprenticeship include the Apprenticeable Trade(s)/Occupation(s) of:

TRADE / OCCUPATION	PROGRAM TERM	NAICS CODE	RAPIDS CODE	O*NET
Software Developer, Application	6 Months	541511	1129CB	15-1252.00
Cyber Security	6 Months	541519	2050CB	15-1212.00
Computer Help Desk Technician	6 Months	541519	1131CB	15-1232.00
Supply Chain Technologist	6 Months	541614	0856CB	13-1081.00

List of Sponsoring Florida Registered Apprenticeship Programs operating under Chapter 446 FS

FLORIDA REGISTERED APPRENTICESHIP PROGRAM NAME	PROGRAM NUMBER
Net Synergy Virtual Solutions, LLC + GNJ	2022-FL-112712

High School Program: Youth Program: Adult Program:

L.E.A. Education Linkage? Yes No OJT Included: Yes No

REGISTERED BY
FLORIDA DEPARTMENT OF EDUCATION
DIVISION OF CAREER AND ADULT EDUCATION
APPRENTICESHIP SECTION

TABLE OF CONTENTS

	Definitions	3 - 4
	Conformance with State and Federal Laws	4
Section I	Registration of Preapprenticeship Program	4
Section II	Program Administration and Preapprenticeship Committee	5
Section III	Responsibilities of the Preapprentice	5
Section IV	Maintenance of Preapprenticeship Records	5
Section V	Affirmative Action and Equal Employment Pledge	6
Section VI	Adjusting Differences	6
Section VII	Amendments and Modifications	6
Section VIII	Notification	7
Section IX	Program Cancellation and Deregistration	7
Section X	Preapprenticeship Agreement	7
Section XI	Credit For Preapprenticeship Completion	7
Section XII	Safety and Health Training	7
Section XIII	Qualifications and Selection Procedures	7
Section XIV	Certificate of Completion of Preapprenticeship	8
Section XV	Term of Preapprenticeship	8
Section XVI	Related Classroom Instruction	8
Section XVII	Related Instruction	9-18
	Official Adoption of Preapprenticeship Standards	19

DEFINITIONS

- 1) Adult Preapprentice – means an individual, twenty-five (25) years of age or older, who is enrolled in a course of instruction directly related to the occupation listed in the Standards of Preapprenticeship; and has entered into a preapprenticeship agreement with a Florida registered preapprenticeship program sponsor.
- 2) Adult Preapprenticeship Program – means an organized course of instruction where the majority of registered preapprentice participants are twenty-five (25) years of age or older; is designed to prepare an adult preapprentice to become an apprentice in a Florida registered apprenticeship program; and the Preapprenticeship Program is registered with the Department. A preapprentice participant, who is 18 years of age or older, may participate in an Adult Preapprenticeship Program as long as the preapprentice is not enrolled in a public or private high school.
- 3) Apprenticeship and Training Representative – means an individual representative of the Florida Department of Education, properly authorized to act on behalf of the Department in matters concerning registered apprenticeship, and preapprenticeship. **6A-23.002(6) FAC**
- 4) Course Title and Number – means a secondary or post-secondary course(s) within a program of study for which the preapprentice is enrolled.
- 5) Completion Certificate – means the official document issued by the Department to an individual who has successfully completed preapprenticeship training as verified by the program sponsor. **6A-23.002(6) FAC**
- 6) Department – means the Florida Department of Education. **446.021(12) FS**
- 7) High School Preapprentice – means a student, at least sixteen (16) years of age, who is typically enrolled as a junior or senior at a public or private high school; enrolled in a career and technical education (CTE) program of study or a series of high school courses which are directly related to the occupation listed in the Standards of Preapprenticeship; and has entered into a preapprenticeship agreement with a Florida registered preapprenticeship program sponsor.
- 8) High School Preapprenticeship Program – means an organized career and technical education (CTE) program of study or a series of high school courses offered in a public or private high school; is designed to prepare a High School Preapprentice to become an apprentice in a Florida registered apprenticeship program; and is registered with the Department.
- 9) Journeyworker – means a person working in an apprenticeable occupation who has successfully completed a registered Apprenticeship Program or who has worked the number of years required by established industry practices for the occupation. Use of the term may also refer to a mentor, technician, specialist or other skilled worker who has documented sufficient skills and knowledge of an occupation through practical on-the-job experience and formal training. **6A-23.002(17) FAC**
- 10) Local Education Agency – (LEA) means a public board of education or other public authority legally constituted within a State for either administrative control or direction of, or to perform a service function for, public elementary schools or secondary schools in a school district within the State of Florida.
- 11) On-the-Job-Training (OJT) – means the process by which an Apprentice or preapprentice acquires knowledge and skills under the supervision and tutelage of an experienced Journeyworker within an apprenticeable occupation registered with the Department. On-the-Job Training is the monitoring and training responsibility of the Sponsor or Participating Employer. **6A-23.002(18) FAC**
- 12) O*Net Code – The Occupational Information Network (O*NET) codes and titles are based on the system mandated by the federal Office of Management and Budget for use in collecting statistical information on occupations.
- 13) Participating Employer – means a business entity which: (a) Is actively engaged by and through its own employees in the actual work of the occupation being apprenticed; (b) Employs, hires and pays the wages of the Apprentice, Preapprentice, and the Journeyworker serving as qualified training personnel training the Apprentice; (c) Evaluates the Apprentice and Preapprentice; and (d) Is signatory party to a collective bargaining agreement or signatory to a Participating Employer agreement with the program Sponsor which is registered with the Department. **6A-23.002(19) FAC**
- 14) Preapprenticeship Agreement – means a written agreement between the Preapprentice and the preapprenticeship program sponsor, containing the terms and conditions of training and incorporating the registered preapprenticeship standards as part of the agreement. **6A-23.010(2)(b) FAC**

- 15) Preapprenticeship Committee or Committee – means the same as the registered apprenticeship program sponsor's committee, or a group appointed by registered apprenticeship program sponsor committees, or their designees. **6A-23.010(2)(c) FAC**
- 16) Preapprenticeship Sponsor - means a Florida registered apprenticeship program authorized to offer preapprenticeship training. **6A-23.010(2) FAC**
- 17) Preapprenticeship Standards - means the minimum requirements established uniformly for each occupation under which a Preapprenticeship Program is administered and includes standards of admission, training goals, training objectives, curriculum outlines, objective standards to measure successful completion of the Preapprenticeship Program, and the percentage of credit that may be given to preapprenticeship completers upon acceptance into the apprenticeship program. **6A-23.010(2)(f) FAC**
- 18) Registration Agency – means the Florida Department of Education which has responsibility for registering Preapprenticeship Programs and Preapprentices; providing technical assistance; and conducting reviews for compliance and quality assurance assessments. **446.011 FS**
- 19) Related Technical Instruction (RTI) – means an organized and systematic form of instruction designed to provide the Preapprentice with knowledge of the theoretical and technical subjects related to the occupation. Such instruction may be given in a classroom, through occupational or industrial courses, correspondence courses, electronic media, or other forms of self-study approved by the Department. **6A-23.002(25) FAC**
- 20) Sponsor – means any person, association, committee, or organization operating an Apprenticeship Program and in whose name the program is registered or approved. **6A-23.002(26) FAC**
- 21) Work Processes – means an outline of Journeyworker supervised work experience and OJT with the allocation of approximate hours to be spent in each activity. **6A-23.002(32) FAC**
- 22) Youth Preapprentice – means an individual, sixteen (16) to twenty-four (24) years of age, who is engaged in a course of instruction directly related to the occupation listed in the Standards of Preapprenticeship; and has entered into a preapprenticeship agreement with a Florida registered preapprenticeship program.
- 23) Youth Preapprenticeship Program – means an organized course of instruction where the majority of registered preapprentice participants are sixteen (16) to twenty-four (24) years of age; is not offered at a public or private high school; is designed to prepare a youth preapprentice to become an apprentice in a Florida registered apprenticeship program; and the Preapprenticeship Program is registered with the Department.

CONFORMANCE WITH STATE AND FEDERAL LAWS

The Florida Department of Education, Division of Career and Adult Education, Apprenticeship Program Section is properly established and constituted under applicable state law as the designated body for approval and registration of Preapprenticeship Programs and individual Preapprenticeship Agreements for state purposes.

These Standards of Preapprenticeship will be conducted, operated and administered in accordance with all applicable provisions of Chapter 446, Florida Statutes (FS); Chapter 6A-23, Florida Administrative Code (FAC); and Title 29 Code of Federal Regulations, Part 30, and all relevant guidance issued by the Florida Department of Education (Apprenticeship Section). No section of these standards shall be construed to permit violation of any law or regulation of the State of Florida or the United States.

SECTION I – REGISTRATION OF PREAPPRENTICESHIP PROGRAM – 6A-23.010(3) (f, h) FAC

These Standards of Preapprenticeship shall be submitted to the appropriate Apprenticeship and Training Representative to be reviewed and forwarded to the Department for approval and registration. Upon approval by the Department, the Preapprenticeship Program must be renewed every five (5) years. Three (3) original documents shall bear witness of the programs registration as evidenced by a Certificate of Registration issued by the Florida Department of Education. The program must be actively training Preapprentices within one (1) year of registration in each occupation for which registration is granted. Programs or occupations which go inactive and remain the same (no registered participants' training occurring) for more than one (1) year shall be canceled by the Registration Agency.

SECTION II – PROGRAM ADMINISTRATION AND PREAPPRENTICESHIP COMMITTEE

Program Sponsors are responsible for the administration of all aspects of the Preapprenticeship Program. The Sponsor will establish a Preapprenticeship Committee to carry out the responsibilities and duties required as described in these Standards of Preapprenticeship.

The Preapprenticeship Committee shall be composed of at least **3** member representatives and a current list must be provided to the Department. The committee shall include a Chairperson and a Secretary. The Committee shall meet **Semi-Annually** or as often as necessary to conduct business.

Responsibilities of the Sponsor:

In addition to the Sections outlined in these Standards of Preapprenticeship, the Sponsor will:

- 1) Make a concerted effort to afford the opportunity for completion of the Preapprenticeship Program.
- 2) Provide continual support to Preapprentices to complete the Preapprenticeship Program and prepare Preapprentices for entry into the sponsor’s registered apprenticeship training program(s).
- 3) Assure the Participating Employers have qualified Journeyworkers to oversee and train the Preapprentices when OJT is incorporated into the program. NA
- 4) Arrange for periodic evaluation of Preapprentices’, review progress, and make recommendations as appropriate.
- 5) In general, be responsible for the successful operation of the program and the welfare of the Preapprentices.

Responsibilities of the Preapprenticeship Committee:

In addition to the Responsibilities of the Sponsor the Preapprenticeship Committee will:

- 1) Notify the appropriate Apprenticeship and Training Representative of all Preapprenticeship Committee meetings and make available, upon request, the official minutes of such meetings; and
- 2) Recommend changes in the program as are deemed necessary to improve effectiveness and efficiency.

SECTION III – RESPONSIBILITIES OF THE PREAPPRENTICE – 6A-23.010(4)(d)(5) FAC

- 1) Learn pre-requisite skills and knowledge for becoming an Apprentice;
- 2) Work faithfully and diligently at the occupation;
- 3) Protect the property of the employer/school/program sponsor;
- 4) Respect and comply with all rules, regulations and policies of the employer affecting OJT (if applicable);
- 5) Attend Related Instruction classes regularly. and
- 6) Successfully complete all Related Technical Instruction lessons, assignments, and assessments as required; submit properly completed records in a timely manner upon request; and keep accurate records of work experience (OJT) (if applicable).

SECTION IV – MAINTENANCE OF PREAPPRENTICESHIP RECORDS – 6A-23.010(4) (j) FAC

All Preapprenticeship Program records pertaining to the administration, selection, training, and employment of Preapprentices (test scores, attendance records, transcripts, progress evaluations, etc.), shall be the sole maintenance responsibility of the Sponsor and are to be kept at the following address, which is a facility that allows and provides governmental access for auditing purposes as outlined in Ch. 119 F.S. (Florida Public Records Law):

Net Synergy Virtual Solutions, LLC				
Name of Site				
12204 University Mall Ct	Tampa	FL	33612	
Address	City	State	Zip	

All Preapprenticeship Program related records are the property of the Sponsor and must be maintained for a period of no less than two (2) years from the date of last action and must be presented for review when requested by the Department or the appropriate Apprenticeship and Training Representative.

SECTION V – AFFIRMATIVE ACTION AND EQUAL OPPORTUNITY – 6A-23.010(4) (t) FAC

To provide equal opportunities in the recruitment, selection, employment, training and advancement of minority and female preapprentices, the committee agrees to make the following affirmative action commitments:

- (1) Disseminate in cooperation with the L.E.A if applicable, information to all applicants/students concerning the nature of preapprenticeship, availability of preapprenticeship opportunities, sources of preapprenticeship applications, and the equal opportunity policy of the committee. Information will be disseminated to government employment service offices, local schools, school and local career/job fairs events, women's centers, outreach programs, principal minority groups, women's organizations and community organizations which can effectively reach minorities and women. This information is encouraged to also be published in L.E.A./school newspapers/periodicals which are available to students/parents, and newspapers which are circulated in minority communities and among women as well as the general areas in which the program sponsor operates; and
- (2) Cooperate with local school boards and career pathways education systems to develop programs for preparing students to meet the standards and criteria required to qualify for entry into Preapprenticeship Programs and ultimately to qualify for entry into the program sponsor’s registered apprenticeship program.

The recruitment, selection, employment and training of Preapprentices during their preapprenticeship shall be without discrimination because of race, color, religion, national origin, sex (including pregnancy and gender identity), sexual orientation, genetic information, or because they are an individual with a disability or a person 40 years old or older. The Preapprenticeship Committee or Sponsor will provide equal opportunity in preapprenticeship and will operate the preapprenticeship program as required under Title 29 of the Code of Federal Regulations, Part 30.

SECTION VI – ADJUSTING DIFFERENCES – 6A-23.010(4) (r, s) FAC

In case of dissatisfaction, the Participating Employer (if applicable), or the Preapprentice has the right and privilege of appeal to the Preapprenticeship Committee or Sponsor for corrective action and adjustment concerning these standards or Preapprenticeship Agreement for which written notification is received within fifteen (15) days of the alleged dissatisfaction. The complaint shall be in writing and signed by the complainant (parent or guardian if minor). It must include the name, address, and telephone number of the Participating Employer (if applicable) or the Preapprentice involved, and a brief description of the circumstances concerning the Standards of Preapprenticeship or the Preapprenticeship Agreement. The Preapprenticeship Committee or Sponsor will locally make such rulings as it deems necessary in each individual case within thirty (30) days of receiving the written notification. The Preapprenticeship Committee or Sponsor will have full authority to supervise the enforcement of these standards. Its decision will be final and binding on the Participating Employer (if applicable) and the Preapprentice. The Department is available for consultation and interpretation to assist in resolving any complaints the Participating Employer (if applicable) or Preapprentice has about the preapprenticeship training program. The name and address of the appropriate authority to receive, process, and make dispositions of complaints is:

Dagma Quinones-Morancie, Head of HR

Name of Contact				
12204 University Mall Ct	Tampa	FL	33612	
Address	City	State	Zip	
813-468-1293	dquinones@mynetsvs.com			
Phone Number	E-mail Address			

The Participating Employer (if applicable) or the Preapprentice shall be provided notification by the Preapprenticeship Committee or Sponsor not less than five business days’ notice of the date of any proposed adverse action with stated opportunity for the Participating Employer (if applicable) or Preapprentice during such period for corrective action.

Differences that arise between the L.E.A (if applicable), and the program sponsor involving program administration and/or execution, should be addressed to the Registration Agency in writing for resolution, adjustment, and/or decision.

SECTION VII – AMENDMENTS AND MODIFICATIONS – 6A-23.010(3) (g), (4) (u) FAC

These Standards of Preapprenticeship may be amended or modified at any time by the Preapprenticeship Committee or Sponsor. Such amendment(s) or modification(s) must be promptly submitted to the Department for approval through the appropriate Apprenticeship and Training Representative. A copy of the amendment(s) or modification(s) adopted shall be furnished to each Preapprentice to whom the amendment(s) or modification(s) applies and shall not alter Preapprenticeship Agreements in effect at the time of such change without express consent of all parties to the agreement.

SECTION VIII – NOTIFICATION – 6A-23.010(4) (v) FAC

The Department must be notified within forty-five (45) days, through the appropriate Apprenticeship and Training Representative, of all actions affecting Preapprentices as required on the Action Reporting Form.

SECTION IX – PROGRAM CANCELLATION AND DEREGISTRATION – 6A-23.010(4) (u) FAC

Cancellation of the program may be effected upon the voluntary action of the Preapprenticeship Committee or Sponsor and must notify the Registration Agency and the appropriate Apprenticeship and Training Representative within forty-five (45) days in writing of any decision to cancel the program.

Deregistration of the program shall be upon written notice by the Registration Agency to the Preapprenticeship Committee or Sponsor stating cause and instituting formal deregistration proceedings in accordance with the provisions of Chapter 6A-23.010(4) FAC.

In either event, the Preapprenticeship Committee or Sponsor must notify all Preapprentices within fifteen (15) business days of the effective date that will deprive the Preapprentices of their individual registration.

SECTION X – PREAPPRENTICESHIP AGREEMENT – 6A-23.010(4) (b, m, q), (5) (f) FAC

Prospective Preapprentices shall have the right and opportunity to review, read and obtain a copy of these standards before they sign the Preapprenticeship Agreement. The Preapprentice shall be placed under a Preapprenticeship Agreement signed by the program sponsor and the Preapprentice (if a minor, their parent or guardian). The Preapprenticeship Agreement incorporates the terms and conditions of training. The Preapprenticeship Agreement may be terminated by mutual consent at any time and can be canceled for due cause and in the case of due cause, a reasonable opportunity for corrective action may occur upon mutual agreement.

SECTION XI – CREDIT FOR PREAPPRENTICESHIP COMPLETION – 6A-23.010(2) (f) FAC

The Preapprenticeship Committee or Sponsor, in cooperation with the sponsoring Apprenticeship Program, may establish the percentage of credit that may be given to Preapprentices upon acceptance into the sponsoring Apprenticeship Program. Credit will be based on demonstration of skills or knowledge equivalent to those identified in the occupation and in the Standards of Apprenticeship.

The decision to award, not award, or how much credit to award is final and at the sole discretion of the Sponsoring Apprenticeship Committee, Participating Employer, or Sponsor. A Preapprentice granted credit will be advanced to the wage rate and Related Technical Instructional level commensurate with the amount of credit awarded.

SECTION XII – SAFETY AND HEALTH TRAINING – 6A-23.010(4) (c) (k) FAC

The program shall comply with and instruct the Preapprentices in safety and healthful work practices and shall ensure that the Preapprentices are trained in facilities and other environments that are in compliance with Title 29 of the Code of Federal Regulations, Part 570 (Federal Child Labor); Chapter 61L-2 Florida Administrative Code (State Child Labor) and with Public Law 91-596 (Occupational Safety and Health Act).

SECTION XIII – QUALIFICATIONS AND SELECTION PROCEDURES – 6A-23.010(4) (d, l) 5 FAC, 6A-23.010(4) (t)

The minimum qualifications required by a Sponsor for persons entering a Preapprenticeship Program must have an eligible starting age of not less than sixteen (16) years. The Preapprenticeship Committee or Sponsor may elect to require a minimum age above sixteen (16) years.

MINIMUM QUALIFICATIONS: This program is open to all applicants on a completely non-discriminatory basis.

a. Age (Required)

The minimum age qualification required by the Preapprenticeship Committee or Sponsor for persons entering the Preapprenticeship Program is: 17.5 years.

b. Language Proficiency

The ability to read, write, and speak the English language in order to comprehend instructions in related training classes. Applicants will provide a letter of attestation.

SELECTION PROCEDURES: Selection of Preapprentices into this program shall be without discrimination, based on race, color, religion, national origin, sex (including pregnancy and gender identity), sexual orientation, genetic information, or because they are an individual with a disability or a person 40 years old or older.

The applicable selection procedure for this program shall be a coordinated effort between the L.E.A. if applicable, the Preapprenticeship Committee, or program sponsor, shall select Preapprentices from qualified applicants using one or more of the following appropriate selection methods examples:

1. **Random selection from pool of eligible applicants:**

The Preapprenticeship Committee or Sponsor may select Preapprentices from a pool of eligible applicants on a random basis. The names of Preapprentices drawn by this method shall be posted immediately following the selection by the Preapprenticeship Committee or at the program sponsor site.

SECTION XIV – CERTIFICATE OF COMPLETION OF PREAPPRENTICESHIP – 6A-23.010(4) (w) FAC

Upon satisfactory completion of the Preapprenticeship Program by the Preapprentice as established in these Standards of Preapprenticeship, the Preapprenticeship Committee or Sponsor will so certify to the Department and request the awarding of a Certificate of Completion of Preapprenticeship to the completing Preapprentice(s) issued by the Department.

SECTION XV – TERM OF PREPPRENTICESHIP – 6A-23.010(4) (x) FAC

The over-all length of the training program will be determined by the Preapprenticeship committee and will be realistic in terms of attainment and must be relative to industry standards, but at no time shall it be less than six (6) months or longer than two (2) consecutive years.

The term of preapprenticeship shall be 6 months.

SECTION XVI – RELATED CLASSROOM INSTRUCTION – 6A-23.010(4) (d) (4) FAC

Preapprentices registered under these training standards shall be required to attend and complete subjects related to the occupation in which they are registered. For Preapprenticeship programs linked with a school district or state college, include the Course Title and Course Number after each school.

Secondary or Postsecondary Education Classes will be conducted at:

School Name:	LT3 Academy
School Address:	12204 University Mall Ct Tampa, FL 33612
Program Name:	Foundations of Software Development
Program Name:	Help Desk Technician (Support Engineer) PreApprenticeship
Program Name:	Cyber Security PreApprenticeship
Program Name:	Supply Chain Technologist (Automation) PreApprenticeship

SECTION XVII – RELATED INSTRUCTION

RELATED INSTRUCTION OUTLINE

For the occupation/trade: Software Developer, Application

Program Name: Foundations of Software Development

Problem Solving Skills

- Intro to Decision tree analysis
- Intro to Critical thinking frameworks
- Concept development (Design Thinking)
- PESTEL Analysis in decision making

Work Attitudes

- Handling failures and feedback
- Working as part of a team / teamwork
- Autonomy, Accountability and Trust in the workplace

General Employability Skills

- General Communication Skills
- Communication for Engineers
- Leadership Skills
- Organizational Skills
- Intro to Ethics
- Introduction to research methodologies
- Math for engineers
- Health and Safety in the Computer Industry

Technical Skills

- Computer Literacy 101

- C.L 102 (How to admin your own machine)
- Knowledge bases
- Service Management Concepts
- Project Management Concepts
- Process Optimization Concepts

Occupation Specific Skills

- Intro to HTML
- Intro to JS
- Intro to Regex
- Intro to Technologies
- Logic & Flow Structures / Controls
- Database Concepts

+++

Contextual courses (electives)

+++

Career Roles

- Understanding Career Paths
 - Level 1 Support
 - Level 2 Support
 - Analyst
 - Developer
 - Architect
 - Technical Writer
 - QA
- Choosing your career path
- Developing a professional portfolio

Working in a Tech Environment

- Project Management Tools
- Communication Tools
- Working Remotely
 - Virtual Office Tools
 - Environment Setup
 - Remote Access
 - Technology and Productivity

Apprenticeships

- What is a registered Apprenticeship?
- General Financial Literacy
- Drug-free workplace initiatives
- What's an entrepreneur?

RELATED INSTRUCTION OUTLINE

For the occupation/trade: Cybersecurity

Program Name: Cybersecurity PreApprenticeship

Problem Solving Skills

- Intro to Decision tree analysis
- Intro to Critical thinking frameworks
- Concept development (Design Thinking)
- PESTEL Analysis in decision making

Work Attitudes

- Handling failures and feedback
- Working as part of a team / teamwork

- Autonomy, Accountability and Trust in the workplace

General Employability Skills

- General Communication Skills
- Communication for Engineers
- Leadership Skills
- Organizational Skills
- Intro to Ethics
- Introduction to research methodologies
- Math for engineers
- Health and Safety in the Computer Industry

Technical Skills

- Computer Literacy 101
- C.L 102 (How to admin your own machine)
- Database Fundamentals
- IT Concepts and Terminology
- Infrastructure

Occupation Specific Skills

- Cybersecurity Fundamentals
- IT Project Management
- Host-based Security
- Network Security
- Identity & Access Management
- Security Assessment & Operations
- Application Security

Contextual courses (electives)

+++

Career Roles

- Understanding Career Paths
 - Level 1 Support
 - Level 2 Support
 - Analyst
 - Developer
 - Architect
 - Technical Writer
 - QA
- Choosing your career path
- Developing a professional portfolio

Working in a Tech Environment

- Project Management Tools
- Communication Tools
- Working Remotely
 - Virtual Office Tools
 - Environment Setup
 - Remote Access
 - Technology and Productivity

Apprenticeships

- What is a registered Apprenticeship?
- General Financial Literacy
- Drug-free workplace initiatives
- What's an entrepreneur?

RELATED INSTRUCTION OUTLINE

For the occupation/trade: Computer Help Desk Technician

Program Name: Help Desk PreApprenticeship

Problem Solving Skills

- Intro to Decision tree analysis
- Intro to Critical thinking frameworks
- Concept development (Design Thinking)
- PESTEL Analysis in decision making

Work Attitudes

- Handling failures and feedback
- Working as part of a team / teamwork
- Autonomy, Accountability and Trust in the workplace

General Employability Skills

- General Communication Skills
- Communication for Engineers
- Leadership Skills
- Organizational Skills
- Intro to Ethics
- Introduction to research methodologies
- Math for engineers
- Health and Safety in the Computer Industry

Technical Skills

- Computer Literacy 101
- C.L 102 (How to admin your own machine)
- Database Fundamentals
- IT Concepts and Terminology
- Infrastructure

Occupation Specific Skills

- Technical Support Fundamentals
- The Bits and Bytes of Computer Networking
- Operating Systems
- System Administration and IT Infrastructure Services
- IT Security: Defense against digital attacks

+++

Contextual courses (electives)

+++

Career Roles

- Understanding Career Paths
 - Level 1 Support
 - Level 2 Support
 - Analyst
 - Developer
 - Architect
 - Technical Writer
 - QA
- Choosing your career path
- Developing a professional portfolio

Working in a Tech Environment

- Project Management Tools
- Communication Tools
- Working Remotely
 - Virtual Office Tools
 - Environment Setup
 - Remote Access
 - Technology and Productivity

Apprenticeships

- What is a registered Apprenticeship?
- General Financial Literacy
- Drug-free workplace initiatives
- What's an entrepreneur?

RELATED INSTRUCTION OUTLINE

For the occupation/trade: Supply Chain Technician

Program Name: Supply Chain (Automation) PreApprenticeship

Problem Solving Skills

- Intro to Decision tree analysis
- Intro to Critical thinking frameworks
- Concept development (Design Thinking)
- PESTEL Analysis in decision making

Work Attitudes

- Handling failures and feedback
- Working as part of a team / teamwork
- Autonomy, Accountability and Trust in the workplace

General Employability Skills

- General Communication Skills
- Communication for Engineers
- Leadership Skills
- Organizational Skills

- Intro to Ethics
- Introduction to research methodologies
- Math for engineers
- Health and Safety in the Computer Industry

Technical Skills

- Six Sigma Essentials
- Service Management Concepts
- Project Management Concepts
- Process Optimization Concepts

Occupation Specific Skills

- Introduction to Distribution and Logistics
- Inventory Management
- Automation Fundamentals
- Automation Disciplines
- Automation LifeCycle
- Agile Development for Automation

Contextual courses (electives)

+++

Career Roles

- Understanding Career Paths
 - Level 1 Support
 - Level 2 Support
 - Analyst
 - Developer
 - Architect
 - Technical Writer
 - QA
- Choosing your career path
- Developing a professional portfolio

Working in a Tech Environment

- Project Management Tools
- Communication Tools
- Working Remotely
 - Virtual Office Tools
 - Environment Setup
 - Remote Access
 - Technology and Productivity

Apprenticeships

- What is a registered Apprenticeship?
- General Financial Literacy
- Drug-free workplace initiatives
- What's an entrepreneur?

OFFICIAL ADOPTION OF PREAPPRENTICESHIP STANDARDS

PROGRAM NAME: Uptown Preapprenticeship for Technology & Innovation

ADDRESS: 12204 University Mall Ct, Tampa, FL 33612

PHONE: 813-909-9478

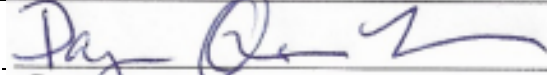
EMAIL ADDRESS: cmorancie@mynetsvs.com



Chairperson

6/22/2022

Date



Secretary

6/22/2022

Date

COMMITTEE MEMBERS

Christford Morancie [Chairperson] – CEO, Net Synergy Virtual Solutions, LLC
MEMBER – Amy Lesniak – Chief Workforce Development Officer

Dagma Quinones [Secretary] – HR Manager, Net Synergy Virtual Solutions, LLC

REVIEWED BY:

Apprenticeship & Training Representative

 / /
Date

Authorized Official for the Local Education Agency

 / /
Date

FLORIDA DEPARTMENT OF EDUCATION
DIVISION OF CAREER AND ADULT EDUCATION – APPRENTICESHIP

Authorized Official - Registration Agency

 / /
Date

Employer Appendix

NET SYNERGY VIRTUAL SOLUTIONS, LLC + GNJ
(Sponsor)

In the occupation of:

Occupation / Trade	NAICS Code	RAPIDS Code	O-Net Code
Cybersecurity Support Technician	541519	2050CB	15-1212.00
Helpdesk Technician (Computer Support Specialist)	541519	1131CB	15-1232.00

OUTREACH JURISDICTIONAL AREA

Statewide
(Counties)

TABLE OF CONTENTS

Standards Reference		Page
	DEFINITIONS	3
SECTION XVI	TERM OF APPRENTICESHIP AND TRAINING APPROACH	4
SECTION XVII	PROBATIONARY PERIOD	4
SECTION XVIII	RATIO OF APPRENTICES	4
SECTION XIX	QUALIFICATIONS AND SELECTION PROCEDURES	5
SECTION XX	AFFIRMATIVE ACTION WORKFORCE ANALYSIS	6
SECTION XXI	WORK PROCESS AND RELATED TECHNICAL INSTRUCTION	7 - 21
SECTION XXII	APPRENTICES WAGE SCHEDULE	22
	OFFICIAL ADOPTION OF APPRENTICESHIP STANDARDS APPENDIX	23

DEFINITIONS

For the purposes of this appendix. The following definitions apply:

CAREER LATTICE: The use of an interim credential(s) leading to the Certificate of Completion of Apprenticeship that validates progression through a registered apprenticeship program within a Competency-Based or Hybrid-Based apprenticeship training approach. Career lattice apprenticeship programs include occupational pathways that move an apprentice horizontally or vertically within an industry.

COMPETENCY-BASED: An apprenticeship training approach that requires the attainment of manual, mechanical, or technical skills and knowledge, as specified by an occupation standard, and demonstrated by an appropriate written and hands-on proficiency measurement. A minimum of 2,000 hours of on-the-job training is required.

HYBRID-BASED: An apprenticeship training approach that measures the individual apprentice's skill acquisition through a combination of a specified range of minimum and maximum number of hours of on-the-job training and the successful demonstration of competency as described in a work process schedule. Hybrid-Based is a combination of both the Time-Based and Competency-Based apprenticeship training approaches. A minimum of 2,000 hours of on-the-job training is required.

INTERIM CREDENTIAL: A credential or certificate issued to the apprentice by a program sponsor, employer, or third-party credentialing entity.

TIME-BASED: An apprenticeship training approach that measures the attainment of manual, mechanical, or technical skills and knowledge through the individual apprentice's completion of at least 2,000 hours of on-the-job training as described in a work process outline.

**SECTION XVI – TERM OF APPRENTICESHIP AND TRAINING APPROACH – 6A-23.004(2)(b) (d) FAC
CYBERSECURITY SUPPORT TECHNICIAN & HELPDESK TECHNICIAN (COMPUTER SUPPORT SPECIALIST)**

On-the-Job-Training:

The term of each apprenticeship will be 2000 hours, approximately 12 months of continuous on-the-job employment (including the probationary period). Hours for related instruction are excluded.

Related Technical Instruction:

Apprentices employed under these standards shall complete a minimum of 144 hours of supplemental instruction in technical subjects related to the occupation.

Training Approach:

- Time-Based Competency-Based Hybrid Career-Lattice

Related Instruction Delivery Method (select all that apply):

- Classroom
 Correspondence / Shop
 Web-Based Learning

Related Instruction Delivery Provider (select all that apply):

- Sponsor / Employer Facility
 Community College / Technical School
 Vocational School (Technical College / Center)
 Other LT3 Academy

Related Instruction hours are provided (mark only one):

- During Work Hours; During Non-Work Hours; or During Work & Non-Work Hours

Are Wages Paid to the Apprentice During Related Technical Instruction? Yes No

Location(s) where related instruction will occur:

School Name:	LT3 Academy
Address:	12204 University Mall Ct, Tampa, FL 33612
Contact:	Christford Morancie
Phone:	813-909-9478
E-mail:	cmorancie@mynetsvs.com

SECTION XVII – PROBATIONARY PERIOD – 6A-23.004(2)(h, s) FAC

Apprentices employed within the occupations of Cybersecurity Support Technician and Helpdesk Technician (Computer Support Specialist) under these standards shall be subject to a probationary period during the first 500 hrs of the apprenticeship program, which cannot exceed twenty-five percent (25%) of the length of the program or one (1) year, whichever is shorter.

SECTION XVIII – RATIO OF APPRENTICES – 6A-23.004(2)(g) FAC

It shall be the responsibility of the Sponsor and Participating Employer to ensure that the allowable ratio of apprentices to journeyworkers employed in the occupations of Cybersecurity Support Technician and Helpdesk Technician (Computer Support Specialist) is consistently maintained in the program as a whole and on the job site.

- The ratio of apprentices to journeyworkers, consistent with proper supervision, training, safety, and continuity of employment is 1 Apprentices to 1 Journeyworker.

If the ratio for non-construction related programs is different from the construction related ratio, a variance must be requested by the Apprenticeship Committee or Program Sponsor and approved by the Department.

SECTION XIX – QUALIFICATIONS AND SELECTION PROCEDURES – 6A-23.004(2)(j) FAC, 29 CFR § 30.5

Applicants for apprenticeship in the occupation of **Cybersecurity Support Technician and Helpdesk Technician (Computer Support Specialist)** shall meet minimum qualifications as outlined in this Appendix. These qualification standards, and the score required on any standard for admission to the applicant pool must be directly related to job performance, as shown by a statistical relationship between the score required for admission and performance in the apprenticeship program.

MINIMUM QUALIFICATIONS: **Apprentice applicants must be able to meet all employment guidelines and requirements.** All applicants will be considered without attention to race, color, religion, sex, sexual orientation, gender identity, national origin, veteran, or disability status and afforded equal opportunity.

a. **Age (Required)**

The minimum age qualification required by the Sponsor or Participating Employer for persons entering the Apprenticeship Program is: 18 years.

b. **Physical**

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

Applicants will provide:

c. **Education**

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

d. **English Language**

Applicants must be able to read, write, and speak the English language in order to comprehend instructions on the job and in related training classes, and to ensure personal and co-worker safety on the job.

e. **Drivers' License**

Applicants must possess and maintain a current and valid drivers' license with picture I.D.

SELECTION PROCEDURES:

**** No matter which selection process the Sponsor adopts, Veterans who have received discharges other than dishonorable discharges and Florida Registered Preapprentice Graduates shall, if qualified, receive the same priorities.**

The Sponsor shall select apprentices from qualified applicants using any of the following appropriate selection methods examples:

1. **Alternative Selection Method:**

- a. **Intent to Hire:**
- i. Applicants for apprenticeship must apply to the Apprenticeship Committee or Sponsor;
 - ii. The applicant is screened by the Apprenticeship Committee or Sponsor on the basis of selection criteria (applicant minimum qualifications) approved by the Registration Agency;
 - iii. Applicants who meet the screening requirements, and are accepted by the Apprenticeship Committee or Sponsor as eligible for apprenticeship, are then referred to participating employers who are hiring;
 - iv. If the employer states in writing to the Apprenticeship Committee or Sponsor, their intent to hire an eligible applicant referred, that applicant is hired by the participating employer and registered by the Apprenticeship Committee or Sponsor.

b. **Any Other Method:**

The Apprenticeship Committee or Sponsor may select apprentices by any other method, including its present selection method, provided that the Sponsor meets the requirements listed in 29 CFR § 30.5(b)(4).

Apprentice applicants who meet the minimum qualifications may be selected on a first-come, first-serve basis. Applications will be date and time stamped upon receipt by the Apprenticeship Committee or Sponsor.

Applicants who have completed a preapproved pre-apprenticeship program will be considered as timestamped at the time of entry into the pre-apprenticeship program.

2. **Reinstatement:**

The program may reinstate apprentices previously registered to them within (2) years of their date of cancellation, without requiring these specific individuals to make application, meet minimum qualifications and then advance through the selection process. The program sponsor should include the process they use for reinstatement including previous apprentices in good standing with the program sponsor including timeframes that may exceed (2) years for reinstatement.

SECTION XX – AFFIRMATIVE ACTION WORKFORCE ANALYSIS – 6A-23.004(2)(y) FAC

Occupation: Cybersecurity Support Technician Helpdesk Technician (Computer Support Specialist)
--

Underutilization Factors:	
1. Total number of employers:	1
2. Total of employer(s) workforce:	5
3. Total journeyworkers employed by the employer(s) in the occupation:	2
4. Total female journeyworkers employed by the employer(s) in the occupation:	1
5. Total minorities journeyworkers employed by the employer(s) in the occupation:	1
6. Total youth journeyworkers age 16-24 employed by the employer(s) in the occupation:	0

** 7 thru 11 do not apply to new programs	
7. Total apprentices:	
8. Total female apprentices:	
9. Total minorities apprentices:	
10. Under-utilization of females:	%
11. Under-utilization of minorities:	%

Goals and Timetables (all future accessions at each interval):	
1. Percentage of all future accessions and at each interval to be females:	40 %
2. Percentage of all future accessions and at each interval to be minorities:	60 %

SECTION XXI – WORK PROCESS AND RELATED TECHNICAL INSTRUCTION – 6A-23.004(2)(c) (d) FAC

WORK PROCESS SCHEDULE

Complete for each Apprenticesable Occupation.

Instructions:

Competency-based Occupation: Please provide the Work Process Schedule to include the Job Tasks (left column) required to complete the apprenticeship program.

OCCUPATION:	Cybersecurity Support Technician		
O*NET CODE:	15-1212.00	RAPIDS CODE:	2050CB

Suggested On-the-Job Learning Outline

Job Function 1: Assists in developing security policies and protocols; assists in enforcing company compliance with network security policies and protocols		
Competencies	Journeyworker Sign-off	Date Completed
A. Locates (in Intranet, employee handbook or security protocols) organizational policies intended to maintain security and minimize risk and explains their use		
B. Provides guidance to employees on how to access networks, set passwords, reduce security threats and provide defensive measures associated with searches,		

software downloads, email, Internet, add-ons, software coding and transferred files		
C. Ensures that password characteristics are explained and enforced and that updates are required and enforced based on appropriate time intervals		
D. Explains company or organization's policies regarding the storage, use and transfer of sensitive data, including intellectual property and personally identifiable information. Identifies data life cycle, data storage facilities, technologies and describes business continuity risks		
E. Assigns individuals to the appropriate permission or access level to control access to certain web IP addresses, information and the ability to download programs and transfer data to various locations		
F. Assists employees in the use of technologies that restrict or allow for remote access to the organization's information technology network		
G. Develops security compliance policies and protocols for external services (i.e. Cloud service providers, software services, external data centers)		
H. Complies with incident response and handling methodologies		
I. Articulates the business need or mission of the organization as it pertains to the use of IT systems and the storage of sensitive data		

Job Function 2: Provides technical support to users or customers		
Competencies	Journeyworker Sign-off	Date Completed
A. Manages inventory of IT resources		
B. Diagnoses and resolves customer-reported system incidents		
C. Installs and configures hardware, software and peripheral equipment for system users		
D. Monitors client-level computer system performance		
E. Tests computer system performance		

F. Troubleshoots system hardware and software		
G. Administers accounts, network rights, and access to systems and equipment		
H. Implements security measures for users in system and ensures that system designs incorporate security configuration guidelines		

Job Function 3: Installs, configures, tests, operates, maintains and manages networks and their firewalls including hardware and software that permit sharing and transmission of information

Competencies	Journeyworker Sign-off	Date Completed
A. Collaborates with system developers and users to assist in the selection of appropriate design solutions to ensure the compatibility of system components		
B. Installs, replaces, configures and optimizes network hubs, routers and switches		
C. Assists in network backup and recovery procedures		
D. Diagnoses network connectivity problems		
E. Modifies network infrastructure to serve new purposes or improve workflow		
F. Integrates new systems into existing network architecture		
G. Patches network vulnerabilities to ensure information is safeguarded against outside parties		
H. Repairs network connectivity problems		
I. Tests and maintains network infrastructure including software and hardware devices		
J. Establishes adequate access controls based on principles of least privilege and need-to-know		
K. Implements security measures for users in system and ensures that system designs incorporate security configuration guidelines		

Job Function 4: Installs, configures, troubleshoots and maintains server configurations to ensure their confidentiality, integrity and availability; also manages accounts, firewalls, configuration, patch and vulnerability management. Is responsible for access control, security configuration and administration

Competencies	Journeyworker Sign-off	Date Completed
A. Checks system hardware availability, functionality, integrity and efficiency		
B. Conducts functional and connectivity testing to ensure continuing operability		
C. Conducts periodic server maintenance including cleaning (physically and electronically), disk checks, system configuration and monitoring, data downloads, backups and testing		
D. Assists in the development of group policies and access control lists to ensure compatibility with organizational standards, business rules and needs		
E. Documents compliance with or changes to system administration standard operating procedures		
F. Installs server fixes, updates and enhancements		
G. Maintains baseline system security according to organizational policies		
H. Manages accounts, network rights and access to systems and equipment		
I. Monitors and maintains server configuration		
J. Supports network components		
K. Diagnoses faulty system/server hardware; seeks appropriate support or assistance to perform server repairs		
L. Verifies data redundancy and system recovery procedures		
M. Assists in the coordination or installation of new or modified hardware, operating systems and other baseline software		
N. Provides ongoing optimization and problem-solving support		

O. Resolves hardware/software interface and interoperability problems		
P. Establishes adequate access controls based on principles of least privilege, role-based access controls (RBAC) and need-to-know		

Job Function 5: Configures tools and technologies to detect, mitigate and prevent potential threats		
Competencies	Journeyworker Sign-off	Date Completed
A. Installs and maintains cyber security detection, monitoring and threat management software		
B. Coordinates with network administrators to administer the updating of rules and signatures for intrusion/detection protection systems, anti-virus and network black and white list		
C. Manages IP addresses based on current threat environment	Intermediate	
D. Ensures application of security patches for commercial products integrated into system design	Basic	
E. Uses computer network defense tools for continual monitoring and analysis of system activity to identify malicious activity	Advanced	

Job Function 6: Assesses and mitigates system network, business continuity and related security risks and vulnerabilities		
Competencies	Journeyworker Sign-off	Date Completed
A. Applies security policies to meet security objectives of the system		
B. Performs system administration to ensure current defense applications are in place, including on Virtual Private Network devices		
C. Ensures that data back up and restoration systems are functional and consistent with company's document retention policy and business continuity needs		
D. Identifies potential conflicts with implementation of any computer network defense tools. Performs tool signature testing and optimization		

E. Installs, manages and updates intrusion detection system		
F. Performs technical and non-technical risk and vulnerability assessments of relevant technology focus areas		
G. Conducts authorized penetration testing (WiFi, network perimeter, application security, cloud, mobile devices) and assesses results		
H. Documents systems security operations and maintenance activities		
I. Communicates potential risks or vulnerabilities to manager. Collaborates with others to recommend vulnerability corrections		
J. Identifies information technology security program implications of new technologies or technology upgrades		

Job Function 7: Reviews network utilization data to identify unusual patterns, suspicious activity or signs of potential threats		
Competencies	Journeyworker Sign-off	Date Completed
A. Identifies organizational trends with regard to the security posture of systems; identifies unusual patterns or activities		
B. Characterizes and analyzes network traffic to identify anomalous activity and potential threats; performs computer network defense trend analysis and reporting		
C. Receives and analyzes network alerts from various sources within the enterprise and determines possible causes of such alerts		
D. Runs tests to detect real or potential threats, viruses, malware, etc.		
E. Assists in researching cost-effective security controls to mitigate risks		
F. Helps perform damage assessments in the event of an attack		
G. Monitors network data to identify unusual activity, trends, unauthorized devices or other potential vulnerabilities		

H. Documents and escalates incidents that may cause immediate or long-term impact to the environment		
I. Provides timely detection, identification and alerts of possible attacks and intrusions, anomalous activities, and distinguish these incidents and events from normal baseline activities	Advanced	Protect and Defend
J. Uses network monitoring tools to capture and analyze network traffic associated with malicious activity	Advanced	Investigate
K. Performs intrusion analysis	Advanced	Investigate
L. Sets containment blockers to align with company policy regarding computer use and web access		

Job Function 8: Responds to cyber intrusions and attacks and provides defensive strategies		
Competencies	Journeyworker Sign-off	Date Completed
A. Assists in the development of appropriate courses of action in response to identified anomalous network activity		
B. Triage systems operations impact: malware, worms, man-in-the-middle attack, denial of service, rootkits, keystroke loggers, SQL injection and cross-site scripting		
C. Reconstructs a malicious attack or activity based on network traffic		
D. Correlates incident data to identify specific vulnerabilities and make recommendations that enable expeditious remediation		
E. Monitors external data sources to maintain currency of Computer Network Defense threat condition and determines which security issues may have an impact on the enterprise. Performs file signature analysis		
F. Performs analysis of log files from a variety of sources to identify threats to network security; performs file signature analysis		
G. Performs computer network defense incident triage to include determining scope, urgency and potential impact; identifies the specific vulnerability; provides training recommendations; and makes recommendations that enable expeditious remediation		

H. Receives and analyzes network alerts from various sources within the enterprise and determines possible causes of such alerts		
I. Tracks and documents computer network defense incidents from initial detection through final resolution		
J. Collects intrusion artifacts and uses discovered data to enable mitigation of potential computer network defense (CND) incidents		
K. Performs virus scanning on digital media		
Total Hours 2000		

RELATED TECHNICAL INSTRUCTION OUTLINE

Complete for each Apprenticeable Occupation.

Instructions:

Please provide the Related Instruction titles or classes (provided in classroom, on-line, in-company, etc.) (left column) and the approximate number of hours required to complete each instruction segment.

OCCUPATION:	Cybersecurity Support Technician		
O*NET CODE:	15-1212.00	RAPIDS CODE:	2050CB

Related Instruction Description:	Approximate Hours:
CompTIA A+ Exam Preparation <ul style="list-style-type: none"> • Demonstrate baseline security skills for IT support professionals • Configure device operating systems, including Windows, Mac, Linux, Chrome OS, Android and iOS and administer client-based as well as cloud-based (SaaS) software • Troubleshoot and problem solve core service and support challenges while applying best practices for documentation, change management, and scripting • Support basic IT infrastructure and networking • Configure and support PC, mobile and IoT device hardware • Implement basic data backup and recovery methods and apply data storage and management best practices 	80
CompTIA Network+ Exam Preparation <ul style="list-style-type: none"> • Design and implement functional networks • Configure, manage, and maintain essential network devices • Use devices such as switches and routers to segment network traffic and create resilient networks • Identify benefits and drawbacks of existing network configurations • Implement network security, standards, and protocols • Troubleshoot network problems • Support the creation of virtualized networks • Critical security concepts to helping networking professionals work with security practitioners • Key cloud computing best practices, including virtual switches, hypervisors and virtual NICs, as well as typical service models 	80

<ul style="list-style-type: none"> • Coverage of newer hardware and virtualization techniques, including “white box switching” and Network Feature Virtualization (NFV) • Concepts, such as network virtualization, disaster recovery and device hardening to give individuals the combination of skills to keep the network resilient 	
TOTAL MINIMUM HOURS: 160	
Upon successful completion of the RTI, the Apprentice will be eligible to sit for the corresponding exams.	

COURSE NAME: Cybersecurity Awareness: Key Security Terms and Concepts	Course Number: 1
	Hours: 4
<ul style="list-style-type: none"> • Identify Assests, Risks, and Threats • Understand the concepts of vulnerability and countermeasures • Define malware and types • Organize steps in a cybersecurity attack • Comprehend mobile and cloud threats • Explain examples of Advanced Persistent Threats (APTs) 	

COURSE NAME: Cybersecurity 101: Session & Risk Management	Course Number: 2
	Hours: 40
<ul style="list-style-type: none"> • Map risks to risk treatments • Deploy user account security settings • Configure SSL and TLS settings • Implement encryption for data in motion • Implement encryption for data at rest • Understand user account management 	

COURSE NAME: Cybersecurity 101: Auditing & Incident Response	Course Number: 3
	Hours: 4
<ul style="list-style-type: none"> • Enable Windows file system auditing • Conduct vulnerability assessment using Windows • Conduct vulnerability assessment using Linux • Configure mobile device hardening policies • Enable smartphone as a virtual MFA device • Implement file hashing • Create incident response plan • Examine network traffic for security incidents 	

COURSE NAME: Cybersecurity Awareness: Exposure to Security Risks	Course Number: 4
	Hours: 2

- Foremost Security Threats to an Organization
- Examples of Threats, Risks, and Exposure
- How Exposure to Security Risks Occur
- The STRIDE Model for Threat Identification
- The PASTA Threat Model and Its Stages
- Placing Responsibility for Security
- Methods to Reduce Security Risks

WORK PROCESS SCHEDULE

Complete for each Apprenticeable Occupation.

Instructions:

Competency-based Occupation: Please provide the Work Process Schedule to include the Job Tasks (left column) required to complete the apprenticeship program.

OCCUPATION:	Helpdesk Technician (Computer Support Specialist)		
O*NET CODE:	15-1232.00	RAPIDS CODE:	1131CB

Work Process Schedule:	Journeyworker Sign-off	Date Completed
Level I (HelpDesk)		
General <ul style="list-style-type: none"> • Understand major elements of personal computer (PC) systems, how to localize and correct common hardware problems • Understand concepts of diagnostic tools to determine the condition of a PC system and how to best correct a fault • Understand how systems are configured, modified, and expanded to meet new requirements • Utilize various software tools to diagnose PC problems 		
Troubleshooting <ul style="list-style-type: none"> • Demonstrate an organized approach to solving problems • Perform remote troubleshooting through diagnostic techniques and pertinent questions • Troubleshoot problems with the motherboard, processor, and memory • Troubleshoot storage devices and common problems with I/O devices 		
Network Technology <ul style="list-style-type: none"> • Understand network types and the internet connections they use • Understand TCP/IP Protocols and standards Windows uses for networking • Connect and troubleshoot a client's wired or wireless network • Configure and secure a multifunctional router on a local network • Configure different hardware used to build local area networks and wide area networks • Configure a client's mobile device on wired and wireless connections 		

Hardware and Applications <ul style="list-style-type: none"> • Configure a client’s motherboard using BIOS or UEFI firmware • Understand the processes for inputting tickets in the Help Desk Reporting Systems • Understand how to process remote desktop support 		
Practices <ul style="list-style-type: none"> • Troubleshoot a client’s laptop, desktop, tablet, and mobile devices • Implement wired and wireless networks at a client site • Rebuild and repair clients’ computers, laptops, and servers • Test and install a client’s applications on their laptops, desktops, tablets, and mobile devices • Perform asset management to log and monitor client devices • Troubleshoot iMac and Macbook Pro devices 		
Tools <ul style="list-style-type: none"> • Utilize computer hardware technician tools • Use and configure diagnostic tools to troubleshoot laptops, desktops, tablets and mobile devices • Understand how to use a crimping tool, punch down, and network tester for Cat5/Cat6 • Document and update helpdesk software 		
Soft Skills <ul style="list-style-type: none"> • Demonstrate excellent customer service skills • Demonstrate excellent written and verbal communication skills 		
Level II (Desktop Support)		
Operating Systems <ul style="list-style-type: none"> • Examine the tools that support and maintain operating systems • Manage local user accounts and profiles in Windows, OSX and Linux • Plan and implement an operating system installation for clients on personal computers, laptops, and mobile devices • Configure operation systems upon installation • Use a virtual machine software to perform operating system tasks outside of the host system 		
Maintenance and Troubleshooting <ul style="list-style-type: none"> • Perform preventative maintenance tasks to keep the operating system in good health • Execute commands to manage files and hard disk drives • Optimize the operating system to improve performance • Manually remove unwanted or unnecessary software applications • Apply general strategies to solve computer problems • Support customers on-site or remotely • Correct application issues using appropriate operating system tools • Solve startup problems with the operating system 		
Wired and Wireless Security <ul style="list-style-type: none"> • Understand common operating systems such as Windows, Unix, and Red Hat Linux 		

<ul style="list-style-type: none"> Describe protocols and standards the operating system uses for network communication Demonstrate how to support cloud computing services on a network Understand basic information technologies from a security perspective 		
Practices <ul style="list-style-type: none"> Understand differences in operating systems: Windows, OSX, Linux, Android and iOS Protect from, identify, and remove malicious software on personal computers, laptops, and mobile devices Define company policies to address issues of software copyright infringement and violations of prohibited content or activities Configure and perform backups of systems or data in preparation for recovery after a potential disaster Configure and troubleshoot mobile device operating systems 		
Tools <ul style="list-style-type: none"> Demonstrate successful utilization of VirtualBox, VMware, and HyperV Edit files using GEDIT or NotePad++ Access multiple desktops simultaneously using software, including: VNC, SSH, Telnet, Citrix, ConnectWise, and Remote Desktop Connection Manager (RDCMan) Perform Multiple Operation System Repair disks 		
Soft Skills <ul style="list-style-type: none"> Demonstrate excellent customer service skills Demonstrate excellent written and verbal communication skills 		
Total Hours 2000		

RELATED TECHNICAL INSTRUCTION OUTLINE

Complete for each Apprenticeable Occupation.

Instructions:

Please provide the Related Instruction titles or classes (provided in classroom, on-line, in-company, etc.) (left column) and the approximate number of hours required to complete each instruction segment.

<u>OCCUPATION:</u>	Helpdesk Technician (Computer Support Specialist)		
<u>O*NET CODE:</u>	15-1232.00	<u>RAPIDS CODE:</u>	1131CB

Related Instruction Description:	Approximate Hours:
CompTIA A+ Exam Preparation <ul style="list-style-type: none"> Demonstrate baseline security skills for IT support professionals Configure device operating systems, including Windows, Mac, Linux, Chrome OS, Android and iOS and administer client-based as well as cloud-based (SaaS) software Troubleshoot and problem solve core service and support challenges while applying best practices for documentation, change management, and scripting Support basic IT infrastructure and networking Configure and support PC, mobile and IoT device hardware 	80

<ul style="list-style-type: none"> Implement basic data backup and recovery methods and apply data storage and management best practices 	
CompTIA Network+ Exam Preparation <ul style="list-style-type: none"> Design and implement functional networks Configure, manage, and maintain essential network devices Use devices such as switches and routers to segment network traffic and create resilient networks Identify benefits and drawbacks of existing network configurations Implement network security, standards, and protocols Troubleshoot network problems Support the creation of virtualized networks Critical security concepts to helping networking professionals work with security practitioners Key cloud computing best practices, including virtual switches, hypervisors and virtual NICs, as well as typical service models Coverage of newer hardware and virtualization techniques, including “white box switching” and Network Feature Virtualization (NFV) Concepts, such as network virtualization, disaster recovery and device hardening to give individuals the combination of skills to keep the network resilient 	80
TOTAL MINIMUM HOURS:	160
Upon successful completion of the RTI, the Apprentice will be eligible to sit for the corresponding exams.	

SECTION XXII – APPRENTICE WAGE SCHEDULE - 6A-23.004(2)(e) FAC

Apprentices shall be paid a progressively increasing schedule of wages based on a percentage and a dollar amount of the current hourly journeyworker wage rate, which is: \$ 45 , as of 6 / 20 / 2022 .

Occupation: Cybersecurity Support Technician

Period of Training (Competencies)	Percent of Journeyworker’s Rate	Apprentice’s Hourly Rate
25%	66%	30.00
50%	71%	32.00
75%	80%	36.00
100%	100%	45.00

Apprentices shall be paid a progressively increasing schedule of wages based on a percentage and a dollar amount of the current hourly journeyworker wage rate, which is: \$ 21.00 , as of 6 / 20 / 2022 .

Occupation: Helpdesk Technician (Computer Support Specialist)

Period of Training (Competencies)	Percent of Journeyworker’s Rate	Apprentice’s Hourly Rate
25%	71%	15.00
50%	80%	17.00
75%	95%	20.00
100%	100%	21.00

OFFICIAL ADOPTION OF APPRENTICESHIP STANDARDS APPENDIX

NET SYNERGY VIRTUAL SOLUTIONS, LLC + GNJ

(Program Name)

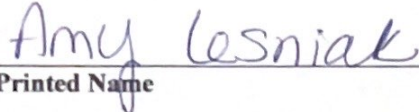
hereby adopts this Appendix on this 20 day of June /2022.



Signature of Program Chairperson / Secretary

Chief Workforce Development officer

Title/Affiliation



Printed Name

REVIEWED BY:



Apprenticeship & Training Representative

8/11/22

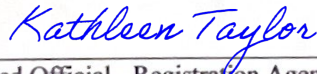
Date

REVIEWED

APPROVED

REGISTERED

FLORIDA DEPARTMENT OF EDUCATION
DIVISION OF CAREER AND ADULT EDUCATION - APPRENTICESHIP



Authorized Official - Registration Agency

09/07/2022

Date

STANDARDS OF APPRENTICESHIP



NET SYNERGY VIRTUAL SOLUTIONS, LLC
REGISTERED APPRENTICESHIP PROGRAM, GNJ

2022-FL-112712

REGISTERED

REGISTERED BY

**FLORIDA DEPARTMENT OF EDUCATION
DIVISION OF CAREER AND ADULT EDUCATION
APPRENTICESHIP SECTION**

TABLE OF CONTENTS

	Definitions	3
	Conformance with State and Federal Laws	4
	Registration of Apprenticeship Program	4
Section I	Program Administration and Apprenticeship Committee	4
Section II	Responsibilities of the Apprentice	5
Section III	Funding	5
Section IV	Maintenance of Apprenticeship Records	5
Section V	Amendments and Modifications	5
Section VI	Notification	6
Section VII	Program Cancellation and Deregistration	6
Section VIII	Adjusting Differences	6
Section IX	Supervision of Apprentices and Hours of Work	7
Section X	Assurance of Qualified Training Personnel	7
Section XI	Apprenticeship Agreement	7
Section XII	Credit for Previous Experience	7
Section XIII	Safety and Health Training	7
Section XIV	Transfer of an Apprentice and Training Obligation	8
Section XV	Certificate of Completion of Apprenticeship	8
Section XVI	Term of Apprenticeship and Training Approach	8
Section XVII	Probationary Period	8
Section XVIII	Ratio of Apprentices	8
Section XIX	Qualifications and Selection Procedures	8
Section XX	Affirmative Action and Equal Employment Pledge	9
Section XXI	Work Process and Related Technical Instruction	9
Section XXII	Apprentice Wage Schedule	9
Section XXIII	Participating Employer(s)	10

DEFINITIONS

- 1) Apprentice – means a person at least sixteen (16) years of age and who has entered into an Apprenticeship Agreement with a registered Apprenticeship Program Sponsor and who is engaged in learning an apprenticeable occupation through actual work experience under the supervision of Journeyworkers. **6A-23.002(2) FAC**
- 2) Apprenticeship Agreement – means a written agreement between an Apprentice and a Participating Employer or an Apprenticeship Committee acting as agent for the Participating Employer(s), which contains the terms and conditions of the employment and training of the Apprentice. **6A-23.002(3) FAC**
- 3) Apprenticeship Committee – means those persons designated by the Sponsor to administer the program. A committee may be either joint or non-joint. **6A-23.002(4) FAC**
- 4) Apprenticeship Program – means a plan containing all terms and conditions for the qualification, recruitment, selection, employment and training of Apprentices, including such matters as the requirement for a written Apprenticeship Agreement. **6A-23.002(5) FAC**
- 5) Apprenticeship Standards or Standards of Apprenticeship – means the minimum requirements established for each apprenticeable occupation under which an Apprenticeship Program is administered. **6A-23.002(27) FAC**
- 6) Apprenticeship and Training Representative – means an individual representative of the Florida Department of Education, properly authorized to act on behalf of the Department in matters concerning registered apprenticeship, and preapprenticeship. **6A-23.002(6) FAC**
- 7) Department – means the Florida Department of Education, which is the Registration Agency for federal apprenticeship purposes. **6A-23.002(11) FAC**
- 8) Journeyworker – means a person working in an apprenticeable occupation who has successfully completed a registered Apprenticeship Program or who has worked the number of years required by established industry practices for the occupation. Use of the term may also refer to a mentor, technician, specialist or other skilled worker who has documented sufficient skills and knowledge of an occupation through practical on-the-job experience and formal training. **6A-23.002(17) FAC**
- 9) Jurisdiction – means the specific geographical area for which a particular program is registered. **446.021(11) FS**
- 10) On-the-Job-Training (OJT) – means the process by which an Apprentice or preapprentice acquires knowledge and skills under the supervision and tutelage of an experienced Journeyworker within an apprenticeable occupation registered with the Department. On-the-Job Training is the monitoring and training responsibility of the Sponsor or Participating Employer. **6A-23.002(18) FAC**
- 11) O*Net Code – The Occupational Information Network (O*NET) codes and titles are based on the system mandated by the federal Office of Management and Budget for use in collecting statistical information on occupations.
- 12) Participating Employer – means a business entity which: (a) Is actively engaged by and through its own employees in the actual work of the occupation being apprenticed; (b) Employs, hires and pays the wages of the Apprentice and the Journeyworker serving as qualified training personnel training the Apprentice; (c) Evaluates the Apprentice; and (d) Is signatory party to a collective bargaining agreement or signatory to a Participating Employer agreement with the program Sponsor which is registered with the Department. **6A-23.002(19) FAC**
- 13) Provisional Registration – means the 1-year initial provisional approval of newly registered programs that meet the required standards for program registration, after which program approval may be made permanent, continued as provisional, or rescinded following a review by the Department, as provided for in the criteria described in 6A-23.003(6) FAC. **6A-23.002(20) FAC**
- 14) Registration Agency – means a recognized State Apprenticeship Agency (Florida Department of Education) that has responsibility for registering Apprenticeship Programs and Apprentices; providing technical assistance; and conducting reviews for compliance and quality assurance assessments for Federal purposes. **6A-23.002(22) FAC**
- 15) Related Technical Instruction (RTI) – means an organized and systematic form of instruction designed to provide the Apprentice with knowledge of the theoretical and technical subjects related to the Apprentice’s occupation. Such instruction may be given in a classroom, through occupational or industrial courses, correspondence courses, electronic media, or other forms of self-study approved by the Department. **6A-23.002(25) FAC**

16) **Sponsor** – means any person, association, committee, or organization operating an Apprenticeship Program and in whose name the program is registered or approved. **6A-23.002(26) FAC**

17) **Work Processes** – means an outline of Journeyworker supervised work experience and OJT with the allocation of approximate hours to be spent in each activity. **6A-23.002(32) FAC**

CONFORMANCE WITH STATE AND FEDERAL LAWS

These Standards of Apprenticeship will be conducted, operated and administered in accordance with all applicable provisions of Chapter 446, Florida Statutes (FS); Chapter 6A-23, Florida Administrative Code (FAC); Title 29 Code of Federal Regulations, Part 29 (Subpart A); and Title 29 Code of Federal Regulations, Part 30, and all relevant guidance issued by the Florida Department of Education (Apprenticeship Section) and U.S. Department of Labor (Office of Apprenticeship).

“Support for Veterans in Effective Apprenticeships Act of 2019” (P.L. 116-134)

The Apprenticeship Committee or Sponsor attests that they:

- 1) are aware of the availability of educational assistance for a Veteran or other individual eligible under chapters 30 through 36 of title 38, United States Code, for use in connection with a Registered Apprenticeship program;
- 2) will make a good faith effort to obtain approval for educational assistance described in subparagraph (1) for, at a minimum, each program location that employs or recruits a Veteran or other individual eligible for educational assistance under Chapters 30 through 36 of Title 38, United States Code; and
- 3) will not deny the application of a qualified candidate who is a Veteran or other individual eligible for educational assistance described in subparagraph (1) for the purpose of avoiding making a good faith effort to obtain approval as described in subparagraph (2).

These Standards of Apprenticeship, to the extent practicable, will contain provisions to grant advanced standing or credit, and provide increased wages commensurate to such standing or credit, for any Veteran or other individual eligible for educational assistance under Chapters 30 through 36 of Title 38, United States Code, who:

- 1) is enrolled in the Registered Apprenticeship program; and
- 2) (i) has a demonstrated competence applicable to the apprenticeship occupation; or
(ii) has acquired experience, training, or skills through military service that is applicable to the apprenticeship occupation.

A copy of these executed Standards of Apprenticeship, Standards of Apprenticeship Appendix(ices), Certificate of Registration, and any future amendments to these Standard of Apprenticeship will be forwarded to:

Florida Department of Veterans Affairs
Benefits and Assistance Division
State Approving Agency Bureau Chief
9500 Bay Pines Boulevard, Suite 214
Bay Pines, Florida 33744

REGISTRATION OF APPRENTICESHIP PROGRAM

These Standards of Apprenticeship shall be submitted to the appropriate Apprenticeship and Training Representative to be reviewed and forwarded to the Department for approval and registration. Upon approval by the Department, the Apprenticeship Program will receive a one (1) year provisional registration and be issued a certificate of registration. After which, program approval may be made permanent, continued as provisional, or rescinded following a review by the Department subject to the adherence of these Standards of Apprenticeship and as found in Chapter 6A-23.003 FAC.

SECTION I – PROGRAM ADMINISTRATION AND APPRENTICESHIP COMMITTEE

Program Sponsors are responsible for the administration of all aspects of the Apprenticeship Program. The Sponsor will establish an Apprenticeship Committee to carry out the responsibilities and duties required as described in these Standards of Apprenticeship.

The Apprenticeship Committee shall be comprised of representatives from the Participating Employers and stakeholder members, and a current list must be provided to the Department. The Apprenticeship Committee shall include a Chairperson and a Secretary. The Apprenticeship Committee shall meet on a regular basis and as often as necessary in order to properly oversee the Apprenticeship Program.

The Apprenticeship Committee will be composed of at least 3 member representatives. The Committee shall meet quarterly or as often as necessary to conduct business.

Responsibilities of the Sponsor:

In addition to the Sections outlined in these Standards of Apprenticeship, the Sponsor will:

- 1) Make a concerted effort for continuous employment of Apprentices, insofar as possible, sufficient to afford the opportunity for completion of the Apprenticeship Program. If unable to fulfill the training and/or employment obligation in conformance with these Standards of Apprenticeship, the Sponsor will, with the Apprentice’s consent, make a good-faith effort to facilitate a transfer of the Apprentice to another registered Sponsor for completion of the apprenticeship.
- 2) Arrange for periodic evaluation of Apprentices’, review progress, and make recommendations as appropriate.
- 3) In general, be responsible for the successful operation of the program and the welfare of the Apprentices.

Responsibilities of the Apprenticeship Committee:

In addition to the Responsibilities of the Sponsor, the following lists the responsibilities of the Apprenticeship Committee.

- 1) Notify the appropriate Apprenticeship and Training Representative of all Apprenticeship Committee meetings and make available, upon request, the official minutes of such meetings; and
- 2) Recommend changes in the program as are deemed necessary to improve effectiveness and efficiency.

SECTION II – RESPONSIBILITIES OF THE APPRENTICE

- 1) Work faithfully and diligently at the occupation while practicing safe working habits;
- 2) Protect the property of the Participating Employer;
- 3) Respect and comply with all rules, regulations and policies of the Participating Employer; and
- 4) Keep accurate records of work experience (OJT); successfully complete all Related Technical Instruction lessons, assignments, and assessments as required; and submit properly completed records in a timely manner upon request.

SECTION III – FUNDING – 6A-23.004(2) (x) FAC

Each Participating Employer will contribute to the equitable funding of the Apprenticeship Program as set by the Apprenticeship Committee or Sponsor.

SECTION IV – MAINTENANCE OF APPRENTICESHIP RECORDS – 6A-23.004(2) (f), (v) FAC

All Apprenticeship Program records pertaining to the administration, employment, and training of Apprentices (test scores, attendance records, transcripts, progress evaluations, etc.), shall be the sole maintenance responsibility of the Sponsor and are to be kept at the following address, which is a facility that allows and provides governmental access for auditing purposes as outlined in Ch. 119 F.S. (Florida Public Records Law):

Net Synergy Virtual Solutions, LLC			
Name of Site			
12204 University Mall Court	Tampa	FL	33612
Address	City	State	Zip

All Apprenticeship Program related records are the property of the Sponsor and must be maintained for a period of no less than five years from the date of last action and must be presented for review when requested by the Department or the appropriate Apprenticeship and Training Representative.

SECTION V – AMENDMENTS AND MODIFICATIONS – 6A-23.003(7) FAC, 6A-23.004(2) (q) FAC

These Standards of Apprenticeship may be amended or modified at any time by the Apprenticeship Committee or Sponsor. Such amendment(s) or modification(s) must be promptly submitted to the Department for approval through the appropriate Apprenticeship and Training Representative. If approved, the modification(s) or change(s) will be recorded and acknowledged within ninety (90) calendar days of approval; and if not approved, the Apprenticeship Committee or Sponsor will be notified and the reasons therefore and provided appropriate assistance.

A copy of the amendment(s) or modification(s) adopted shall be furnished to each Apprentice to whom the amendment(s) or modification(s) applies.

SECTION VI – NOTIFICATION – 6A-23.004(2) (r) FAC

The Department must be notified within forty-five (45) days, through the appropriate Apprenticeship and Training Representative, of all actions affecting Apprentices as required on the Apprentice Action Reporting Form.

SECTION VII – PROGRAM CANCELLATION AND DEREGISTRATION – 6A-23.006(1) (b) FAC

Cancellation of the program may be effected upon the voluntary action of the Apprenticeship Committee or Sponsor and must notify the Registration Agency and the appropriate Apprenticeship and Training Representative within forty-five (45) days in writing of any decision to cancel the program.

Deregistration of the program shall be upon written notice by the Registration Agency to the Apprenticeship Committee or Sponsor stating cause and instituting formal deregistration proceedings in accordance with the provisions of Chapter 6A-23.006 FAC.

In either event, the Apprenticeship Committee or Sponsor must notify all Apprentices within fifteen (15) business days of the effective date that will deprive the Apprentices of their individual registration.

SECTION VIII – ADJUSTING DIFFERENCES – 6A-23.008 (2) FAC, 6A-23.004(2) (t, u) FAC

In case of dissatisfaction, the Participating Employer or the Apprentice has the right and privilege of appeal to the Apprenticeship Committee or Sponsor for corrective action and adjustment concerning these standards or Apprenticeship Agreement for which written notification is received within thirty (30) days of the alleged dissatisfaction. The complaint shall be in writing and signed by the complainant (parent or guardian if minor). It must include the name, address, and telephone number of the Participating Employer or the Apprentice involved, and a brief description of the circumstances concerning the Standards of Apprenticeship or the Apprenticeship Agreement. The Apprenticeship Committee or Sponsor will locally make such rulings as it deems necessary in each individual case within thirty (30) days of receiving the written notification. The Apprenticeship Committee or Sponsor will have full authority to supervise the enforcement of these standards. Its decision will be final and binding on the Participating Employer and the Apprentice. The Department is available for consultation and interpretation to assist in resolving any complaints the Participating Employer or Apprentice has about the apprenticeship training program. The name and address of the appropriate authority to receive, process, and make dispositions of complaints is:

Christford Morancie				
Name of Contact				
12204 University Mall Court	Tampa	FL	33612	
Address	City	State	Zip	
813-313-8279	cmorancie@mynetsvs.com			
Phone Number	E-mail Address			

The Participating Employer or the Apprentice shall be provided notification by the Apprenticeship Committee or Sponsor not less than five business days of the date of any proposed adverse action with stated opportunity for the Participating Employer or Apprentice during such period for corrective action.

SECTION IX – SUPERVISION OF APPRENTICES AND HOURS OF WORK – 6A-23.004(2) (i) FAC

No Apprentice shall work without adequate or proper supervision of a fully qualified Journeyworker who is responsible for making work assignments, providing On-the-Job Training, and ensuring safety at the worksite.

The adequate or proper supervision of an Apprentice does not mean the Apprentice must be within eyesight or reach of the Journeyworker, but that the Journeyworker knows what the Apprentice is working on; is readily available to the Apprentice; and is making sure the Apprentice has the necessary instruction and guidance to perform tasks safely, correctly, and efficiently.

Apprentices will generally work the same hours as fully proficient workers (Journeyworkers), except that no Apprentice will be allowed to work overtime if it interferes with attendance in Related Technical Instruction coursework.

SECTION X – ASSURANCE OF QUALIFIED TRAINING PERSONNEL – 6A-23.004(2) (n) FAC

Every instructor providing Related Technical Instruction to Apprentices must:

- 1) Meet the Department requirements for a career-technical instructor per Section 1012.55 F.S.; or
- 2) Be a subject matter expert, who is an individual recognized within an industry as having expertise in a specific occupation, as demonstrated by being a Journeyworker; or
- 3) Hold the licensure or certification required in the given occupation.

All instructors must have training in teaching techniques and adult learning styles, which must occur before the apprenticeship instructor has started to provide the Related Technical Instruction.

SECTION XI – APPRENTICESHIP AGREEMENT – 6A-23.004 (2) (k) FAC

The Apprentice and the Apprenticeship Committee or Sponsor shall sign an Apprenticeship Agreement which shall set forth the terms and conditions of employment and training and shall meet the requirements of and be registered with the Department.

Prior to signing the Apprenticeship Agreement, each selected applicant will be given an opportunity to read and review these Standards of Apprenticeship and any additional written rules and policies of the Sponsor. The Department must be notified within forty-five (45) days of the execution of each Apprenticeship Agreement.

SECTION XII – CREDIT FOR PREVIOUS EXPERIENCE – 6A-23.004(2) (l) FAC

The Apprenticeship Committee, Participating Employer, or Sponsor may grant credit toward the term of apprenticeship to new Apprentices. Credit will be based on demonstration of previous skills or knowledge equivalent to those identified in the occupation and in these Standards of Apprenticeship. The Department must be advised of any credit granted and the wage rate to which the Apprentice is advanced.

Apprentices or applicants seeking credit for previous experience must submit and furnish such records, affidavits, and other verifiable documentation such as, but not limited to, DD-214, education transcripts, industry certifications, etc. in order to substantiate the claim for credit.

The request for credit will be evaluated and a determination made by the Apprenticeship Committee, Participating Employer or Sponsor during the probationary period. Prior to completion of the probationary period, the amount of credit to be awarded will be determined after review of the Apprentice's previous work and training/education record and evaluation of the Apprentice's performance and demonstrated skill and knowledge during the probationary period. Notwithstanding compliance with the "Support for Veterans in Effective Apprenticeships Act of 2019", the decision to award, not award, or how much credit to award is at the sole discretion of the Apprenticeship Committee, Participating Employer, or Sponsor. An Apprentice granted credit will be advanced to the wage rate and Related Technical Instructional level commensurate with the amount of credit awarded.

The granting of credit for previous experience must be uniformly applied to all Apprentices. However, to ensure consistency within these Standards of Apprenticeship, the Department recommends that credit awarding procedures incorporate, at a minimum, the following basic requirements:

- A. It is highly recommended that no more than fifty percent (50%) of the Apprenticeship Program duration should be awarded, unless the Apprentice is transferring from another registered Apprenticeship Program in the same occupation.
- B. All credit granted of more than 1000 hours of on the job training will require an evaluation method that should include consideration of time worked in the specific or closely related occupation.

A variance to the uniformly applied credit awarding procedure may be granted when requested by the Apprenticeship Committee, Participating Employer, or Sponsor as long as the variance request does not undermine the quality of the apprenticeship training and the variance favors the Apprentice.

SECTION XIII – SAFETY AND HEALTH TRAINING – 6A-23.004(2) (i) FAC

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

SECTION XIV – TRANSFER OF AN APPRENTICE AND TRAINING OBLIGATION – 6A-23.004(2) (m) FAC

It shall be the duty and responsibility of the Apprenticeship Committee or Sponsor to provide, insofar as possible, continuous employment for all apprentices. Where it is impossible for one employer to provide the diversity of experience necessary to give the apprentice total training experience in the various branches of the occupation, or where the employer's business is of such character as not to permit reasonable continuous employment over the entire period of apprenticeship, the Apprenticeship Committee or Sponsor shall have authority to transfer the Apprentice to another Participating Employer, who shall assume all the terms and conditions of these Standards and the Apprentice must receive full credit for satisfactory time and training earned.

Should an Apprentice be transferred from one registered apprenticeship program to another, the Apprentice must be provided a transcript of their completed related technical instruction as well as their completed on-the-job training from the originating Sponsor. The transfer of the Apprentice must be to the same occupation. The Apprentice must be cancelled from their originating Sponsor's program and a new Apprenticeship Agreement must be executed between the Apprentice and the subsequent program sponsor and registered with the Registration Agency.

SECTION XV – CERTIFICATE OF COMPLETION OF APPRENTICESHIP – 6A-23.004(2) (o) FAC

Upon satisfactory completion of the Apprenticeship Program by the Apprentice as established in these Standards of Apprenticeship, the Apprenticeship Committee or Sponsor will so certify to the Department and request the awarding of a Certificate of Completion of Apprenticeship to the completing Apprentice(s) issued by the Department.

THE FOLLOWING SECTIONS CAN ALSO BE FOUND IN THE APPROPRIATE EMPLOYER/OCCUPATION APPENDIX

SECTION XVI – TERM OF APPRENTICESHIP AND TRAINING APPROACH – 6A-23.004(2) (b) FAC

The term of the apprenticeship shall include an approximate, estimated length of the apprenticeship in hours and months (including the probationary period).

The apprenticeship training approach may include a time-based, competency-based, or hybrid-based approach. If the Sponsor employs the competency-based or hybrid-based approach, the apprenticeship training may incorporate a career lattice by issuing interim credentials as a pathway for the Apprentices to move vertically or horizontally through their apprenticeship training.

SECTION XVII – PROBATIONARY PERIOD – 6A-23.004(2) (h) FAC, 6A-23.004(2) (s) FAC

Apprentices employed under these standards shall be subject to a probationary period which cannot exceed twenty-five percent (25%) of the length of the program or one (1) year, whichever is shorter. During the probationary period, the Apprenticeship Agreement may be terminated by either party upon written notice to the Department or appropriate Apprenticeship and Training Representative without cause. Any probationary Apprentice evaluated as satisfactory after a review of the probationary period will be given full credit for the probationary period and continue in the Apprenticeship Program. Cancellation during the probationary period will not have an adverse impact on the Program Sponsor's completion rates.

SECTION XVIII – RATIO OF APPRENTICES – 6A-23.004(2) (g) FAC

The Apprenticeship Committee, Sponsor, or Participating Employer shall establish a numeric ratio of Apprentices to Journeyworkers consistent with proper supervision, training, safety, and continuity of employment and provisions in collective bargaining agreements, except where such ratios are expressly prohibited by the collective bargaining agreements. It shall be the responsibility of the Apprenticeship Committee or Sponsor to ensure that the allowable ratio of Apprentices to Journeyworkers is consistently maintained in the program as a whole, by each Participating Employer, and on the job site.

The ratio of Apprentices to Journeyworkers is contingent on whether the occupation is in a construction or non-construction related industry. If the apprenticeable occupation is in a non-construction related industry, a variance may be requested by the Sponsor and approved by the Department.

SECTION XIX – QUALIFICATIONS AND SELECTION PROCEDURES – 6A-23.004(2) (j) FAC, 29 CFR § 30.10

The minimum qualifications required by a Sponsor for persons entering an Apprenticeship Program must have an eligible starting age of not less than sixteen (16) years. The Apprenticeship Committee or Sponsor may elect to require a minimum age above sixteen (16) years.

The Apprenticeship Committee, Participating Employer, or Sponsor (whichever is appropriate) may utilize any method for selection of Apprentices, provided that the selection method: 1) Complies with the Uniform Guidelines on Employee Selection Procedures (UGESP) (41 CFR part 60-3); 2) Is uniformly and consistently applied to all applicants and Apprentices; and 3) Complies with Title I of the ADA and EEOC's implementing regulations at Part 1630. The selection procedure must not screen out or tend to screen out an individual with a disability or a class of individuals with disabilities, on the basis of disability, unless the standard, test or other selection criteria, as used by the program Sponsor, is shown to be job-related for the position in question and is consistent with business necessity; and be facially neutral in terms of race, color, religion, national origin, sex, sexual orientation, age (40 or older), genetic information, and disability.

Veterans who have received discharges other than dishonorable discharges shall, if qualified, receive the same priorities given to registered preapprentices. Selection records must be kept for at least five (5) years. The Apprenticeship Committee, Participating Employer, or Sponsor (whichever is appropriate) may reinstate Apprentices previously registered within (2) years of their date of cancellation, without requiring the individuals to make application, meet minimum qualifications, and advance through the selection process.

SECTION XX – AFFIRMATIVE ACTION AND EQUAL OPPORTUNITY – 6A-23.004(2) (y) FAC, 29 CFR § 30.3, and 29 CFR § 30.4

The Apprenticeship Committee or Sponsor acknowledges that it will adopt an affirmative action plan in accordance with Florida's State Plan for Equal Employment Opportunity in Registered Apprenticeship Training.

The recruitment, selection, employment and training of Apprentices during their apprenticeship shall be without discrimination because of race, color, religion, national origin, sex (including pregnancy and gender identity), sexual orientation, genetic information, or because they are an individual with a disability or a person 40 years old or older.

SECTION XXI – WORK PROCESS AND RELATED TECHNICAL INSTRUCTION – 6A-23.004(2) (c), (d) FAC

During the apprenticeship, the Apprentice will receive OJT in all phases of the occupation necessary to develop the skills and expertise of a skilled Journeyworker as outlined in the appropriate Employer/Occupation Appendix.

Every Apprentice is required to participate in Related Technical Instruction related to the occupation as outlined in the appropriate Employer/Occupation Appendix. A minimum of 144 hours (clock hours) of Related Technical Instruction is recommended for each year of the apprenticeship. Where an Apprentice is enrolled in a college credit course, a 3-credit course (lecture or lab credit hour) is recommended for each year of the apprenticeship.

SECTION XXII – APPRENTICE WAGE SCHEDULE – 6A-23.004(2) (e) FAC

Apprentices must be paid a progressively increasing schedule of wages based on the current established Journeyworker hourly wage rate. The Apprentice wage may not be less than thirty-five percent (35%) of the established Journeyworker wage rate during the first period and not less than seventy-five percent (75%) in the last period. In no event shall the Apprentice wage rate be less than the minimum wage prescribed by Federal or State Law.

Before an Apprentice is advanced to the next segment of training or to fully proficient or to Journeyworker status, the Sponsor will evaluate all progress to determine whether advancement has been earned by satisfactory performance in OJT and in RTI courses.

The established Journeyworker hourly wage rate shall be reviewed annually and amended when determined by the Apprenticeship Committee, Sponsor, or as per the collective bargaining agreement.

SECTION XXIII – PARTICIPATING EMPLOYER(S) – 6A-23.004(2) (w) FAC

The Participating Employer(s) shall sign a Participating Employer Agreement with the Apprenticeship Committee or Sponsor accepting the funding formula and all other requirements of these Standards of Apprenticeship, unless otherwise provided for in a collective bargaining agreement. The Apprenticeship Committee or Sponsor shall provide an executed copy of the signed Participating Employer Agreement(s) to the Department through the appropriate Apprenticeship and Training Representative.

The Apprenticeship Committee or Sponsor shall notify the Department, on a current basis, of any change in the status of each Participating Employer within the program.

OFFICIAL ADOPTION OF APPRENTICESHIP STANDARDS

PROGRAM SPONSOR: NET SYNERGY VIRTUAL SOLUTIONS, LLC + GNJ

ADDRESS: 12204 University Mall Court, Tampa, FL 33612

PHONE: 813-909-9478

EMAIL ADDRESS: cmorancie@mynetsvs.com

FEIN: (if applicable) 26-2631114

NAICS CODE: 541511

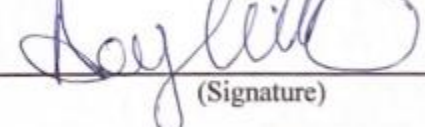
	<u>5/27/22</u>		<u>5/27/22</u>
Chairperson	Date	Secretary	Date

COMMITTEE MEMBERS


[Print Name, Title, and Affiliation]

MEMBER [Chairperson] – Christford Morancie, Founder & CEO, Net Synergy Virtual Solutions, LLC	MEMBER [Secretary] – Dagma Quinones-Morancie, Head of HR, Net Synergy Virtual Solutions, LLC
MEMBER – Michael Hamilton, Head of Growth, Net Synergy Virtual Solutions, LLC	MEMBER – Amy Lesniak, Chief Workforce Development Officer
MEMBER –	MEMBER –

**Add or remove Member boxes as needed

SIGNATURE AUTHORITY FOR COMMITTEE Amy Lesniak
 Name (Please Type or Print)  (Signature)


Title: Chief Workforce Development Officer Affiliation: Net Synergy Virtual Solutions, LLC

REVIEWED BY: 

5 / 27 / 2022
Date

Apprenticeship & Training Representative

FLORIDA DEPARTMENT OF EDUCATION
 DIVISION OF CAREER AND ADULT EDUCATION – APPRENTICESHIP


 Authorized Official - Registration Agency

6/7/2022 /
Date

Occupation Appendix

NET SYNERGY VIRTUAL SOLUTIONS, LLC + GNJ
(Sponsor)

In the occupation of:

Occupation / Trade	NAICS Code	RAPIDS Code	O-Net Code
Software/ Application Developer	541511	1129CB	15-1252.00
Logistician, (Alternate Title: Supply Chain Analyst)	541614	0632CB	13-1081.00

OUTREACH JURISDICTIONAL AREA

Statewide
(Counties)

TABLE OF CONTENTS

Standards Reference		Page
	DEFINITIONS	3
SECTION XVI	TERM OF APPRENTICESHIP AND TRAINING APPROACH	3
SECTION XVII	PROBATIONARY PERIOD	4
SECTION XVIII	RATIO OF APPRENTICES	4
SECTION XIX	QUALIFICATIONS AND SELECTION PROCEDURES	5-6
SECTION XX	AFFIRMATIVE ACTION WORKFORCE ANALYSIS	7
SECTION XXI	WORK PROCESS AND RELATED TECHNICAL INSTRUCTION	8 - 13
SECTION XXII	APPRENTICES WAGE SCHEDULE	14
	OFFICIAL ADOPTION OF APPRENTICESHIP STANDARDS APPENDIX	15

DEFINITIONS

For the purposes of this appendix. The following definitions apply:

COMPETENCY-BASED: An apprenticeship training approach that requires the attainment of manual, mechanical, or technical skills and knowledge, as specified by an occupation standard, and demonstrated by an appropriate written and hands-on proficiency measurement. A minimum of 2,000 hours of on-the-job training is required.

SECTION XVI – TERM OF APPRENTICESHIP AND TRAINING APPROACH – 6A-23.004(2)(b, d) FAC APPLICATION/ SOFTWARE DEVELOPER

On-the-Job-Training:

The term of the apprenticeship shall be 2080 hours, approximately 13 months of continuous on-the-job employment (including the probationary period). Hours for related instruction are excluded.

Related Technical Instruction:

Apprentices employed under these standards shall complete a minimum of 150 or 3-credit hours of supplemental instruction in technical subjects related to the occupation.

Training Approach:

- Time-Based Competency-Based Hybrid Career-Lattice

Related Instruction Delivery Method (select all that apply):

- Classroom
 Correspondence / Shop
 Web-Based Learning

Related Instruction Delivery Provider (select all that apply):

- Sponsor / Employer Facility
 Community College / Technical School
 Vocational School (Technical College / Center)
 Other (specify) LT3 Academy

Related Instruction hours are provided (mark only one):

- During Work Hours; During Non-Work Hours; or During Work & Non-Work Hours

Are Wages Paid to the Apprentice During Related Technical Instruction? Yes No

Employers have the option to pay their employee/apprentice at their discretion.

Location(s) where related instruction will occur:

School Name:	LT3 Academy
Address:	12204 University Mall Court, Tampa, FL 33612
Contact:	Christford Morancie
Phone:	813-909-9478
E-mail:	cmorancie@mynetsvs.com

LOGISTICIAN (ALTERNATE TITLE: SUPPLY CHAIN ANALYST)

On-the-Job-Training:

The term of the apprenticeship shall be 2000 hours, approximately 12 months of continuous on-the-job employment (including the probationary period). Hours for related instruction are excluded.

Related Technical Instruction:

Apprentices employed under these standards shall complete a minimum of 144 hours of supplemental instruction in technical subjects related to the occupation.

Training Approach:

- Time-Based Competency-Based Hybrid Career-Lattice

Related Instruction Delivery Method (select all that apply):

- Classroom
 Correspondence / Shop
 Web-Based Learning

Related Instruction Delivery Provider (select all that apply):

- Sponsor / Employer Facility
 Community College / Technical School
 Vocational School (Technical College / Center)
 Other (specify) LT3 Academy

Related Instruction hours are provided (mark only one):

- During Work Hours; During Non-Work Hours; or During Work & Non-Work Hours

Are Wages Paid to the Apprentice During Related Technical Instruction? Yes No

Location(s) where related instruction will occur:

School Name:	LT3 Academy
Address:	12204 University Mall Court, Tampa, FL 33612
Contact:	Christford Morancie
Phone:	813-909-9478
E-mail:	cmorancie@mynetsvs.com

** Add additional rows and columns on an as-needs basis.

SECTION XVII – PROBATIONARY PERIOD – 6A-23.004(2)(h, s) FAC

Apprentices employed within the occupations of **Application/ Software Developer & Logistician (Alternate title: Supply Chain Analyst)** under these standards shall be subject to a probationary period during the first 500 hrs of the apprenticeship program, which cannot exceed twenty-five percent (25%) of the length of the program or one (1) year, whichever is shorter.

SECTION XVIII – RATIO OF APPRENTICES – 6A-23.004(2)(g) FAC

It shall be the responsibility of the apprenticeship committee/sponsor to ensure that the allowable ratio of apprentices to journeyworkers in the occupations of **Application/ Software Developer & Logistitcan (Alternate title: Supply Chain Analyst)** is consistently maintained in the program as a whole, by each participating employer, and on the job site.

- Participating employers in each apprenticeable occupation, the ratio of apprentices to journeyworkers consistent with proper supervision, training, safety, and continuity of employment is 1 Apprentice(s) to 1 Journeyworker.

If the ratio for non-construction related programs is different from the construction related ratio, a variance must be requested by the Apprenticeship Committee or Program Sponsor and approved by the Department.

SECTION XIX – QUALIFICATIONS AND SELECTION PROCEDURES – 6A-23.004(2)(j) FAC, 29 CFR § 30.5

Applicants for apprenticeship in the occupations of **Application/ Software Developer & Logistician (Alternate title: Supply Chain Analyst)** shall meet minimum qualifications as outlined in this Appendix. These qualification standards, and the score required on any standard for admission to the applicant pool must be directly related to job performance, as shown by a statistical relationship between the score required for admission and performance in the apprenticeship program.

MINIMUM QUALIFICATIONS: **Apprentice applicants must be able to meet all employment guidelines and requirements.** All applicants will be considered without attention to race, color, religion, sex, sexual orientation, gender identity, national origin, veteran, or disability status and afforded equal opportunity.

a. **Age (Required)**

The minimum age qualification required by the Apprenticeship Committee, Sponsor, or Participating Employer for persons entering the Apprenticeship Program is: 18 years.

b. **Education**

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

c. **English Language**

Applicants must be able to read, write, and speak the English language in order to comprehend instructions on the job and in related training classes, and to ensure personal and co-worker safety on the job.

SELECTION PROCEDURES:

**** No matter which selection process an Apprenticeship Committee or Sponsor adopts, Veterans who have received discharges other than dishonorable discharges and Florida Registered Preapprentice Graduates shall, if qualified, receive the same priorities.**

The Apprenticeship Committee or Sponsor shall select apprentices from qualified applicants using one or more of the following appropriate selection methods examples:

1. **Alternative Selection Method:**

a. **Intent to Hire:**

- i. Applicants for apprenticeship must apply to the Apprenticeship Committee or Sponsor;
- ii. The applicant is screened by the Apprenticeship Committee or Sponsor on the basis of selection criteria (applicant minimum qualifications) approved by the Registration Agency;
- iii. Applicants who meet the screening requirements, and are accepted by the Apprenticeship Committee or Sponsor as eligible for apprenticeship, are then referred to participating employers who are hiring;

- iv. If the employer states in writing to the Apprenticeship Committee or Sponsor, their intent to hire an eligible applicant referred, that applicant is hired by the participating employer and registered by the Apprenticeship Committee or Sponsor.

b. **Any Other Method:**

The Apprenticeship Committee or Sponsor may select apprentices by any other method, including its present selection method, provided that the Sponsor meets the requirements listed in 29 CFR § 30.5(b)(4).

Apprentice applicants who meet the minimum qualifications may be selected on a first-come, first-serve basis. Applications will be date and time stamped upon receipt by the Apprenticeship Committee or Sponsor.

Applicants who have completed a preapproved pre-apprenticeship program will be considered as timestamped at the time of entry into the pre-apprenticeship program.

2. **Reinstatement:**

The program may reinstate apprentices previously registered to them within (2) years of their date of cancellation, without requiring these specific individuals to make application, meet minimum qualifications and then advance through the selection process. The program sponsor should include the process they use for reinstatement including previous apprentices in good standing with the program sponsor including timeframes that may exceed (2) years for reinstatement.

SECTION XX – AFFIRMATIVE ACTION WORKFORCE ANALYSIS – 6A-23.004(2)(y) FAC

Occupation: Software/ Application Developer

Underutilization Factors:	
1. Total number of employers:	1
2. Total of employer(s) workforce:	10
3. Total journeyworkers employed by the employer(s) in the occupation:	8
4. Total female journeyworkers employed by the employer(s) in the occupation:	5
5. Total minorities journeyworkers employed by the employer(s) in the occupation:	5
6. Total youth journeyworkers age 16-24 employed by the employer(s) in the occupation:	3

** 7 thru 11 do not apply to new programs	
7. Total apprentices:	
8. Total female apprentices:	
9. Total minorities apprentices:	
10. Under-utilization of females:	%
11. Under-utilization of minorities:	%

Goals and Timetables (all future accessions at each interval):	
1. Percentage of all future accessions and at each interval to be females:	30%
2. Percentage of all future accessions and at each interval to be minorities:	70%

Occupation: Logistician (Alternate Title: Supply Chain Analyst)

Underutilization Factors:	
12. Total number of employers:	1
13. Total of employer(s) workforce:	10
14. Total journeyworkers employed by the employer(s) in the occupation:	8
15. Total female journeyworkers employed by the employer(s) in the occupation:	5
16. Total minorities journeyworkers employed by the employer(s) in the occupation:	5
17. Total youth journeyworkers age 16-24 employed by the employer(s) in the occupation:	3

** 7 thru 11 do not apply to new programs	
18. Total apprentices:	
19. Total female apprentices:	
20. Total minorities apprentices:	
21. Under-utilization of females:	%
22. Under-utilization of minorities:	%

Goals and Timetables (all future accessions at each interval):	
3. Percentage of all future accessions and at each interval to be females:	30%
4. Percentage of all future accessions and at each interval to be minorities:	70%

SECTION XXI – WORK PROCESS AND RELATED TECHNICAL INSTRUCTION – 6A-23.004(2)(c, d) FAC

WORK PROCESS SCHEDULE

Occupation: Application/ Software Developer

O*NET CODE: 15-1252.00

RAPIDS CODE: 1129CB

CORE SKILLS DEVELOPMENT	Journeyworker sign off	Date Completion
Develop competency with NETSVS core systems and platforms		
NETSVS Control Panels – Creating and managing accounts, managing users, enabling services (including validation and onboarding).		
Creating and responding to support tickets. Creating and editing knowledge articles		
Utilizing Voice over IP tools and conferencing resources		
Develop familiarity with the major NETSVS product offerings		
Demonstrate effective time management and reporting		
Demonstrate familiarity and confidence in SCRUM practices		
Navigate company hierarchy and departmental functions		
QUALITY ASSURANCE	Journeyworker sign off	Date Completion
Tests software to ensure proper operation and freedom from defects		
Documents all problems and works to resolve them; reports progress on problem resolution to management		
Devises improvements to current procedures and develops models of possible future configurations		
Performs workflow analysis and recommends quality improvements		
Responsible for team understanding of Quality Methodology and process creation		
Work with developers and DBAs on test projects		
Development experience in the creation of automated testing scripts		
Experience and development of automated testing scripts		
Understanding of Quality Methodology and process creation in an IT environment		
Manage both large scale testing projects and fast- tracked bug fixes		
Develop Test Cases and Test Scripts for the large software modules		
Utilize technical knowledge of application architecture, operating environment, strengths and weakness of both, and how these factors affect product quality.		
Assess functionality and be a knowledgeable resource of several software applications for the team		
Test all software releases from development department		
Conduct tests of packaged installations and deploy applications to various test environments		
Documenting and tracking of all software defects		
Reviewing and assisting in the creation of software documentation in conjunction with the technical writer		
Maintain technical project documentation		
Provide technical guidance and assistance to project team members as needed.		
Participate in the determination of installation instructions for software releases		
SOFTWARE DEVELOPMENT	Journeyworker sign off	Date Completion
Code, test and troubleshoot programs utilizing the appropriate hardware, database, and programming technology		
Refine data and format final product		
Maintain and modify programs; make approved changes by amending flow charts, developing detailed programming logic, and coding changes		

Test and develop programming modifications		
Write new program code using prescribed specifications		
Evaluate complex interrelationships between programs		
Analyze performance of programs and take action to correct deficiencies based on consultation with users and approval of supervisor		
Confer with users to gain understanding of needed changes or modifications of existing programs		
Resolve questions of program intent, data input, output requirements, and inclusion of internal checks and controls.		
Write and maintain programming documentation		
Maintain confidentiality with regard to the information being processed, stored and accessed		
Document programming problems and resolutions for future reference		
Assist personnel of other departments as a computer resource		
Knowledge of website security		
BUSINESS ANALYST TRAINING	Journeyworker sign off	Date Completion
Analyze business and user needs, document requirements and translate both into proper specifications for each project		
Work closely with the software architects and development teams to ensure that the direction, scope and dependencies are identified and documented		
Possess knowledge of both project management and software development lifecycle (SDLC) of large-scale development projects		
Translate business requirements into concise system requirements for use by the software architects and development teams		
Understand multiple functional areas related to complex projects and identify and quantify business process improvements along with system improvements through the use of technology		
Foster communication between technical and non-technical audiences to ensure that technology solutions fulfill the business needs		
Identify, document and diagram business requirements and processes		
Apply knowledge of project management methodologies and practices		
Assist with the validation and testing of applications written to the design specification		
Work with both technical software developers and non-technical state and local government clients to make sure that final deliverables meet client requirements		
Coordinate client training with training staff and assist where necessary		
Prepare and deliver training updates via webinars		
Facilitate team and client meetings		
Keep the client and project team informed of project status, issues, and issue mitigation strategies		
Resolve and/or escalate issues in a timely fashion		
Communicate relevant project information to superiors		
Test applications written to the design specifications		
Review all of customer change orders, update requirements documents, and make recommendations regarding the implementation of the request modifications		
MINIMUM TOTAL LENGTH:		2080 Hrs.

RELATED TECHNICAL INSTRUCTION OUTLINE

Occupation: Application/ software Developer

O*NET CODE: 15-1252.00

RAPIDS CODE: 1129CB

Project Management	Approximate Hours: 50
Introduction to Project Management	
Project Environment	
Role of the Project Manager	
Project Integration Management	
Project Scope Management	
Project Schedule Management	
Project Cost Management	
Project Quality Management	
Project Resource Management	
Project Communication Management	
Project Risk Management	
Project Procurement Management	
Project Stakeholder Management	
Quality Assurance	Approximate Hours 50
Fundamentals of Testing	
Testing Throughout the Software Development Lifecycle	
Static Testing	
Test Techniques	
Test Management	
Tool Support for Testing	
Business Analytics	Approximate Hours 50
Business Analysis Planning and Monitoring	
Elicitation and Collaboration	
Requirements Life Cycle Management	
Strategy Analysis	
Requirements Analysis and Design Definition	
Solution Evaluation	
TOTAL MINIMUM HOURS:	150

WORK PROCESS SCHEDULE

Occupation: Logistician (Alternate title: Supply Chain Analyst)

O*NET CODE: 13-1081.00

RAPIDS CODE: 0632CB

CORE SKILLS DEVELOPMENT	Journeyworker sign off	Date Completion
Develop competency with NETSVS core systems and platforms		
NETSVS Control Panels – Creating and managing accounts, managing users, enabling services (including validation and onboarding).		
Creating and responding to support tickets. Creating and editing knowledge articles		
Utilizing Voice over IP tools and conferencing resources		
Develop familiarity with the major NETSVS product offerings		
Demonstrate effective time management and reporting		
Demonstrate familiarity and confidence in SCRUM practices		
Navigate company hierarchy and departmental functions		

Maintain data in information systems or databases	Journeyworker sign off	Date Completion
Maintain databases of logistics information.		
Enter logistics-related data into databases.		
Maintain logistics records in accordance with corporate policies		
Performs workflow analysis and recommends quality improvements		
<ul style="list-style-type: none"> Enter carbon-output or environmental-impact data into spreadsheets or environmental management or auditing software programs. 		
Monitor inventories of products or materials	Journeyworker sign off	Date Completion
Remotely monitor the flow of vehicles or inventory, using Web-based logistics information systems to track vehicles or containers.		
Track product flow from origin to final delivery.		
Monitor inventory transactions at warehouse facilities to assess receiving, storage, shipping, or inventory integrity.		
Monitor organizational processes	Journeyworker sign off	Date Completion
Communicate with or monitor service providers, such as ocean carriers, air freight forwarders, global consolidators, customs brokers, or trucking companies.		
Review procedures, such as distribution or inventory management, to ensure maximum efficiency or minimum cost.		
Evaluate logistics methods to reduce environmental impact	Journeyworker sign off	Date Completion
Reorganize shipping schedules to consolidate loads, maximize vehicle usage, or limit the movement of empty vehicles or containers.		
Compare locations or environmental policies of carriers or suppliers to make transportation decisions with lower environmental impact.		
Analyze logistics processes	Journeyworker sign off	Date Completion
Interpret data on logistics elements, such as availability, maintainability, reliability, supply chain management, strategic sourcing or distribution, supplier management, or transportation.		
Apply analytic methods or tools to understand, predict, or control logistics operations or processes.		
Provide ongoing analyses in areas such as transportation costs, parts procurement, back orders, or delivery processes.		
Analyze logistics data, using methods such as data mining, data modeling, or cost or benefit analysis.		

Coordinate logistics or other business operations	Journeyworker sign off	Date Completion
Contact carriers for rates or schedules.		
Contact potential vendors to determine material availability.		
Prepare reports on logistics performance measures.		
Manage systems to ensure that pricing structures adequately reflect logistics costing.		
Route or reroute drivers in real time with remote route navigation software, satellite linkup systems, or global positioning systems (GPS) to improve operational efficiencies		
Confer with logistics management teams to determine ways to optimize service levels, maintain supply-chain efficiency, or minimize cost		
Develop business or financial information systems	Journeyworker sign off	Date Completion
Develop or maintain payment systems to ensure accuracy of vendor payments.		
Develop or maintain freight rate databases for use by supply chain departments to determine the most economical modes of transportation.		
Compute reporting metrics, such as on-time delivery rates, order fulfillment rates, or inventory turns.		
Identify opportunities for inventory reductions.		
Write or revise standard operating procedures for logistics processes.		
Arrange for sale or lease of excess storage or transport capacity to minimize losses or inefficiencies associated with empty space.		
Determine packaging requirements.		
Analyze industry trends	Journeyworker sign off	Date Completion
Analyze business and user needs, document requirements and translate both into proper specifications for each project		
Develop or maintain models for logistics uses, such as cost estimating or demand forecasting.		
Monitor industry standards, trends, or practices to identify developments in logistics planning or execution.		
Apply mathematical models of financial or business conditions		
MINIMUM TOTAL LENGTH:	2000 Hrs.	

RELATED TECHNICAL INSTRUCTION OUTLINE

Occupation: Logistician (Alternate title: Supply Chain Analyst)

O*NET CODE: 13-1081.00.00

RAPIDS CODE: 0632CB

Course	Approximate Hours:
Supply Chain Essentials	30
Six Sigma/ Continuous Improvement	36
Intelligent Automation	50
Leadership Fundamentals	4
Workplace Communication	4
Enthusiasm/ Attitude	4
Working in a Team	4
Networking	4
Critical Thinking/ Problem Solving	4
Professionalism	4
TOTAL MINIMUM HOURS:	144

SECTION XXII – APPRENTICE WAGE SCHEDULE - 6A-23.004(2)(e) FAC

Apprentices shall be paid a progressively increasing schedule of wages based on a percentage and a dollar amount of the current hourly journeyworker wage rate, which is: \$ 45.00, as of 5 / 9 / 2022.

Occupation: Application/ Software Developer

Period of Training (Competencies)	Percent of Journeyworker's Rate	Apprentice's Hourly Rate
25%	66.67%	30.00
50%	71.11%	32.00
75%	80%	36.00
100%	100%	45.00

Apprentices shall be paid a progressively increasing schedule of wages based on a percentage and a dollar amount of the current hourly journeyworker wage rate, which is: \$ 27.00, as of 5 / 9 / 2022.

Occupation: Logistician (Alternate title: Supply Chain Analyst)

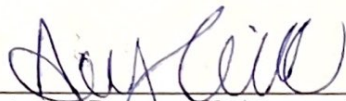
Period of Training (Competencies)	Percent of Journeyworker's Rate	Apprentice's Hourly Rate
25%	72%	18.00
50%	74%	20.00
75%	92.59%	25.00
100%	100%	27.00

OFFICIAL ADOPTION OF APPRENTICESHIP STANDARDS APPENDIX

NET SYNERGY VIRTUAL SOLUTIONS, LLC + GNJ

(Program Name)

hereby adopts this Appendix on this 27 day of May / 2022.



Signature of Program Chairperson / Secretary

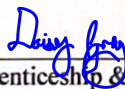
Chief workforce development officer

Title/Affiliation

Amy Lesnial

Printed Name

REVIEWED BY:



Apprenticeship & Training Representative

5/27/22

Date

REVIEWED

APPROVED

REGISTERED

FLORIDA DEPARTMENT OF EDUCATION
DIVISION OF CAREER AND ADULT EDUCATION - APPRENTICESHIP



Authorized Official - Registration Agency

6/7/2022

Date