



## STANDARDS OF APPRENTICESHIP

DEVELOPED FOR

**FLORIDA RURAL WATER ASSOCIATION**

FOR THE OCCUPATIONS OF

OCCUPATIONS	O*NET-SOC CODE	RAPIDS CODE
<b>Water Systems Operation Specialist</b> (Wastewater Treatment - Plant Operator; Alternate Title: Water Treatment Specialist)	<b>51-8031.00</b>	<b>0507</b>
<b>Wastewater Systems Operation Specialist</b> (Wastewater Systems Operator)	<b>51-8031.00</b>	<b>0507R</b>

APPROVED BY

FLORIDA DEPARTMENT OF EDUCATION  
OFFICE OF APPRENTICESHIP

  
State Director

REGISTRATION DATE: 12/19/19

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**REGISTERED AS PART OF THE NATIONAL APPRENTICESHIP SYSTEM IN ACCORDANCE WITH  
THE BASIC STANDARDS OF APPRENTICESHIP ESTABLISHED BY THE SECRETARY OF LABOR**

The legal requirements related to apprenticeship that apply to registered apprenticeship programs are contained in 29 U.S.C. 50 and 29 CFR §§ 29 and 30. Every effort has been made to ensure that the information in the model apprenticeship standards is accurate and up-to-date.

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## Procedure for Registering New Standards Or Amending Existing Standards

1. The State Rural Water Association (“SRWA”) or local water/wastewater system (“system”) will obtain a copy of the National Guideline Standards. Using these National Guideline Standards, the SRWA/system will indicate all appropriate local determinations where a specific entry is required. These areas are identified throughout the document by the following graphic symbol:



**INDICATES THE NEED FOR LOCAL ENTRY OR ACTION. DIRECTIONS ARE PROVIDED AS APPROPRIATE. THESE SECTIONS WILL BE FINALIZED AS INDICATED IN ITEM 4 BELOW.**

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2. When all local determinations are made, the SRWA/system will officially adopt the Standards. The date of adoption will be indicated when the Standards are submitted to the NRWA. The SRWA/system should send “marked-up” Standards to [apprenticeship@nrwa.org](mailto:apprenticeship@nrwa.org) for review and approval.
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3. If the SRWA/system wishes to amend the language contained within the National Guideline Standards in any manner whatsoever, they shall indicate same at the appropriate point in the marked-up Standards. Supportive documentation may also be included. All proposed modifications shall be clearly indicated.
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4. NRWA will review the submitted Standards including any proposed additions and/or modifications. When properly approved and signed by NRWA, the new Apprenticeship Standards will be emailed directly to the SRWA/system. The SRWA/system Chairperson and Secretary will sign and date (be sure to use the original adoption date shown at the top of the page) all original signature pages.
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5. The SRWA/system will then forward all required copies of the new Standards to the Registration Agency (either USDOL Office of Apprenticeship or the State Apprenticeship Agency) along with copies of the Selection Procedures and Affirmative Action Plan. NRWA will provide contact information for the appropriate Registration Agency. **[THE SRWA/SYSTEM SHOULD MAKE A DUPLICATE COPY OF THE SUBMITTED PACKAGE FOR THEIR RECORDS.]**
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6. The Registration Agency will review the submitted Standards. When approved, the new Standards will be signed by the Registration Agency Representative. The Registration Agency will retain at least one copy and return the remainder to the SRWA/system. The SRWA/system will forward one (1) copy to NRWA, one (1) copy to any other primary stakeholder that are recognized in the standards, and will retain the remaining copies in the local file in a secure manner for reference and use.
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7. Standards and modifications to the Standards shall not be implemented prior to the approval and registration of the Standards—first by NRWA and then by the Registration Agency.
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## FOREWORD

These Water/Wastewater System Operations Specialist apprenticeship standards have as their objective the training of utility workers skilled in all phases of the industry. The sponsor recognizes that in order to accomplish this, there must be well-developed on-the-job learning combined with related instruction.

This recognition has resulted in the development of these standards of apprenticeship. They were developed in accordance with the basic standards recommended by the U.S. Department of Labor, Office of Apprenticeship, as a basis from which the sponsor can work to establish an apprenticeship training program that meets the particular needs of the area.

The water industry is unique in that it involves the daily responsibilities of public health protection, technical operations, and maintenance of critical but unseen infrastructure. In order to meet industry demands in an ever-evolving technological environment, the water industry must select individuals who have the aptitude to learn and develop the knowledge, skills and abilities necessary to proficiently perform the individual job tasks associated with the work processes of the occupations. The industry must select and train individuals who will diligently work and study to stay abreast of current and future emerging technologies.

The water industry, by its very nature, places a high degree of personal responsibility on each individual. While supervision is most often provided on the job, these workers are constantly called upon to make decisions concerning health and safety requirements and operational demands to keep these vital resources flowing.

To meet increased demand on our nation's water resources infrastructure, personnel and equipment have been operating at or beyond capacity to provide safe drinking water and environmentally responsible wastewater treatment for our growing population. Continuous operations and maintenance of existing facilities often prove to be extremely expensive and hazardous. The public must be assured of safety and uninterrupted service. This requires adequate skill and knowledge on the part of each person performing the work. The well-trained Systems Operations Specialist (mentor) takes pride in the appearance of his or her work, its technical correctness, and its structural soundness.

The National Rural Water Association (NRWA) has dedicated time and resources to develop an efficient training program so apprentices can, through a systematic program of related instruction and on-the-job learning, become a well-qualified System Operations Specialist. The degree of success NRWA will have with this apprenticeship program will depend entirely upon the willingness of State Rural Water Associations (SRWAs) and local water/wastewater systems to cooperate in achieving this common goal. Quality training has always been a top priority for NRWA.

## **SECTION I – PROGRAM ADMINISTRATION**

Program Sponsors are responsible for the administration of all aspects of a Registered Apprenticeship program. Sponsor means any State Rural Water Association (SRWA) or water/wastewater system (system) operating an apprenticeship program and in whose name the program is (or is to be) registered or approved. Program sponsors, at their discretion, may establish an Apprenticeship Training Committee (ATC) to carry out the responsibilities and duties required of a program sponsor as described in these standards of apprenticeship. The Florida Rural Water Association elects to administer the program with the services of an ATC and a member list will be provided to the Registration Agency.

### **Responsibilities of the Sponsor**

- A. Cooperate in the selection of apprentices as outlined in this program.
- B. Ensure that all apprentices are under written apprenticeship agreements.
- C. Review and recommend apprenticeship activities in accordance with this program.
- D. Establish the minimum standards of education and experience required of apprentices.
- E. Register the local apprenticeship standards with the Registration Agency.
- F. Hear and resolve all complaints of violations of apprenticeship agreements.
- G. Arrange evaluations of apprentices' progress in manipulative skills and technical knowledge.
- H. Maintain records of all apprentices, showing their education, experience, and progress in learning the occupation.
- I. Certify to the Registration Agency that apprentices have successfully completed their apprenticeship program.
- J. Notify, within 45 days, the Registration Agency of all new apprentices to be registered, credit granted, suspensions for any reason, reinstatements, extensions, completions, and cancellations with explanation of causes.
- K. Supervise all the provisions of the local standards and be responsible, in general, for the successful operation of the standards by performing the duties here listed. Cooperate with public and private agencies, which can be of assistance in obtaining publicity to develop public support of apprenticeship. Keep in contact with all parties concerned, including apprentices, employers, and System Operations Specialists.
- L. Provide each apprentice with a copy of these standards, along with any applicable written rules and policies. Require the apprentice to sign an acknowledgment receipt of same. Follow this procedure whenever revisions or modifications are made to the rules and policies.
- M. When notified that an apprentice's related instruction or on-the-job progress is found to be unsatisfactory, the sponsor will determine whether the apprentice should continue in a probationary status and may require the apprentice to repeat a process or series of processes before advancing to the next wage classification. Should it be found in the course of this determination that the apprentice does not have the ability or desire to continue the training to become a System Operations Specialist, the sponsor will, after the apprentice

has been given adequate assistance and opportunity for corrective action, terminate the apprenticeship agreement, as provided in 29 CFR § 29.7(h)(1)(2)(i) and (ii).

- N. The sponsor will provide each registered apprentice with continuous employment sufficient to provide the opportunity for completion of his or her apprenticeship program. If the sponsor is unable to fulfill its training and/or employment obligation in conformance with these standards, the sponsor will, per Section XXIII of these standards and with the apprentice's consent, make a good-faith effort to facilitate a transfer of the apprentice to another registered sponsor for completion of the apprenticeship.
- O. If conditions of business make it necessary to temporarily suspend the period of apprenticeship, apprentices suspended for this reason will be given the opportunity to resume their active apprenticeships before any additional apprentices are employed. The suspension and reinstatement of apprentices shall be done in relation to retention of the most advanced apprentice and in accordance with the company policy for breaks in seniority.

#### **Administrative Procedures**

- A. Florida Rural Water Association (FRWA) will manage the apprenticeship program by establishing an Apprenticeship Training Committee.
- B. The Apprenticeship Training Committee will be comprised of FRWA employees and will oversee the program and make all decisions concerning the program in accordance with these Standards, including but not limited to curriculum, training needs, apprentice complaints, partnered employers, and Equal Opportunity Employment and Affirmative Action complaints.
- C. An advisory committee comprised of vested parties may be consulted from time to time as the Apprenticeship Training Committee deems necessary.

**NRWA Program Management:** NRWA will oversee quality and consistency via a designated Apprenticeship Program Manager. NRWA may provide technical assistance to local program sponsors as needed, including but not limited to the following list:

- A. Be the point of contact for ensuring training courses and materials utilized in local programs meet acceptable criteria outlined in the Certified NRWA Apprenticeship Program and/or for acquiring NRWA standardized training materials.
- B. Provide specialized training, workshops, exams, certificates and certifications as needed through Water University.
- C. Provide standardized recordkeeping templates or database platforms necessary for local sponsors to uniformly administer local programs in accordance with NRWA criteria and provide, upon request, standardized NRWA apprenticeship application forms to the local sponsors.
- D. In coordination with local sponsors, provide technical assistance on program administration and operations. This may include working with the local sponsors to establish protocols for taking applications to the program, determining acceptable selection procedures that are in accordance with Equal Employment Opportunity hiring practices, or establishing a recordkeeping system capable of validating the quality and effectiveness of the training program.

- E. Accept and respond to inquiries from prospective apprenticeship applicants and affiliate members concerning registration processes.
- F. Assist and advise local sponsors on maintaining “good faith efforts” as outlined in the Affirmative Action Plan, as applicable, and ensure all participation is documented.
- G. Disseminate apprenticeship opening announcements throughout the year using NRWA communication platforms including the WaterPro Community and Career Center.
- H. Maintain a composite record of all registered apprentices in NRWA programs to include completion and cancelation rates, diversity utilization in the programs, and statistical norms for wages and benefits nationwide.
- I. Ensure related instruction and on the job learning requirements stay up to date with technology and industry practices.

**SECTION II - EQUAL OPPORTUNITY PLEDGE - 29 CFR §§ 29.5(b)(21) and 30.3(c)**

The Florida Rural Water Association will not discriminate against apprenticeship applicants or apprentices 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 Florida Rural Water Association will take affirmative action to provide equal opportunity in apprenticeship and will operate the apprenticeship program as required under Title 29 of the Code of Federal Regulations, part 30.

**SECTION III - AFFIRMATIVE ACTION PLAN AND SELECTION PROCEDURES - 29 CFR §§ 29.5(b)(21), 30.4, and 30.10**

Sponsors with 5 or more registered apprentices are required to adopt an affirmative action plan (Appendix C) and selection procedures (Appendix D), which will become part of these standards of apprenticeship. However, the Office of Apprenticeship encourages the development of these two plans for all programs regardless of apprentice numbers. For programs with fewer than 5 apprentices, these plans are not required, and the sponsor may continue to select apprentices in conformance with its current human resources and equal employment opportunity hiring policies.

**SECTION IV - QUALIFICATIONS FOR APPRENTICESHIP - 29 CFR § 29.5(b)(10)**

Applicants will meet the following minimum qualifications. 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 to the pool and performance in the apprenticeship program:

A. Age

Apprentices must not be less than 18 year of age. Proof of age is required.

B. Education

A high school diploma, General Educational Development (GED) equivalency or other high school equivalency credential is required.

Applicants must submit a DD-214 to verify military training and/or experience if they are a veteran and wish to receive consideration for such training/experience.

C. Physical

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

D. Drug screening

Apprentices will be required to take and pass a drug screening on acceptance into the program and prior to employment.

E. Background Check

Pursuant to federal guidance all employees of public water systems must pass a background check. Applicants will be required to pass a qualifying background investigation upon selection into the apprenticeship program and prior to employment.

F. Driver's License

Apprentices must possess a valid state issued vehicle operator license and be insurable at normal commercial rates on acceptance into the program and prior to employment.

**SECTION V - APPRENTICESHIP AGREEMENT – 29 CFR §§ 29.3(d), 29.3(e), and 29.5(b)(11)**

After an applicant for apprenticeship has been selected, but before employment as an apprentice or enrollment in related instruction, the apprentice will be covered by a written apprenticeship agreement (Appendix B) which can be submitted electronically through the Registered Apprenticeship Partners Information Data System (RAPIDS), using the Apprentice Electronic Registration process by the sponsor and the apprentice and approved by and registered with the Registration Agency. Such agreement will contain a statement making the terms and conditions of these standards a part of the agreement as though expressly written therein. The sponsor shall provide a copy of the apprenticeship agreement to the apprentice, the Registration Agency, and the employer. An additional copy will be provided to the veteran's state approving agency for those veteran apprentices desiring access to any benefits to which they are entitled.

Prior to signing the apprenticeship agreement, each selected applicant will be given an opportunity to read and review these standards, the sponsor's written rules and policies, and the apprenticeship agreement.

The Registration Agency will be advised within 45 days of the execution of each apprenticeship agreement and will be given all the information required for registering the apprentice.

**SECTION VI – SUPERVISION OF APPRENTICES AND RATIOS – 29 CFR § 29.5(b)(14) and 29 CFR § 29.5(b)(7)**

No apprentice shall work without proper or adequate supervision of the System Operations Specialist (mentor).



For the purpose of these apprenticeship standards, adequate or proper supervision of the apprentice means the apprentice is under the supervision of a fully qualified System Operations Specialist or supervisor at all times, who is responsible for making work assignments, providing on-the-job learning (OJL), and ensuring safety at the worksite.

To adequately or properly supervise an apprentice does not mean the apprentice must be within eyesight or reach of the supervisor, but that the supervisor 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.

The sponsor shall establish a numeric ratio of apprentices to fully proficient System Operations Specialists consistent with proper supervision, training, safety, and continuity of employment throughout the apprenticeship. The ratio language must be specific and clearly described as to its application to the jobsite, workforce, department, or treatment plant. The ratio of apprentices to fully proficient System Operations Specialists will be as noted in Appendix A.

#### **SECTION VII - TERM OF APPRENTICESHIP - 29 CFR § 29.5(b)(2)**

The term of the occupation and on-the-job learning (OJL) attainment supplemented by the required hours of related instruction will be as stated on the Work Process Schedule and Related Instruction Outline (Appendix A) for each occupation.

#### **SECTION VIII - PROBATIONARY PERIOD - 29 CFR §§ 29.5(b)(8) and 29.5(b)(20)**

Every applicant selected for apprenticeship will serve a probationary period. The probationary period cannot exceed 25 percent of the length of the program or 1 year, whichever is shorter. The probationary period for this program shall be the first 1000 hours of on-the-job learning (OJL).

During the probationary period, either the apprentice or the sponsor may terminate the apprenticeship agreement, without stated cause, by notifying the other party in writing. The records for each probationary apprentice will be reviewed prior to the end of the probationary period. Records may consist of periodic reports regarding progression made in both the OJL and related instruction, and any disciplinary action taken during the probationary period.

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 program.

After the probationary period, the apprenticeship agreement may be cancelled at the request of the apprentice or may be suspended or cancelled by the sponsor for reasonable cause after documented due notice to the apprentice and a reasonable opportunity for corrective action. In such cases, the sponsor will provide written notice to the apprentice and to the Registration Agency of the final action taken.

#### **SECTION IX - HOURS OF WORK**

Apprentices will generally work the same hours as fully proficient System Operations Specialists, except that no apprentice will be allowed to work overtime if it interferes with attendance in related instruction classes.

Apprentices who do not complete the required hours of OJL during a given segment will have the term of that segment extended until they have accrued the required number of hours of training.

**SECTION X - APPRENTICE WAGE PROGRESSION - 29 CFR § 29.5(b)(5)**

Apprentices will be paid a progressively increasing schedule of wages during their apprenticeship based on the acquisition of increased skill and competence on the job and in related instruction. Before an apprentice is advanced to the next segment of training or to fully proficient (System Operations Specialist) status, the sponsor will evaluate all progress to determine whether advancement has been earned by satisfactory performance in OJL and in related instruction courses. In determining whether satisfactory progress has been made, the sponsor will be guided by the work experience and related instruction records and reports.

The progressive wage schedule will be an increasing percentage or schedule of wages of a fully proficient worker wage rate. The percentages or schedule of wages that will be applied to the applicable fully proficient worker rate are shown on the attached Work Process Schedule and Related Instruction Outline (Appendix A). In no case will the starting wages of apprentices be less than that required by any minimum wage law that may be applicable.

**SECTION XI - CREDIT FOR PREVIOUS EXPERIENCE - 29 CFR §§ 29.5(b)(12) and 30.4**

The 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 these standards.

Apprentice applicants seeking credit for previous experience gained outside the supervision of the sponsor must submit the request at the time of application and furnish such records, affidavits, and other documentation to substantiate the claim. An applicant who is a veteran and who wishes to receive consideration for military training and/or experience must submit a DD-214. The request for credit will be evaluated and a determination made by the sponsor prior to completion of the probationary period. The amount of credit to be awarded will be determined upon review of the apprentice's previous work and training/education record and evaluation of the apprentice's performance and demonstrated skill and knowledge.

An apprentice granted credit will be advanced to the wage rate designated for the period to which such credit accrues. The Registration Agency will be advised of any credit granted and the wage rate to which the apprentice is advanced.

The granting of advanced standing will be uniformly applied to all apprentices.

**SECTION XII - WORK EXPERIENCE - 29 CFR § 29.5(b)(3)**

During the apprenticeship, the apprentice will receive on-the-job learning (OJL) and related instruction in all phases of the occupation necessary to develop the skill and proficiency of a skilled System Operations Specialist. The OJL will be under the direction and guidance of the apprentice's supervisor.

**SECTION XIII - RELATED INSTRUCTION – 29 CFR § 29.5(b)(4)**

Every apprentice is required to participate in coursework related to the job as outlined in Appendix A. A minimum of 144 hours of related instruction is recommended for each year of the apprenticeship. Apprentices agree to take such courses as the sponsor deems advisable. The sponsor will secure the instructional aids and equipment it deems necessary to provide quality instruction. The sponsor may require apprentices to complete the related instruction requirement through electronic media or other instruction approved by the Registration Agency.

Apprentices will **not** be paid for hours spent attending related instruction classes.

To the extent possible, related instruction will be held at the FRWA Training Facility located at the address below. In order to accommodate apprentices with long distances to travel, related instruction may also be held at Partnered Employers' facilities.

*FRWA Training Facility  
207 4<sup>th</sup> Street  
Cairo, GA 39828*

The sponsor will inform each apprentice of the availability of college credit, if available.

In cases of failure of an apprentice to fulfill the obligations regarding related instruction without due cause, the sponsor will take appropriate disciplinary action and may terminate the apprenticeship agreement after due notice to the apprentice and opportunity for corrective action.

To the extent possible, related instruction will be closely correlated with the practical experience and training received on the job. The sponsor will monitor and document the apprentice's progress in related instruction classes.

The sponsor will secure competent instructors whose knowledge, experience, and ability to teach will be carefully examined and monitored. The sponsor may require the instructors to attend instructor training to meet the requirements of 29 CFR § 29.5(b)(4)(i)(ii) or state regulations.

**SECTION XIV - SAFETY AND HEALTH TRAINING – 29 CFR § 29.5(b)(9)**

All apprentices will receive instruction in safe and healthful work practices both on the job and in related instruction that are in compliance with the Occupational Safety and Health Administration (OSHA) 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 XV - MAINTENANCE OF RECORDS – 29 CFR §§ 29.5(b)(6), 29.5(b)(23), and 30.12**

Program sponsors are responsible for maintaining, at a minimum, the following records:

- summary of the qualifications of each applicant;
- basis for evaluation and for selection or rejection of each applicant;
- records pertaining to interview;
- the original application;
- records of each apprentice's on-the-job learning (OJL);
- related instruction reviews and evaluations;

- progress evaluations;
- record of job assignments, promotions, demotions, layoffs, or terminations, rates of pay; and
- any other actions pertaining to the apprenticeship

Program sponsors will also maintain all records relating to apprenticeship applications (whether selected or not), including, but not limited to, the sponsor's outreach, recruitment, interview, and selection process. Such records will clearly identify minority and female (minority and nonminority) applicants and must include, among other things, the basis for evaluation and for selection or rejection of each applicant. For a complete list of records that each sponsor is required to maintain under 29 CFR § 30, please refer to 29 CFR § 30.12.

All records will be stored at the FRWA Office located at the address below. Records may be stored digitally on the FRWA server.

*Florida Rural Water Association  
2970 Wellington Circle  
Tallahassee, FL 32309*

All such records are the property of the sponsor and will be maintained for a period of 5 years from the date of last action. They will be made available to the Registration Agency upon request.

**SECTION XVI - CERTIFICATE OF COMPLETION OF APPRENTICESHIP - 29 CFR § 29.5(b)(15), and Circular 2015-02**

Upon satisfactory completion of the requirements of the apprenticeship program as established in these Standards, the Sponsor will so certify to the Registration Agency and request the awarding of a Certificate of Completion of Apprenticeship to the completing apprentice(s). Such requests may be completed electronically using the Registered Apprenticeship Partners Information Data System (RAPIDS) or in writing using the supplied U. S. Department of Labor, ETA, Office of Apprenticeship, Application for Certification of Completion of Apprenticeship Form in (Appendix B), accompanied by the appropriate documentation for both on-the-job learning and the related instruction as may be required by the Registration Agency.

**SECTION XVII - NOTICE TO REGISTRATION AGENCY - 29 CFR §§ 29.3(d), 29.3(e), and 29.5(b)(19)**

The Registration Agency must be notified within 45 days of any apprentice action - e.g., registered, reinstated, extended, modified, granted credit, completed, transferred, suspended, canceled - and a statement of the reasons therefor.

**SECTION XVIII - REGISTRATION, CANCELLATION, AND DEREGISTRATION - 29 CFR §§ 29.5(b)(18), 29.8(a)(2), and 29.8(b)(8)**

These standards will, upon adoption by the sponsor, be submitted to NRWA and then to the Registration Agency for approval. Such approval will be acquired before implementation of the program.

The sponsor reserves the right to discontinue at any time the apprenticeship program set forth herein. The sponsor will notify NRWA and the Registration Agency within 45 days in writing of any decision to cancel the program.

The Registration Agency may initiate deregistration of these standards for failure of the sponsor to abide by the provisions herein. Such deregistration will be in accordance with the Registration Agency's regulations and procedures.

The sponsor will notify each apprentice of the cancellation of the program and the effect of same. If the apprenticeship program is cancelled at the sponsor's request, the sponsor will notify the apprentice(s) within 15 days of the date of the Registration Agency's acknowledgment of the sponsor's request. If the Registration Agency orders deregistration of the apprenticeship program, the sponsor will notify the apprentice(s) within 15 days of the effective date of the order. This notification will conform to the requirements of 29 CFR § 29.8.

#### **SECTION XIX - AMENDMENTS AND MODIFICATIONS – 29 CFR § 29.5(b)(18)**

These standards may be amended or modified at any time by the sponsor provided that no amendment or modification adopted will alter any apprenticeship agreement in force at the time without the consent of all parties. Such amendment or modification will be submitted to NRWA and the Registration Agency for approval and registration prior to being placed in effect. A copy of each amendment or modification adopted will be furnished to each apprentice to whom the amendment or modification applies.

#### **SECTION XX - ADJUSTING DIFFERENCES; COMPLAINT PROCEDURE – 29 CFR §§ 29.5(b)(22), 29.7(k), and 30.14**

The sponsor will have full authority to enforce these standards. Its decision will be final and binding on the employer, the sponsor, and the apprentice, unless otherwise noted below.

If an applicant or an apprentice believes an issue exists that adversely affects his/her participation in the apprenticeship program or violates the provisions of the apprenticeship agreement or standards, the applicant or apprentice may seek relief through one or more of the following avenues, based on the nature of the issue:

#### **29 CFR § 29.7(k)**

The sponsor will hear and resolve all complaints of violations concerning the apprenticeship agreement and the registered apprenticeship standards for which written notification is received within 15 days of the alleged violations. The sponsor will make such rulings as it deems necessary in each individual case within 30 days of receiving the written notification. Either party to the apprenticeship agreement may consult with NRWA and/or the Registration Agency for an interpretation of any provision of these standards over which differences occur. The name and address of the appropriate authority to receive, process, and dispose of complaints is:

*Mark Hallett, Apprenticeship Program Coordinator  
Florida Rural Water Association  
2970 Wellington Circle  
Tallahassee, FL 32309  
[Mark.Hallett@frwa.net](mailto:Mark.Hallett@frwa.net) or [apprenticeship@frwa.net](mailto:apprenticeship@frwa.net)*

## **29 CFR § 30.14**

Any apprentice or applicant for apprenticeship who believes that he/she has been discriminated against on the basis of race, color, religion, national origin, or sex with regard to apprenticeship or that the equal opportunity standards with respect to his/her selection have not been followed in the operation of an apprenticeship program may, personally or through an authorized representative, file a complaint with the Registration Agency or, at the apprentice or applicant's election, with the private review body established by the program sponsor (if applicable).

The complaint shall be in writing and shall be signed by the complainant. It must include the name, address, and telephone number of the person allegedly discriminated against, the program sponsor involved, and a brief description of the circumstances of the failure to apply the equal opportunity standards provided in 29 CFR § 30.

The complaint must be filed not later than 300 days from the date of the alleged discrimination or specified failure to follow the equal opportunity standards, and in the case of complaints filed directly with the review body designated by the program sponsor to review such complaints, any referral of such complaint by the complainant to the Registration Agency must occur within the time limitation stated above or 30 days from the final decision of such review body, whichever is later. The time may be extended by the Registration Agency for good cause shown.

Complaints of discrimination and failure to follow equal opportunity standards in the apprenticeship program may be filed and processed under 29 CFR § 30 and the procedures set forth above.

The sponsor shall provide written notice of its complaint procedure to all applicants for apprenticeship and all apprentices.

## **SECTION XXI - TRANSFER OF AN APPRENTICE AND TRAINING OBLIGATION – 29 CFR § 29.5(13)**

The transfer of an apprentice between apprenticeship programs and within an apprenticeship program must be based on agreement between the apprentice and the affected apprenticeship committees or program sponsors and must comply with the following requirements:

- i. The transferring apprentice must be provided a transcript of related instruction and on-the-job learning (OJL) by the committee or program sponsor;
- ii. Transfer must be to the same occupation; and
- iii. A new apprenticeship agreement must be executed when the transfer occurs between the program sponsors.

The apprentice must receive credit from the new sponsor for the training already satisfactorily completed.

## **SECTION XXII - RESPONSIBILITIES OF THE APPRENTICE**

Apprentices, having read these standards formulated by the sponsor, agree to all the terms and conditions contained herein and agree to abide by the sponsor's rules and policies, including any amendments, and to serve such time, perform such manual training, and study such subjects as the sponsor may deem necessary to become a skilled System Operations Specialist.

In signing the apprenticeship agreement, apprentices assume the following responsibilities and obligations under the apprenticeship program:

- A. Maintain and make available such records of work experience and training received on the job and in related instruction as may be required by the sponsor. Failure to submit records may delay the advancement of apprentices.
- B. Develop and practice safe working habits and work in such a manner as to assure his/her personal safety and that of fellow workers.
- C. Work for the employer to whom the apprentice is assigned for the duration of the apprenticeship, unless the apprentice is reassigned to another employer or the apprenticeship agreement is terminated by the sponsor.

### **SECTION XXIII - TECHNICAL ASSISTANCE**

Technical assistance, such as that from NRWA, the U.S. Department of Labor's Office of Apprenticeship, recognized state apprenticeship agencies, and vocational schools, may be requested to advise the sponsor.

The sponsor is encouraged to invite representatives from industry, education, business, private organizations, and public agencies to provide consultation and advice for the successful operation of its training program.

### **SECTION XXIV - CONFORMANCE WITH FEDERAL LAWS AND REGULATIONS**

No Section of these Standards of Apprenticeship shall be construed as permitting violation of any Federal or State Law or Regulation.

## **SECTION XXV - DEFINITIONS**

**APPRENTICE:** Any individual employed by the employer meeting the qualifications described in the standards of apprenticeship, who has signed an apprenticeship agreement with the local sponsor providing for training and related instruction under these standards, and who registers with the Registration Agency.

**APPRENTICE ELECTRONIC REGISTRATION (AER):** An electronic tool that allows for instantaneous transmission of apprentice data for more efficient registration of apprentices and provides program sponsors with a faster turnaround on their submissions and access to their apprenticeship program data.

**APPRENTICESHIP AGREEMENT:** The written agreement between the apprentice and the sponsor setting forth the responsibilities and obligations of all parties to the apprenticeship agreement with respect to the apprentice's employment and training under these standards. Each apprenticeship agreement must be registered with the Registration Agency.

**CERTIFICATE OF COMPLETION OF APPRENTICESHIP:** The credential issued by the Registration Agency to those registered apprentices certified and documented as having successfully completed the apprentice training requirements outlined in these standards of apprenticeship.

**ELECTRONIC MEDIA:** Media that utilize electronics or electromechanical energy for the end user (audience) to access the content. Includes, but is not limited to, electronic storage media, transmission media, the Internet, extranets, lease lines, dial-up lines, private networks, and the physical movement of removable/transportable electronic media and/or interactive distance learning.

**EMPLOYER:** Any person or organization employing an apprentice, whether or not such person or organization is a party to an apprenticeship agreement with the apprentice. A person, business, or company signatory to this sponsor's standards that is responsible for providing hours of work, supervision, wages, and/or benefits to apprentices in its employ as registered under these standards.

**MENTOR:** A worker who has attained a level of skills, abilities, and competencies recognized within an industry as mastery of the skills and competencies required for the occupation. The term may also refer to a journeyworker, technician, specialist, or other skilled worker who has documented sufficient skills and knowledge of an occupation, either through formal apprenticeship or through practical on-the-job experience and formal training. See **System Operations Specialist**.

**O\*NET-SOC CODE:** The Occupational Information Network (O\*NET) codes and titles are based on the new Standard Occupational Classification (SOC) system mandated by the federal Office of Management and Budget for use in collecting statistical information on occupations. The O\*NET classification uses an 8-digit O\*NET-SOC code. Use of the SOC classification as a basis for the O\*NET codes ensures that O\*NET information can be readily linked to labor market information such as occupational employment and wage data at the national, state, and local levels.

**ON-THE-JOB LEARNING (OJL):** Tasks learned on-the-job in which the apprentice must become proficient before a completion certificate is awarded. The learning must be through structured, supervised work experience.

**PROVISIONAL REGISTRATION:** 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 Registration Agency, as provided for in 29 CFR §§ 29.3(g) and (h).

**REGISTERED APPRENTICESHIP PARTNERS INFORMATION DATA SYSTEM (RAPIDS):** A federal system that provides for the automated collection, retention, updating, retrieval, and summarization of information related to apprentices and apprenticeship programs.

**REGISTRATION AGENCY and FIELD REPRESENTATIVE:** The U.S. Department of Labor's Office of Apprenticeship or a recognized State Apprenticeship Agency that has responsibility for registering apprenticeship programs and apprentices, providing technical assistance, conducting reviews for compliance with 29 CFR §§ 29 and 30, and conducting quality assurance assessments. The field representative shall mean the person designated by Registration Agency to service this program.

The Registration Agency is: Florida Department of Education, Apprenticeship Programs

**RELATED INSTRUCTION:** 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, or by correspondence courses of equivalent value, electronic media, or other forms of self-study approved by the Registration Agency.

**SPONSOR:** Any person, association, committee, or organization that operates an apprenticeship program and in whose name the program is registered. The Sponsor assumes the full responsibility for administration and operation of the apprenticeship program. Eligible Sponsors of this program are State Rural Water Associations who are members in good standing of the National Rural Water Association, and local water/wastewater systems who are members in good standing of their State Rural Water Association.

**STANDARDS OF APPRENTICESHIP:** This entire document, including all appendices and attachments hereto, and any future modifications and additions approved by the Registration Agency.

**SUPERVISOR OF APPRENTICE(S):** An individual designated by the program sponsor to supervise or have charge and direction of an apprentice.

**SYSTEM OPERATIONS SPECIALIST:** A professional water and/or wastewater utility system worker who has attained a level of skills, abilities, certifications, and competencies recognized within the industry as mastery of the skills and competencies required for the occupation.

**TIME-BASED OCCUPATION:** An occupation using an apprenticeship approach that measures skill acquisition through the individual apprentice's completion of at least 2,000 hours of on-the-job learning as described in a work process schedule.

**TRANSFER:** A shift of apprenticeship registration from one program to another or from one employer within a program to another employer within that same program, where there is agreement between the apprentice and the affected apprenticeship committees or program sponsors.

**SECTION XXVI - OFFICIAL ADOPTION OF APPRENTICESHIP STANDARDS**

The Florida Rural Water Association hereby adopts these standards of apprenticeship on this 13 day of June, 2019.

*Sponsor(s) may designate the appropriate person(s) to sign the standards on their behalf.*

  
\_\_\_\_\_  
Signature of Sponsor

Executive Director  
\_\_\_\_\_  
Title

\_\_\_\_\_  
Signature of Sponsor

\_\_\_\_\_  
Title

  
\_\_\_\_\_  
Signature of NRWA Deputy CEO

6/12/19  
\_\_\_\_\_  
Date

**Section I COMPOSITION OF THE APPRENTICESHIP TRAINING COMMITTEE (ATC)**

The Florida Rural Water Association elects to administer the program with the services of an ATC and a member list will be provided to the Registration Agency. The apprenticeship committee shall be composed of 4 member representative of the participating employers and FRWA staff members. The committee shall include a Chairperson and a Secretary. The Committee shall meet monthly or as often as necessary to conduct business.

**COMMITTEE MEMBERS**  
*[Print Name, and Affiliation for Each.]*

Gary Williams 10/31/19  
Chairperson – Gary Williams, FRWA Executive Director  
Date

Mark Hallett 10/31/19  
Secretary – Mark Hallett, FRWA Program Coordinator  
Date

Member: Ben Lewis, FRWA Training Coordinator

Member: Jamie Hope, FRWA Training Specialist

Member:

Member:

Member:

Member:

Member:

Member:

Member:

Member:

Member:

Member:



## **Water Systems Operations Specialist**

### **Appendix A-1**

#### **WORK PROCESS SCHEDULE**

**AND**

#### **RELATED INSTRUCTION OUTLINE**



# Water Systems Operations Specialist

## Appendix A

### WORK PROCESS SCHEDULE

#### OCCUPATION TITLE: Water Systems Operation Specialist

(Water Treatment - Plant Operator; Alternate Title: Water Treatment Specialist)

O\*NET-SOC CODE: 51-8031.00

RAPIDS CODE: 0507

This schedule is attached to and a part of these Standards for the above identified occupation.

#### 1. TYPE OF OCCUPATION

Time-based                       Competency-based                       Hybrid

#### 2. TERM OF APPRENTICESHIP

The term of the occupation is two (2) years with an OJL attainment of approximately 4,000 hours, supplemented by a recommended 288 hours of related instruction.

#### 3. RATIO OF APPRENTICES TO MENTORS

The apprentice to mentor ratio is not to exceed one (1) Apprentice to one (1) Mentor on the jobsite.

#### 4. APPRENTICE WAGE SCHEDULE

Apprentices shall be paid a progressively increasing schedule of wages as outlined below:

Period of Apprenticeship	Wage	Advancement Requirements
Period 1	\$11.38 per hour; 65% of Journeyworker wage	1,000 hours of on-the-job training + completion of the identified curriculum with a passing grade + satisfactory evaluation
Period 2	\$13.13 per hour; 75% of Journeyworker wage	1,000 hours of on-the-job training + completion of the identified curriculum with a passing grade + satisfactory evaluation
Period 3	\$14.88 per hour; 85% of Journeyworker wage	1,000 hours of on-the-job training + completion of the identified curriculum with a passing grade + satisfactory evaluation + obtain Class C Operator's License
Period 4	\$16.63 per hour; 95% of Journeyworker wage	1,000 hours of on-the-job training + completion of the identified curriculum with a passing grade + satisfactory evaluation
Completion	\$17.50 per hour; 100% of Mentor Wage	Completion of all the above identified requirements

The established journeyworker wage is \$17.50 per hour. Employer wages may vary with approval from the Registration Agency; if an alternate wage schedule is used, the apprentice must be furnished a copy of the wage scale prior to entering the program.

#### 5. WORK PROCESS SCHEDULE (See attached Work Process Schedule)

#### 6. RELATED INSTRUCTION OUTLINE (See attached Related Instruction Outline)



## Water Systems Operations Specialist

### WORK PROCESS SCHEDULE

#### OCCUPATION TITLE: Water Systems Operation Specialist

(Wastewater Treatment - Plant Operator; Alternate Title: Water Treatment Specialist)

**O\*NET-SOC CODE: 51-8031.00**

**RAPIDS CODE: 0507**

Apprentices shall receive on-the-job instruction and experience as is necessary to become a qualified Water Systems Operations Specialist versed in the theory and practice of the occupation. The following is a condensed schedule of work experience, which every apprentice shall follow as closely as conditions will permit.

WORK PROCESSES	Approximate Hours
<b>A. Tools, Equipment and Work Place Safety</b> <ol style="list-style-type: none"> <li>1. Become familiar with tools, pipe and other materials used out on the job</li> <li>2. Understand and use personal protective equipment and safety procedures</li> <li>3. Demonstrate general plant safety and security operations</li> <li>4. Plan and set up work areas for safety of crew and public</li> <li>5. Confined spaces and traffic control zones</li> <li>6. Perform all work in conformance with OSHA regulations</li> </ol>	<b>240</b>
<b>B. Vehicles and Heavy Equipment</b> <ol style="list-style-type: none"> <li>1. Ensure that vehicles and equipment are adequately stocked &amp; serviced</li> <li>2. Become familiar working with excavation and other heavy equipment</li> </ol>	<b>400</b>
<b>C. System Operations &amp; Maintenance</b> <ol style="list-style-type: none"> <li>1. Develop a working knowledge of the operation, methods and procedures of a water treatment &amp; distribution system</li> <li>2. Perform installation and inspection of new water lines and services</li> <li>3. Understand and implement customer metering and billing procedures</li> <li>4. Perform leak detection and understand water loss control</li> <li>5. Reading water meters, perform testing &amp; proper sizing</li> <li>6. Demonstrate ability to read and interpret maps and drawings of the water system, to locate valves and water mains</li> <li>7. Assist with the installation, maintenance and repair of the treatment plant, storage tanks, and the distribution system</li> <li>8. Develop a working knowledge of preventive maintenance, troubleshooting &amp; repair of mechanical equipment</li> </ol>	<b>1920</b>
<b>D. Quality Control</b> <ol style="list-style-type: none"> <li>1. Learn to perform all aspects of sampling, monitoring and testing required to maintain compliance with Federal State and Local regulations</li> <li>2. Identify normal/out-of-range values</li> <li>3. Maintain open communication &amp; report results to supervisors</li> <li>4. Learn emergency response procedures</li> </ol>	<b>960</b>
<b>E. Logistics, Reports and Supervision</b> <ol style="list-style-type: none"> <li>1. Complete work order forms &amp; document routine maintenance</li> <li>2. Order equipment and supplies as needed</li> <li>3. Visit other facilities to learn about new technology</li> </ol>	<b>480</b>
<b>TOTAL HOURS</b>	<b>4000</b>



# Water Systems Operations Specialist

## Related Technical Instruction

### OCCUPATION TITLE: Water Systems Operation Specialist

(Wastewater Treatment - Plant Operator; Alternate Title: Water Treatment Specialist)

O\*NET-SOC CODE: 51-8031.00

RAPIDS CODE: 0507

A minimum of 288 hours of related instruction are required for each apprentice. Courses may be assigned from any of the following offerings.

TOPICS	APPROXIMATE HOURS
--------	-------------------

<b>Orientation</b>	<b>2</b>
--------------------	----------

- Apprenticeship Program overview
  - Program Sponsor – National Rural Water Association
  - State Rural Water Association Standards of Apprenticeship
  - Policy manual
  - Apprenticeship Committee
- Basic job duties & work environment
- On the Job Learning (OJL)
  - Work process schedule
  - Supervision
- Circuit Rider training assistance

<b>Safety</b>	<b>12</b>
---------------	-----------

- Safety rules & practices
  - Personal Protective Equipment (PPE)
  - OSHA Standards & state guidelines
  - *Standard CPR/AED/First Aid Certification (American Red Cross)*
- Safety Data Sheets (SDS)
- 811 Call Before You Dig
- Excavation, trenching & shoring
- Confined space entry & hazardous gases
- Fire & Electrical safety
- Traffic control
- Chlorine safety

<b>CDL Training and Testing</b>	<b>24</b>
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- Road Safety
- Proper loading and unloading
- Manual Driving
- Automatic Driving



## Water Systems Operations Specialist

- License Test

Apprentices are encouraged to take the CDL Licensing Test, which consists of both a written and practical exam.

---

### Operations and Maintenance (with Hands-on Vendor Training)

64

- Pumps & motors
    - Energy efficiency
  - Groundwater & Wells
  - Storage tanks
  - Valves
  - Meters
    - Automatic Meter Reading (AMR)
    - Advanced Metering Infrastructure (AMI)
  - Hydrants
  - Distribution systems
    - Hot tapping & service connections
    - Leak detection & repair
    - System Hydraulics
  - Disinfection
    - Chemical feed pump maintenance & calibration
    - Maintaining a residual
    - Shock chlorination
    - Chlorination & alternative disinfection methods
  - Treatment Techniques
  - SCADA
  - Preventative maintenance
  - Cross Connection Control
  - Backflow Prevention
- 

### Licensing Curriculum

130

- Plant Operator's Role
- Water Sources and Treatment
- Reservoir Management and Intake Structures
- Coagulation and Flocculation
- Sedimentation
- Filtration
- Disinfection
- Corrosion Control
- Taste and Odor Control
- Plant Operation





## Water Systems Operations Specialist

- Laboratory Procedures
- Iron and Manganese Control
- Fluoridation
- Softening
- Trihalomethanes
- Demineralization
- Handling and Disposing of Process Wastes
- Maintenance
- Instrumentation
- Safety
- Advanced Laboratory Procedures
- Drinking Water Regulations
- Administration, Overview and Introduction
  - Recordkeeping & Reporting
  - Work orders
  - Contracting, Consultants, and Construction
- Operator Mathematics
- Water Distribution
  - Water Distribution Operators
  - Storage Facilities
  - Distribution System Facilities
  - Water Quality Considerations
  - Operation and Maintenance
  - Disinfection

**Apprentices are required to obtain the Class C Water Treatment Operator's License from the State of Florida following the coursework presented here. This requirement must be completed as part of Term 3 (typically 18 months). Remediation will be made available to Apprentices who do not pass the Operator's Licensing Exam.**

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### Security & Emergency Response

24

- Critical Infrastructure Sector designation
  - Physical security
  - Cybersecurity awareness
  - Human elements
- Vulnerability assessments
- Emergency response plans & procedures
- State Department of Emergency Management Resources
- State Reporting Tools for Operational Status
- FlaWARN Introduction

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### Rules & Regulations

32



## **Wastewater Systems Operations Specialist**

### **Appendix A-2**

# **WORK PROCESS SCHEDULE AND RELATED INSTRUCTION OUTLINE**



# Wastewater Systems Operations Specialist

## Appendix A

### WORK PROCESS SCHEDULE

#### OCCUPATION TITLE: Wastewater Systems Operation Specialist

(Wastewater Systems Operator)

O\*NET-SOC CODE: 51-8031.00 RAPIDS CODE: 0507R

This schedule is attached to and a part of these Standards for the above identified occupation.

#### 1. TYPE OF OCCUPATION

Time-based                       Competency-based                       Hybrid

#### 2. TERM OF APPRENTICESHIP

The term of the occupation is two (2) years with an OJL attainment of approximately 4,000 hours, supplemented by a minimum recommended 288 hours of related instruction.

#### 3. RATIO OF APPRENTICES TO MENTORS

The apprentice to mentor ratio is not to exceed one (1) Apprentices to one (1) mentor on the jobsite.

#### 4. APPRENTICE WAGE SCHEDULE

Apprentices shall be paid a progressively increasing schedule of wages as outlined below:

Period of Apprenticeship	Wage	Advancement Requirements
Period 1	\$11.38 per hour; 65% of Journeyworker wage	1,000 hours of on-the-job training + completion of the identified curriculum with a passing grade + satisfactory evaluation
Period 2	\$13.13 per hour; 75% of Journeyworker wage	1,000 hours of on-the-job training + completion of the identified curriculum with a passing grade + satisfactory evaluation
Period 3	\$14.88 per hour; 85% of Journeyworker wage	1,000 hours of on-the-job training + completion of the identified curriculum with a passing grade + satisfactory evaluation + obtain Class C Operator's License
Period 4	\$16.63 per hour; 95% of Journeyworker wage	1,000 hours of on-the-job training + completion of the identified curriculum with a passing grade + satisfactory evaluation
Completion	\$17.50 per hour; 100% of Mentor Wage	Completion of all the above identified requirements

The established journeyworker wage is \$17.50 per hour. Employer wages may vary with approval from the Registration Agency; if an alternate wage schedule is used, the apprentice must be furnished a copy of the wage scale prior to entering the program.

#### 5. WORK PROCESS SCHEDULE (See attached Work Process Schedule)

#### 6. RELATED INSTRUCTION OUTLINE (See attached Related Instruction Outline)



## Wastewater Systems Operations Specialist

### WORK PROCESS SCHEDULE

**OCCUPATION TITLE: Wastewater Systems Operation Specialist**

(Wastewater Systems Operator)

**O\*NET-SOC CODE: 51-8031.00    RAPIDS CODE: 0507R**

Apprentices shall receive on-the-job instruction and experience as is necessary to become a qualified Water Systems Operations Specialist versed in the theory and practice of the occupation. The following is a condensed schedule of work experience, which every apprentice shall follow as closely as conditions will permit.

WORK PROCESSES	Approximate Hours
<b>A. Tools, Equipment and Work Place Safety</b> <ol style="list-style-type: none"> <li>1. Become familiar with tools, pipe and other materials used out on the job</li> <li>2. Understand and use personal protective equipment and safety procedures</li> <li>3. Demonstrate general plant safety and security operations</li> <li>4. Plan and set up work areas for safety of crew and public</li> <li>5. Confined spaces and traffic control zones</li> <li>6. Perform all work in conformance with OSHA regulations</li> </ol>	<b>240</b>
<b>B. Vehicles and Heavy Equipment</b> <ol style="list-style-type: none"> <li>1. Ensure vehicles and equipment are adequately stocked &amp; serviced</li> <li>2. Become familiar working with excavation and other heavy equipment</li> </ol>	<b>400</b>
<b>C. System Operations &amp; Maintenance</b> <ol style="list-style-type: none"> <li>1. Develop a working knowledge of the operation, methods and procedures of a wastewater treatment &amp; collection system</li> <li>2. Perform installation and inspection of new sewer lines and services</li> <li>3. Demonstrate ability to read and interpret maps and drawings of the wastewater system</li> <li>4. Assist with the installation, maintenance and repair of the wastewater treatment plant, collection system, pump stations and lift stations</li> <li>5. Develop a working knowledge of preventive maintenance, troubleshooting &amp; repair of mechanical equipment</li> </ol>	<b>1920</b>
<b>D. Quality Control</b> <ol style="list-style-type: none"> <li>1. Learn to perform all aspects of sampling, monitoring and testing required to maintain compliance with Federal State and Local regulations</li> <li>2. Identify normal/out-of-range values</li> <li>3. Maintain open communication &amp; report results to supervisors</li> <li>4. Learn emergency response procedures</li> </ol>	<b>960</b>
<b>E. Logistics, Reports and Supervision</b> <ol style="list-style-type: none"> <li>1. Complete work order forms</li> <li>2. Order equipment and supplies as needed</li> <li>3. Document routine maintenance</li> <li>4. Visit other facilities to learn about new technology</li> </ol>	<b>480</b>
<b>TOTAL HOURS</b>	<b>4000</b>



# Wastewater Systems Operations Specialist

Related Instruction Outline

**OCCUPATION TITLE: Wastewater Systems Operation Specialist**

(Wastewater Systems Operator)

**O\*NET-SOC CODE: 51-8031.00 RAPIDS CODE: 0507R**

**A minimum of 288 hours of related instruction are required per apprentice. Courses may be assigned from any of the following offerings.**

<b>TOPICS</b>	<b>APPROXIMATE HOURS</b>
<b>Orientation</b>	<b>2</b>
<ul style="list-style-type: none"><li>• Apprenticeship Program overview<ul style="list-style-type: none"><li>○ Program Sponsor – National Rural Water Association</li><li>○ State Rural Water Association Standards of Apprenticeship</li><li>○ Policy manual</li><li>○ Advisory Committee</li></ul></li><li>• Basic job duties &amp; work environment</li><li>• On the Job Learning (OJL)<ul style="list-style-type: none"><li>○ Work process schedule</li><li>○ Supervision</li></ul></li><li>• Circuit Rider training assistance</li></ul>	
<b>Safety</b>	<b>12</b>
<ul style="list-style-type: none"><li>• Safety rules &amp; practices<ul style="list-style-type: none"><li>○ Personal Protective Equipment (PPE)</li><li>○ OSHA Standards &amp; state guidelines</li><li>○ <b>Standard CPR/AED/First Aid Certification</b> (American Red Cross)</li></ul></li><li>• Safety Data Sheets (SDS)</li><li>• 811 Call Before You Dig</li><li>• Excavation, trenching &amp; shoring</li><li>• Confined space entry &amp; hazardous gases</li><li>• Fire &amp; Electrical safety</li><li>• Traffic control</li><li>• Chlorine safety</li></ul>	
<b>CDL Training and Testing</b>	<b>24</b>
<ul style="list-style-type: none"><li>• Road Safety</li><li>• Proper loading and unloading</li><li>• Manual Driving</li><li>• Automatic Driving</li></ul>	



## Wastewater Systems Operations Specialist

- Demonstration of Ability

Apprentices are encouraged to take the CDL Licensing Test, which consists of both a written and practical exam.

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### Operations and Maintenance (with Hands-on Vendor Training)

64

- Pumps & motors
  - Energy efficiency
  - Blower maintenance
- Valves
- Meters
  - Automatic Meter Reading (AMR)
  - Advanced Metering Infrastructure (AMI)
- Collection Systems
- Disinfection
  - Chemical feed pump maintenance & calibration
  - Maintaining a residual
  - Shock chlorination
  - Chlorination & alternative disinfection methods
- Treatment Techniques
- SCADA
- Preventative maintenance
- Cross Connection Control
- Backflow Prevention
- Reuse of Wastewater

---

### Licensing Curriculum

130

- Plant Operator's Role
- Why Treat Wastes?
- Wastewater treatment facilities
- Racks, Screen, Communitors, and Grit Removal
- Sedimentation and Flotation
- Trickling Filters
- Rotating Biological Contactors
- Activated Sludge (Package Plants and Oxidation)
- Wastewater Stabilization Ponds
- Disinfection Processes
- Conventional Activated Sludge Operations
- Sludge Digestion and Solids Handling
- Effluent Discharge, Reclamation, Reuse
- Plant Safety



## Wastewater Systems Operations Specialist

- Maintenance
- Laboratory Procedures and Chemistry
- Applications of Computers for Plant O&M
- Analysis and Presentation of Data (CCR)
- Records and Report Writing (SSO, etc.)
- Administration, Overview and Introduction
  - Recordkeeping & Reporting
  - Work orders
  - Contracting, Consultants, and Construction
- Operator Mathematics

**Apprentices are required to obtain the Class C Wastewater Treatment Operator's License from the State of Florida following the coursework presented here. This requirement must be completed as part of Period 3 (typically 18 months). Remediation will be made available to Apprentices who do not pass the Operator's Licensing Exam.**

---

### Security & Emergency Response

24

- Critical Infrastructure Sector designation
  - Physical security
  - Cybersecurity awareness
  - Human elements
- Vulnerability assessments
- Emergency response plans & procedures
- State Department of Emergency Management Resources
- State Reporting Tools for Operational Status
- FlaWARN Introduction

---

### Rules & Regulations

32

- Clean Water Act basics
  - Working with regulators
  - State laws & regulations
    - Required sampling, reporting, and monitoring
  - Regulatory compliance
    - Sampling procedures
    - Compliance plans
    - Sanitary surveys
    - National Primary Clean Water Regulations
    - Secondary Clean Water Standards
  - Emerging contaminants
-



## Wastewater Systems Operations Specialist

Total RTI Hours

288

Certificates available through Florida Rural Water Association.

Other required certificates indicated by *bold italics*.



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**Appendix B**

**FLORIDA DEPARTMENT OF EDUCATION  
APPRENTICESHIP AGREEMENT**

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# Florida Department of Education

## Division of Career and Adult Education - Apprenticeship

(To Be Completed by Dept. of Education)

Canceled

Date: \_\_\_ / \_\_\_ / \_\_\_ By: \_\_\_\_\_

Completion Date

Date: \_\_\_ / \_\_\_ / \_\_\_ By: \_\_\_\_\_

Apprentice I.D. #: \_\_\_\_\_

Program Sponsor #: \_\_\_\_\_

### APPRENTICESHIP AGREEMENT: Between the Apprentice and the Apprenticeship Program Sponsor

THIS AGREEMENT, entered into this \_\_\_\_\_ day of \_\_\_\_\_, \_\_\_\_\_ between the parties to

(Name of Local Program Sponsor's Registered Apprenticeship Standards)

Apprenticeship Sponsor and \_\_\_\_\_

(PRINT: Full Legal Name of Apprentice)

hereinafter referred to as the

APPRENTICE, and (if a minor) \_\_\_\_\_

(PRINT: Parent or Guardian Name for Minors ONLY)

hereinafter referred to as his/her GUARDIAN.

WITNESSETH THAT: The Program Sponsor agrees to be responsible for the selection, placement and training of said apprentice, as work is available, and in consideration said apprentice agrees diligently and faithfully to perform the work of said trade during the period of apprenticeship, in accordance with the registered standards of the Program Sponsor. The apprenticeship standards referred to herein are hereby incorporated in and made a part of this agreement. This agreement may be terminated by mutual consent of the signatory parties, only upon proper notification to the Registration Agency.

Warning: This Apprenticeship Agreement does not constitute an Apprenticeship Certification under Title 29, CFR, Part 5 for the employment of the Apprentice on Federally financed or assisted construction projects. Current Apprenticeship Certifications must be obtained from the Registration Agency's Servicing Representative.

Participating Employer: \_\_\_\_\_

Starting Wage: \_\_\_\_\_

Trade: \_\_\_\_\_

SOC Code: \_\_\_\_\_

RAPIDS Code: \_\_\_\_\_

Term: \_\_\_\_\_

Probationary Period: \_\_\_\_\_

Credit for Previous Experience: \_\_\_\_\_

Term Remaining: \_\_\_\_\_

I, the above named APPRENTICE, with full knowledge of the provisions and my rights thereunder, do hereby expressly waive my rights under 20 USCA S1232g(b) which provides that a student's permission (or the permission of his/her guardian, if the student is under 18 years of age) is necessary before an educational agency or institution may disclose the student's education records to any source outside the school system. Permission to disclose my records (or my child's records) is specifically restricted to the disclosure of grades and attendance records to the Registration Agency for the purpose of evaluating my progress as an apprentice and further administering of the Florida Apprenticeship Program provided for under Chapter 446, Florida Statutes.

SIGN IN BLUE INK

(Legal Signature of Apprentice)

SIGN IN BLUE INK

(Signature Representing Program Sponsor)

(Street Address)

(Title)

(City)

(State)

(Zip Code)

(Mailing Address of Program Sponsor)

(If a Minor - Parent or Guardian Signature)

(City)

(State)

(Zip Code)

#### TO BE COMPLETED BY APPRENTICE (Please check or fill in items as appropriate)

(\* Indicates a REQUIRED FIELD) Remaining Fields are VOLUNTARY

1. Social Security Number

(only used for training record identification)

Grid for Social Security Number

\* 2. Date of Birth (xx/xx/xx)

Month Day Year

Grid for Date of Birth

\* 3. Sex

- Male
Female

4. Ethnic Group (optional)

- Hispanic or Latino
Not Hispanic or Latino

5. Race (optional)

- American Indian or Alaska Native
Asian
Black or African American
Native Hawaiian or Other Pacific Islander
White

6. Mark Highest Grade of Schooling Completed

- 8th grade or less
9th to 12th grade
High School Equivalency
High School Graduate or Greater
Unknown
Post Secondary or Technical Training

7. Veteran (optional)

- Veteran
Non-Veteran

8. Career Connection (optional)

- None
Preapprenticeship
Technical Training School
Military Veterans
Job Corps
YouthBuild
HUD/StepUp
Career Center Referral
School to Registered Apprenticeship

9. Disability (optional) Yes No

Discrimination on the basis 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 against a student, employee or applicant in any education program, activity or employment is prohibited. Any information requested related to protected classes is used for state and federal reporting purposes only and will not be used in a discriminatory manner.

#### THIS AREA FOR DEPARTMENT OF EDUCATION USE ONLY

Registered by: Division of Career and Adult Education - Apprenticeship

(Registration Date)

Data entered by: Sponsor Registration Agency

Authorized Official, Registration Agency / Date Approved



**Appendix C**

**AFFIRMATIVE ACTION PLAN**

**ADOPTED BY**

***Florida Rural Water Association***

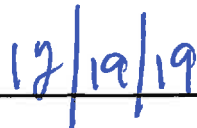
**AS REQUIRED UNDER TITLE 29, CODE OF FEDERAL REGULATIONS, PART 30**

**DEVELOPED IN COOPERATION WITH THE  
FLORIDA DEPARTMENT OF EDUCATION  
OFFICE OF APPRENTICESHIP**

**APPROVED BY:**

  
\_\_\_\_\_  
**REGISTRATION AGENCY**

**DATE APPROVED:**

  
\_\_\_\_\_

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## **SECTION I - INTRODUCTION**

The sponsor enters this affirmative action plan (AAP) in good faith to promote equality of opportunity in its registered apprenticeship program. If women and/or minorities are underutilized in the apprenticeship program, the sponsor seeks to increase the recruitment of qualified women and/or minorities for possible selection into the apprenticeship program. The sponsor hereby adopts the equal opportunity pledge located in Section II and the AAP.

This AAP is a supplement to the apprenticeship standards. Any changes made by the sponsor to the AAP will become part of this written AAP, once approved by the Registration Agency.

## **SECTION II - EQUAL OPPORTUNITY PLEDGE - 29 CFR §§ 29.5(b)(21) and 30.3(c)**

The sponsor commits to the following equal opportunity pledge:

The sponsor will not discriminate against apprenticeship applicants or apprentices 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 sponsor will take affirmative action to provide equal opportunity in apprenticeship and will operate the apprenticeship program as required under Title 29 of the Code of Federal Regulations, part 30.

## **SECTION III - ANALYSES AND GOALS**

To ensure full utilization of minorities and women in the apprenticeship program, the sponsor will conduct analyses to determine whether minorities and/or females are being underutilized and, if they are, will establish appropriate goals for the full utilization of minorities and/or women in apprenticeship. To determine whether underutilization exists, the sponsor will analyze at least the following five factors:

- (1) The size of the working age minority and female (minority and nonminority) population in the program sponsor's labor market area;
- (2) The size of the minority and female (minority and nonminority) labor force in the program sponsor's labor market area;
- (3) The percentage of minority and female (minority and nonminority) participation as apprentices in the particular occupation as compared with the percentage of minorities and women (minority and nonminority) in the labor force in the program sponsor's labor market area;
- (4) The percentage of minority and female (minority and nonminority) participation as mentors employed by the employer or employers participating in the program as compared with the percentage of minorities and women (minority and nonminority) in the sponsor's labor market area and the extent to which the sponsor should be expected to correct any deficiencies through the achievement of goals for the selection of apprentices; and
- (5) The general availability of minorities and women (minority and nonminority) with present or potential capacity for apprenticeship in the program sponsor's labor market area.

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Underutilization exists if there are fewer minorities and/or women in the registered occupation(s) in the sponsor's apprenticeship program than would reasonably be expected in view of all relevant factors. If the sponsor detects underutilization of minorities and/or women in its apprenticeship program in the registered occupation(s), it will establish goals for the selection of minority and/or female applicants. (For further instructions, see the attached affirmative action plan workforce analysis worksheet.) The sponsor will make good-faith efforts to meet its goals.

#### **SECTION IV - OUTREACH AND POSITIVE RECRUITMENT- 29 CFR § 30.4**

The sponsor will undertake appropriate outreach and positive recruitment efforts that would reasonably be expected to increase minorities' and women's participation in apprenticeship by expanding the opportunities of minorities and women to become eligible for apprenticeship selection. The sponsor will set forth the specific steps it intends to take under each selected effort below. The sponsor will undertake a significant number of activities to enable it to meet its obligations under 29 CFR § 30.4.

- A.  The sponsor will disseminate information concerning the nature of the apprenticeship, requirements for admission to apprenticeship, availability of apprenticeship opportunities, sources of apprenticeship applications, and its equal opportunity policy to the following:
- Registration Agency
  - Women's centers
  - Local schools
  - Employment service offices
  - Other outreach programs and community organizations, including those that can effectively reach minorities and women
  - Social media outlets (Facebook, Twitter, Instagram, LinkedIn, etc.)
- B.  The sponsor will participate in annual workshops conducted by employment service agencies for the purpose of familiarizing school, employment service, and other appropriate personnel with the apprenticeship program and current opportunities.
- C.  The sponsor will cooperate with local school boards and vocational educational systems to develop programs for preparing students to meet the standards and criteria required to qualify for entry into the apprenticeship program.
- D.  The sponsor will communicate its equal opportunity policy internally in such a manner as to foster understanding, acceptance, and support of the policy among the sponsor's various officers, supervisors, employees, and members and to encourage such persons to take the necessary action to aid in meeting its obligation under 29 CFR § 30.
- E.  The sponsor will engage in programs such as outreach for the positive recruitment and preparation of potential applicants for apprenticeships; where appropriate and feasible, such programs will provide for pretesting experience and training. In initiating and conducting these programs, the sponsor may be required to work with other sponsors and appropriate community organizations. The sponsor will also initiate programs to prepare women and encourage women to enter traditionally male programs.

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- F.  The sponsor will encourage the establishment and utilization of programs of pre-apprenticeship, preparatory occupational training, or others designed to afford related work experience or prepare candidates for apprenticeship. The sponsor will make appropriate provisions in its AAP to assure that those who complete such programs are afforded full and equal opportunity for admission into the apprenticeship program.
  - G.  The sponsor will utilize mentors to assist in the implementation of its AAP.
  - H.  The sponsor will grant advance standing or credit based on previously acquired experience, training, skills, or aptitude for all applicants equally.
  - I.  The sponsor will take other appropriate action to ensure that the recruitment, selection, employment, and training of apprentices during their apprenticeship will be without discrimination because of race, color, religion, national origin, or sex (e.g., general publication of apprenticeship opportunities and advantages in advertisements, industry reports, articles, etc.; use of present minority and women apprentices and mentors as recruiters; career counseling; periodic auditing of AAPs and activities; and development of reasonable procedures to ensure equal employment opportunity, including reporting systems, on-site reviews, and briefing sessions).

**For each item checked in Section IV, describe in detail each specific step that the sponsor will undertake to fulfill that outreach and recruitment step:**

- A. Using the FRWA website and social media accounts, and by partnering with WorkForce and CareerSource FRWA will promote the apprenticeship program to minorities and women. Links to information concerning the program will be shared. Applications will be made available at multiple locations including the internet and partnered employers. As funding permits, printed media such as newspapers will be utilized.
- G. Mentors, specifically women and minorities, will be interviewed to feature in FRWA's weekly e-news and in our annual publications to members. Mentors may also be asked to accompany FRWA to job fairs, presentations, and events where the program will be shared with women and minorities to promote application to the program.
- H. The Apprenticeship Training Committee will grant advanced standings based on verified previous work experience and verified technical training equitably.
- I. FRWA is an Equal Opportunity Employer. FRWA will only partner with employers who also follow and promote equal opportunity standards. Such standards can be found in this document, or by requesting them from FRWA. Employers will be made aware of the guidelines both in writing and verbally before engaging in activities involving hiring and training apprentices.



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**SECTION V - ANNUAL REVIEW OF AFFIRMATIVE ACTION PLAN**

The sponsor will make an annual review of its current AAP and its overall effectiveness and will institute any revisions or modifications warranted. The review will analyze the affirmative action steps (independently and collectively) taken by the sponsor to evaluate their effectiveness in ensuring equal opportunity in all aspects of apprenticeship, including recruitment, selection, employment, and training. The sponsor will continually monitor these processes in order to identify and address any barriers to equal opportunity. This may require that the sponsor identify the need for new affirmative action efforts and/or deletion of ineffective existing activities. All changes to the AAP must be submitted to the Registration Agency for approval.

**SECTION VI - OFFICIAL ADOPTION OF AFFIRMATIVE ACTION PLAN**

The Florida Rural Water Association hereby officially adopt this Affirmative Action Plan on this 19 day of December, 2019.

  
Signature of Sponsor

\_\_\_\_\_  
Signature of Sponsor

Executive Director  
Title

\_\_\_\_\_  
Title

  
Signature of NRWA Deputy CEO

12/19/2019  
Date

## AFFIRMATIVE ACTION PLAN WORKFORCE ANALYSIS

Florida Rural Water Association  
\_\_\_\_\_  
(Name of Sponsor)

Florida  
\_\_\_\_\_  
(State)

**b) Under utilization Factors:**

1.	Total number of employers:	<u>3</u>
2.	Total of employers workforce in the trade:	<u>223</u>
3.	Total journeyworkers employed by the employers in the occupation:	<u>45</u>
4.	Total female journeyworkers employed by the employers in the craft:	<u>2</u>
5.	Total minorities journeyworkers employed by the employers in the craft:	<u>2</u>
6.	Total youth journeyworkers age 16-22 employed by the employers in the craft:	<u>2</u>
7.	Total apprentices:	<u>0</u>
8.	Total female apprentices:	<u>0</u>
9.	Total minorities apprentices:	<u>0</u>
10.	Under-utilization of females:	<u>0</u>
11.	Under-utilization of minorities:	<u>0</u>

**c) Goals and Timetables (all future accessions at each interval):**

1.	Percentage of all future accessions to be females:	<u>24%</u>
2.	Percentage of all future accessions to be minorities:	<u>24%</u>



## **Appendix D**

### **QUALIFICATIONS AND SELECTION PROCEDURES**

**ADOPTED BY**

**Florida Rural Water Association**

**DEVELOPED IN COOPERATION WITH THE  
FLORIDA DEPARTMENT OF EDUCATION  
OFFICE OF APPRENTICESHIP**

**APPROVED BY:**

**State Director**

**DATE APPROVED:**

12/19/19

The certification of this selection procedure is not a determination that, when implemented, it meets the requirements of the Uniform Guidelines on Employee Selection Procedures (41 CFR § 60-3) or 29 CFR § 30. Note that selection procedures may need to be modified to provide reasonable accommodations to qualified individuals with disabilities.

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## **SECTION I - MINIMUM QUALIFICATIONS**

Applicants will meet the following minimum qualifications. 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 to the pool and performance in the apprenticeship program:

A. Age

Apprentices must not be less than 18 year of age. Proof of age is required.

B. Education

A high school diploma, General Educational Development (GED) equivalency or other high school equivalency credential is required.

Applicants must submit a DD-214 to verify military training and/or experience if they are a veteran and wish to receive consideration for such training/experience.

C. Physical

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

D. Drug screening

Apprentices will be required to take and pass a drug screening on acceptance into the program and prior to employment.

E. Background Check

Pursuant to federal guidance all employees of public water systems must pass a background check. Applicants will be required to pass a qualifying background investigation upon selection into the apprenticeship program and prior to employment.

F. Driver's License

Apprentices must possess a valid state issued vehicle operator license and be insurable at normal commercial rates on acceptance into the program and prior to employment.

## **SECTION II - APPLICATION PROCEDURES**

1. Application process at the Florida Rural Water Association (FRWA) office:

- a. Applicants will be accepted throughout the year. All persons requesting an apprenticeship application at the FRWA office will be provided a FRWA Application Request Form/ EEO Voluntary Information Form (which will be logged on the program's application log). Apprenticeship applications will be available at the FRWA office or from any employer that is participating in the FRWA apprenticeship. Upon

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completion of the form, the applicant will be given an apprenticeship application in person, by mail or provided electronically.

- b. All applications will be identical in form and requirements. All apprenticeship application forms must be dated and numbered to ensure adequate records can be maintained in accordance with 29 CFR 30. Columns will be provided on the FRWA applicant log to show race/ethnic and sex identification and the progress by dates and final disposition of each application.
- c. Before completing the application, each applicant will be given an opportunity to review the Program Sponsors Standards of Apprenticeship and will be provided information about the program. If the applicant has any additional questions on the qualifications or needs additional information to complete the application, it will be provided by the Program Sponsor.
- d. Receipt of the properly completed application form, along with required supporting documents (proof of age or driver's license, birth certificate or other acceptable documentation; copy of high school diploma, GED equivalency or other high school equivalency credential or other acceptable documentation) will constitute the completed application.
- e. Applications deficient in one or more qualifications or requirements or making false statements of their application will be notified in writing of their disqualification. No other processing of the application will be taken.
- f. Applicants providing completed applications (meeting all minimum requirements) will be notified where and when to appear for a FRWA Apprenticeship Program interview.

**2. Application process at participating employer locations:**

- a. Applicants requesting an apprenticeship application at employer locations will be provided with a FRWA Application Request Form/EEO Voluntary Information Form. Upon completion of the form by the applicant, the employer will return the completed form to the FRWA office and the information provided therein will be logged on the FRWA applicant log.
- b. The FRWA office will confirm receipt of the applicant request form and either issue an application to the applicant or authorize the employer to issue an apprenticeship application to the applicant.
- c. The applicant will be given all necessary information on how to provide supporting documentation (proof of age or driver's license, birth certificate or other acceptable documentation; copy of high school diploma, GED equivalency or other high school equivalency credential or other acceptable documentation) to complete the application to the FRWA office.
- d. Receipt of the properly *completed* application form, along with required supporting documents will constitute the completed application.

- 
- e. Applications deficient in one or more qualifications or requirements or making false statements of their application will be notified in writing of their disqualification from FRWA. No other processing of the application will be taken.
  - f. Applicants providing completed applications will be notified where and when to appear for an apprenticeship program interview with FRWA.

### **SECTION III - SELECTION PROCEDURES**

- A. The Sponsor will schedule the interview and evaluation session. All applicants who have met the minimum qualifications and have submitted the required documents must be notified of the date, time and method of interview. Interviews may be performed in person or virtually.
- B. The interviewer(s) will rate each applicant during the interview taking into account the information on the application and required documents, and the answers to the interview questions. The interviewer(s) will record the questions asked and the general nature of the applicant's answers. The interviewer(s) will then prepare a written summary of his/her judgement of the applicant derived from the interview.
- C. After completing the interview and evaluation of the applicants, the individual rating scores of the interviewer(s) will be used to determine the applicant's final rating. (Note: if more than one interviewer is used, the scores will be totaled and averaged to determine the final rating).
- D. Applicants will be placed on a "Ranking List/Pool of Eligible List" according to their final rating, with the applicant having the highest score placed at the top of the list, and all applicants then listed in descending order based on their final score.
- E. As openings for the registration of new apprentices occur, the highest ranked applicant on the list will be given the opportunity to procure employment with a participating employer first.
- F. In order of rank, applicants will be furnished a list of all the employers who have acceptance agreements with the FRWA along with a letter of introduction indicating they have met the minimum qualifications for entry into the FRWA program along with employer intent-to-hire letter.
- G. Eligible applicants provided with a signed letter of eligibility will be given 90 calendar days to secure employment with one of the participating employers.
- H. If at the end of 90 calendar days the FRWA has not been notified of employment with a participating employer, one attempt will be made to contact the applicant by telephone to verify continued interest. If applicant cannot be reached by telephone, one certified letter will be sent to the applicant notifying him/her that the 90-day allotted search for employment has expired. The letter will state that if the applicant is still interested in pursuing apprenticeship, they must contact the FRWA office. If the applicant does not respond within 30 calendar days, he/she will be removed from the list of eligible applicants. They may reapply at any future date.



- 
- I. Alternatively, any employer with a current employer acceptance agreement may request to view the list of eligible candidates. If after reviewing the list a potential employer decides to interview a qualified applicant, the potential employer is given:
- a. A copy of the application and interview and evaluation summary
  - b. A list of steps for the potential employer to follow whether the employer decides to hire the applicant or not.
  - c. A follow-up sheet will be returned to the FRWA whether or not the potential employer intends to hire and register the applicant, and, if not, to include the reasons.
- J. The potential employer will contact, set up, and conduct the employment interview according to the employer's company policy.
- K. After the applicant has been interviewed for employment, the potential employer returns the interview follow-up sheet to the FRWA office. If the potential employer decided to hire the applicant, the employer forwards an intent-to-hire letter indicating the intended starting date of employment to the FRWA. The applicant's file is pulled from the pool of eligible applicants, the apprenticeship agreement is completed, the apprentice is notified when related training begins, and the complete file is removed from the pool. If the potential employer has decided not to hire the applicant, the interview follow-up sheet is filed separately from the applicant's file, and the applicant's information remains in the file for other employers to review.
- L. For employment purposes (by employers with a current employer acceptance agreement), the rank order of applicants on the Ranking List/Pool of Eligible List can only be circumvented if the applicant ranked highest (and descending in order if necessary) agree to the circumvention. The applicant(s) affected by the circumvention of order will remain on the list in the order in which they were originally ranked. (Circumstances in which the process could be circumvented include but would not be limited to geographical necessity i.e. an employer wishes to employ an apprentice, but it is impractical for both employer and applicant based on location, relocation expenses, etc.).
- M. Complete records shall be maintained in accordance with Title 29. Parts CFR 29.5(b)(22) and 30.12.

#### **SECTION IV - DIRECT ENTRY**

Sponsors that wish to invoke the direct entry provision may do so without regard to the existing selection procedure or minimum qualifications used for entry into the apprenticeship program. Individuals selected into the apprenticeship program via direct entry shall include only those individuals described below who have received training or employment in an occupation directly or indirectly related to the occupation(s) registered in these Standards. The sponsor will award credit for previous experience in accordance with Section XII of these standards and will pay each apprentice at the wage rate commensurate with his or her skill attainment. The credit for previous experience shall be awarded without regard to race, color, religion, national origin, or sex. The methods for direct entry are as follows:

- 
- A.  An employee of an employer with a newly signed employer acceptance agreement not qualifying as a mentor when the employer becomes signatory will be evaluated by the sponsor in accordance with the procedures for the granting of credit for previous experience and registered at the appropriate period of apprenticeship based on previous work experience and related training. Any employee not eligible for receipt of credit must make application in accordance with the normal application procedures. Entry into the program by this method shall be done without regard to race, color, religion, national origin, or sex. *(Note: This is a method of direct entry into the apprenticeship program.)*

## **SECTION V - MAINTENANCE OF RECORDS**

The sponsor will keep adequate records, including a summary of the qualifications of each applicant; the basis for evaluation and for selection or rejection of each applicant; the records pertaining to interviews of applicants; the original application for each applicant; information relative to the operation of the apprenticeship program, including, but not limited to, job assignment, promotion, demotion, layoff, or termination; rates of pay or other forms of compensation or conditions of work; hours including hours of work and, separately, hours of training provided; and any other records pertinent to a determination of compliance with 29 CFR § 30, as may be required by the U.S. Department of Labor.

The records pertaining to individual applicants, selected or rejected, will be maintained in such manner as to permit the identification of minority and women (minority and nonminority) participants.

Each sponsor must retain a statement of its affirmative action plan for the prompt achievement of full and equal opportunity in apprenticeship, including all data and analyses made pursuant to the requirements of 29 CFR § 30. Each sponsor also must maintain evidence that its qualification standards have been validated in accordance with the requirements set forth in 29 CFR § 30.

If applicants are interviewed during the selection process, adequate records include a brief summary of each interview and the conclusions on each of the specific factors - e.g., motivation, ambition, and willingness to accept direction - that are part of the total judgment.

Records will be maintained for 5 years from the date of last action and made available upon request to the U.S. Department of Labor or other authorized representative.

**SECTION VI - OFFICIAL ADOPTION OF SELECTION PROCEDURES**

The Florida Rural Water Association hereby officially adopts these selection procedures on this 13 day of June, 2019.



Signature of Sponsor

Signature of Sponsor

Executive Director

Title

Title



Signature of NRWA Deputy CEO

6/12/19

Date



## **Apprentice Application Forms**

**Florida Rural Water Association**

2970 Wellington Circle  
Tallahassee, FL 32309  
Phone: 850.668.2746  
Fax: 850.893.4581

**APPRENTICE APPLICATION # \_\_\_\_\_**

Date \_\_\_\_\_

Name: \_\_\_\_\_ Date of Birth: \_\_\_\_\_  
          Last           First           MI

Address: \_\_\_\_\_  
          Street                   City                   State                   Zip Code

Home Phone # \_\_\_\_\_ Cell Phone# \_\_\_\_\_

Email Address: (optional) \_\_\_\_\_

Have you attended an apprenticeship program?  No  Yes If Yes, number of hours or semesters: \_\_\_\_\_

Name of Program \_\_\_\_\_

**Educational Information**

Type of School	Name and Location	Years Completed	Graduation or GED Date	Trade related course
High School				
College, Technical or Trade School				
Professional School				
Apprenticeship Program				
Other				

Attach a copy of your high school diploma or GED; include a copy of your high school transcript. Attach a copy of any post-secondary institutions, including apprenticeship programs you have attended in the past.

**Previous Work Experience:**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Do you have any previous experience in the Water/Wastewater industry?  Yes  No

Previous Work Experience:

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(Attach additional pages if necessary to list work experience)

I hereby state that the information contained in this application, to the best of my knowledge is true and accurate.

\_\_\_\_\_ Date

\_\_\_\_\_ Signature

**Office Use Only:**

Completed Application received: \_\_\_\_\_

Verification of Applicant's Age:  State issued driver license  Copy of Birth Certificate

Verification of Education:  Copy of High School Diploma  GED certificate

Date Applicant entered into pool of eligible candidates: \_\_\_\_\_

List of eligible employers furnished to applicant: \_\_\_\_\_

Receipt of Letter of Intent to hire: Date \_\_\_\_\_

Employer: \_\_\_\_\_

**Florida Rural Water Association**  
2970 Wellington Circle Tallahassee, FL 32309

## Eligibility Letter

Dear Employer:

This "Letter of Eligibility" will introduce \_\_\_\_\_ who has made application for the Florida Rural Water Association's Apprenticeship Program and has met the minimum qualifications to enter into the program.

If you would like to consider this applicant for employment, please have a company representative complete the information below

Company name \_\_\_\_\_,

Phone Number:

Signature \_\_\_\_\_ Date \_\_\_\_\_

and return this form to:

**Florida Rural Water Association**  
2970 Wellington Circle  
Tallahassee, FL 32309  
Phone: 850.668.2746  
Fax: 850.893.4581  
Or email to [Apprenticeship@frwa.net](mailto:Apprenticeship@frwa.net)

All of our apprentices will be registered with the U.S. Department of Labor, Office of Apprenticeship.

Please Note: upon receipt of a signed copy of this letter, the Florida Rural Water Association will furnish to the requesting participating employer copy of the application and a summary of the FRWA Interview and Evaluation of the applicant along with a follow-up employment interview form and a blank intent-to-hire form. The participating employer may set up, and conduct an interview according to the employer's company policy.

Sincerely,

Program Director,

Florida Rural Water Association

**Florida Rural Water Association**

2970 Wellington Circle  
Tallahassee, FL 32309

**INTENT-TO-HIRE LETTER**

I (We) herewith submit this Statement of Intent-to-Hire for the applicant named below and request that this applicant be referred to us for employment. Our work situation is such that we intend and expect to be able to employ this person on a continuous basis for the duration of their apprenticeship, contingent on satisfactory performance and unless circumstances of the trade beyond our control make it necessary to suspend our training and employment of this applicant.

**NAME OF APPLICANT:** \_\_\_\_\_

**NAME OF EMPLOYER:** \_\_\_\_\_

**CONTACT PERSON:** \_\_\_\_\_

**BUSINESS ADDRESS:** \_\_\_\_\_

**MAILING ADDRESS:** \_\_\_\_\_

**TELEPHONE:** \_\_\_\_\_ **FAX NO.:** \_\_\_\_\_

**REQUESTED START DATE:** \_\_\_\_\_

**Starting Hourly wage:** \_\_\_\_\_

\_\_\_\_\_  
**SIGNATURE AND TITLE OF AUTHORIZED EMPLOYER REPRESENTATIVE**

\_\_\_\_\_  
**DATE**

Employer will sign and return this form within two (2) working days of employment of this applicant to the:

**Florida Rural Water Association**

2970 Wellington Circle  
Tallahassee, FL 32309

Phone: 850.668.2746

Fax: 850.893.4581

Or email to [Apprenticeship@frwa.net](mailto:Apprenticeship@frwa.net)

If you have any questions, please contact this office.



**Florida Rural Water Association**  
2970 Wellington Circle Tallahassee, FL 32309

**APPRENTICESHIP APPLICANT INTERVIEW/FOLLOW-UP FORM**

Please complete and return within 2 days of the interview date. Fax or mail form to the

**Florida Rural Water Association**

2970 Wellington Circle

Tallahassee, FL 32309

Phone: 850.668.2746

Fax: 850.893.4581

Or email to [Apprenticeship@frwa.net](mailto:Apprenticeship@frwa.net)

Applicant's Name: \_\_\_\_\_

Date of Interview: \_\_\_\_\_

Company Name: \_\_\_\_\_

Interviewer: \_\_\_\_\_

The above named applicant was interviewed in accordance with our company policy and it is our intent to:

	hire and register the above named applicant
	hire, but not register the above named applicant
	not hire the above named applicant at this time because: (Select one from the list below.)
	no employment openings at this time
	found other employment
	did not show up for the interview
	did not want to work for our company
	other, please explain:

\_\_\_\_\_  
Signature of company representative

\_\_\_\_\_  
Date

\_\_\_\_\_  
Print name of company representative



## Apprenticeship Interview Scoring Rubric

The following scoring rubric is designed to score apprentices based on their responses to the interview questions. Remember to score each individual in a fair and unbiased way. Example questions have been provided, but feel free to use your own questions that address similar areas. If you use your own question, write it in the space provided. At least one interviewer should keep notes on the apprentice's responses to the questions. At the end of the interview the scores will be tallied and used to rank apprentices.

Applicant Name	Application Number	Date of Interview
Interviewer's Name	Total Score	Entered into Pool of Applicants <input type="checkbox"/>

**Attitude:**

Example Questions:

- Tell us about an experience where you demonstrated perseverance.
- How would you handle being given a task with no instructions?
- It's near the end of your scheduled shift. Your supervisor asks you to complete a task that will take more time than you have left in your shift. What do you do?
- Other: \_\_\_\_\_

**Team Work Ethic:**

Example Questions:

- Tell us about an experience where you had to work with a group to complete a task.
- When working with a group or team, what role do you usually take or fulfill?
- A fellow employee you aren't very familiar with is assigned to do a task with you. What do you do?
- Other: \_\_\_\_\_

**Knowledge of Industry:**

Example Questions:

- Tell us about an experience you had repairing a line break.
- How would you handle an upset customer when flushing a line near their residence?
- A SSO has just occurred near a residential area. How do you handle the situation?
- A valve was turned 22 times to open it. What size is the line?
- Other: \_\_\_\_\_

**General:**

Example Questions:

- Tell us about your greatest accomplishment.
- What would you say is your greatest strength? Your greatest weakness?
- Other: \_\_\_\_\_

Applicant Name	Application Number	Date of Interview
Interviewer's Name	Total Score	Entered into Pool of Applicants <input type="checkbox"/>

Subject Area	Score: Give a score from 1 to 5; a higher score ranks an apprentice higher.	Comments: At least one interviewer should record a summary of the apprentice's answer. Other comments can be recorded here.
Attitude		
Team Work Ethic		
Knowledge of Industry		
General		

When finished, total your score and write it in the header above.

Other notes and comments:

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**Appendix E**

**EMPLOYER ACCEPTANCE AGREEMENT**

**ADOPTED BY**

**FLORIDA RURAL WATER ASSOCIATION**

**DEVELOPED IN COOPERATION WITH THE  
FLORIDA DEPARTMENT OF EDUCATION  
OFFICE OF APPRENTICESHIP**

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# APPRENTICESHIP PARTICIPATING EMPLOYER'S AGREEMENT

PROGRAM #

EMPLOYER FEI/EIN

This agreement made at \_\_\_\_\_ Florida between \_\_\_\_\_  
(hereinafter referred to as Employer) and \_\_\_\_\_  
(hereinafter referred to as Program Sponsor)

**WITNESSETH:** That for and in consideration of the mutual covenants and promises herein contained, the parties agree as follows:

**I. PARTIES:** The parties to this agreement are:  
(Employer)

\_\_\_\_\_  
(NAME-TYPED)  
\_\_\_\_\_  
(ADDRESS-TYPED)  
\_\_\_\_\_  
(CITY) (STATE) (ZIP CODE)  
\_\_\_\_\_  
(PHONE NUMBER - AREA CODE & NUMBER) / (FAX NUMBER - AREA CODE & NUMBER)

(Program Sponsor)

\_\_\_\_\_  
(NAME-TYPED)  
\_\_\_\_\_  
(ADDRESS-TYPED)  
\_\_\_\_\_  
(CITY) (STATE) (ZIP CODE)  
\_\_\_\_\_  
(PHONE NUMBER - AREA CODE & NUMBER) / (FAX NUMBER - AREA CODE & NUMBER)

**II. TERMS:** The term of this agreement shall commence upon execution by both parties as indicated by the dates set out below and shall continue in force and effect until terminated as herein provided. A termination of this agreement shall be effectuated by one party giving at least thirty (30) days written notice to the other party at the address shown in Article I above.

**III. DUTIES:** The duties of the parties in the performance of this agreement shall be as follows.

**Duties of Program Sponsor:**

- To provide the Employer with copies of all pertinent rules, regulations, and other materials affecting the apprenticeship program. These shall include but are not necessarily limited to copies of Chapter 446, Florida Statutes, as amended (the Florida Apprenticeship Law), the rules and regulations of the Florida Department of Education, Division of Career and Adult Education - Apprenticeship (here in after referred to as the Registration Agency), the applicable apprentice standards, and any pertinent information/instructions received from the Registration Agency or other source.
- To provide such technical information and administration assistance as may reasonably be necessary for the Employer to comply with all applicable rules, standards, and other requirements.
- To refer registered apprentices to the Employer for employment in such numbers and at such times as may be requested by the Employer to the extent possible with the existing supply of apprentices and within the requirements of applicable rules and standards.
- To provide the work-related training required by the program standards.

**Duties of the Employer:**

- To read and abide by all applicable laws, rules, regulations, standards and other requirements which govern the operation of the program and training of apprentices. The Employer hereby acknowledges receipt of the registered apprenticeship program standards as approved by the Registration Agency.
- To retain the apprentice(s) in his employ as work is available and train said apprentice(s) in the trade of: \_\_\_\_\_
- To pay his fair share of the financial expense of the Program Sponsor. In determining the actual amounts due from the Employer, the funding formula contained in the registered program standards shall control.

**IV. COPIES:** This agreement shall be made and executed in duplicate originals, one of each shall be retained by the Employer and one to be retained by the Program Sponsor. An executed copy shall be made at the same time and be sent by the Program Sponsor to the Registration Agency local servicing representative's address. In addition, a copy of any notice of termination as provided in Article II shall be sent to the Registration Agency, by the party so terminating. IN WITNESS WHEREOF, the parties set their hands on the dates below indicated.

EMPLOYER

PROGRAM SPONSOR

PRINT NAME: \_\_\_\_\_  
SIGN: \_\_\_\_\_  
TITLE: \_\_\_\_\_  
DATE: \_\_\_\_\_  
E-MAIL: \_\_\_\_\_

PRINT NAME: \_\_\_\_\_  
SIGN: \_\_\_\_\_  
TITLE: \_\_\_\_\_  
DATE: \_\_\_\_\_  
E-MAIL: \_\_\_\_\_

List of Partnered Employers

- City of Monticello Florida
- Jefferson Communities Water System, Inc.
- Talquin Electric Cooperative