

IOWA:

FOSTERING STATE-FEDERAL COLLABORATION TO IMPROVE BUSINESS SERVICES

Leaders from Iowa Workforce Development (IWD), local IowaWORKS offices, and the U.S. Department of Labor’s Office of Apprenticeship (OA) Iowa office teamed up to revamp the State’s business referral process. The new process, combined with extensive training for local IowaWORKS business marketing specialists, led to a jump in qualified referrals and new program registrations, as well as approval times as short as 24 hours.

PRACTICE DESCRIPTION

For about half the states in the country, including Iowa, apprenticeship programs are registered by OA, which has staff members in each of these states who develop, review, and approve apprenticeship standards. When staff members from IWD and local IowaWORKS centers began working with employers to expand Registered Apprenticeship, there was little coordination with the OA staff in Iowa. Business marketing specialists would send soft leads to OA, but they rarely panned out. Some business marketing specialists tried to write standards using OA’s online Standards Builder tool, but they lacked expertise, so program registration took a long time and required a lot of back and forth with OA and the employer. Sometimes business marketing specialists and OA staff would find themselves pursuing the same employers.

In spring 2018, OA came together with IWD leaders and local IowaWORKS managers to create a business referral process that would work better for everyone. The result is a flow chart outlining roles and the handoff process, as well as a referral form that enables business marketing specialists to send complete information and qualified referrals to OA.

The process charges business marketing specialists with business outreach; providing a high-level introduction to apprenticeship; and, with interested employers, using the referral form to take a deep dive into the competencies, on-the-job learning, and related technical instruction (RTI). The referral form is completed by the business marketing specialists in conversation with the employer—never handed over for employers to complete on their own. This way, the business marketing

“One of the key struggles was getting business services staff comfortable with the apprenticeship information and knowing they had to include this in their daily role. At first, they didn’t understand why it was their responsibility. We have to make sure staff really know what our role is and how the programs we’re administering—like WIOA—fit into apprenticeship.”



Amy Beller

(Former) Registered Apprenticeship Program Coordinator, Iowa Workforce Development

specialist can act as a translator, collecting the information OA needs to develop and approve standards but in terms businesses understand and tailored to their needs.

Once complete, the business marketing specialist sends the form and RTI outline to IWD's Registered Apprenticeship Program Coordinator, who reviews these items for completeness and consistency and then forwards them to OA. OA uses the information to create the program standards, contacts the business for any questions and signatures, and then approves the standards. Each month, OA provides a status report to the Registered Apprenticeship Program Coordinator, who keeps the regions informed through a shared, color-coded performance tracker accessible through Google Docs.

IMPACT AND RESULTS

Once Iowa adopted the new process and referral form, registrations skyrocketed. Referrals are now actionable—whereas OA used to register 20 percent of business marketing specialist referrals, now they register closer to 95 percent. Also, because the standardized referral form ensures that information is complete, OA can create standards very quickly (nearly always within the same quarter, and sometimes within 24 hours). As a result, the partnership and communication among IWD, business marketing specialists, and OA has become much stronger. IWD, business marketing specialists, and OA staff members are excited about their success and more eager to track and share information about which programs are registered.

In addition to faster registration of programs, this process also benefits businesses by improving their comfort level with the process. In the initial stages, they work with their local business marketing specialist, whom they are more likely to know than OA staff. On the back end, because the information on the referral form aligns with the standards, businesses recognize the standards they receive from OA and are more at ease with the handoff.

Interested in Learning More?

- ➔ Visit Iowa's apprenticeship website at www.earnandlearniowa.gov.
- ➔ Check out Iowa's *Business Services to Registered Apprenticeship Flow Chart* and *Registered Apprenticeship Programs Qualified Lead Form*, included on the following pages.
- ➔ Visit the Apprenticeship Community of Practice for more [*state apprenticeship expansion promising practices*](#).

Business Services to Registered Apprenticeship Flow Chart

STEP ONE: Initial Meeting with BMS or assigned team member

This is a meeting reviewing services IowaWORKS may provide to businesses including an initial discussion of components of RA to ensure the program may be a right fit.

Ask the business/organization point of contact who in the business/organization needs to be involved in creation and approval of the RA program.

Ask about occupations, Related Training Instruction providers, and assisting in securing Registered Apprentices.

Share outlines of OJT and RTI upon completion or following meeting.



STEP TWO: In-Depth Meeting(s)

The BMS will discuss the requirements of the program related to registration. BMS will discuss and complete the Qualified Referral form and edit OJT and RTI outlines.

Further discussion of hiring Registered Apprentices and benefits of RA Career Planner assisting in the recruiting process. If business is interested to receive additional assistance, gather information for a job order, enter the job order in IowaWORKS, and inform appropriate RA Career Planner of opening.

Completed Qualified Referral form and OJT/RTI outlines must be forwarded to IWD RA Program Coordinator for approval. Approval will be provided within 3 days of receipt. Upon approval, BMS will schedule a meeting with employer to create program in Standard Builder.



STEP THREE: Creation of the Standards of Apprenticeship and Registration

BMS will lead the business through how to register for Standards Builder, help to complete questions and outlines in Standards Builder from the Qualified Lead form. Once Standards are completed, the BMS will request the business take 24-48 hours to review the Standards and Appendix A for accuracy.

BMS will schedule meeting with area RA SME and business to review the Standards of Apprenticeship. The area RA SME will conduct the review. Any corrections required by the sponsor should be made by the BMS. Upon approval of Standards of Apprenticeship by the business, the program should be submitted through Standards Builder to OA for approval.

OA State Director or ATR will review the Standards and reply with any feedback. Once the program is approved by OA, OA will collect signatures from RA Sponsor and the program will be registered.

IWD RA Program Coordinator will contact BMS and field leadership upon program registration.





**IOWAWORKS
REGISTERED APPRENTICESHIP PROGRAMS
QUALIFIED LEAD FORM**

☐ **New Program** ☐ **Expansion**

**All Programs will be developed using Standards Builder except Expansion and High School Programs.
OA will develop High School programs and add occupation to existing programs manually.**

IowaWORKS REPRESENTATIVE INFORMATION	
Name:	Title:
Phone (add Extension):	Email:
Address:	

PROGRAM INFORMATION			
Name of Organization/Business:			National Affiliation: (Y/N)
Name of Sponsor Contact/Coordinator :		Title:	
Is Sponsor Contact information same as Organization Business? Y/N (If no Insert Sponsor POC Address)			
Organization/Business Street Address:			
City:		State:	Zip Code:
Telephone Number:	Cell Phone Number:		Fax Number:
E-Mail Address:			
Employer Identification Number: (An Internal Revenue Service Federal Tax Identification Number that is used to identify a business entity)		Web-Site Address:	
Is there a Union Affiliation: ☐ Yes ☐ No		If Yes, which Union: (Include Local Union Number)	
OCCUPATION INFORMATION			
Occupational Title:			
RAPIDS Code:		NAICS Code:	

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Sponsor's Occupational Title: <i>(Specific title of an occupation that may or may not be the same as that designated by the O*NET data system (www.onetonline.org)).</i>		
Products/Services:		
Occupation Training Approach: (Check Appropriate Boxes) <i>A term of apprenticeship, which for an individual apprentice may be measured either through the completion of the industry standard for on-the-job learning not less than 2,000 (two thousand) hours of work experience, consistent with training requirements as established by industry practice. (Time-based, Competency-based, Hybrid) 2000 hrs. = 1 year; 1000 hrs. = 6 months; 500 = 3 months</i>		
Time-Based Approach:	☐ Yes ☐ No Term Length _____	
Competency-Based (CB) Approach:	☐ Yes ☐ No Estimated Time _____	
Hybrid (HY) Approach:	☐ Yes ☐ No Term Length _____ to _____	
<i>Note: OJL Hours and outlines Can Not be modified by more than 20% in Standard builder.</i>		
WORKFORCE INFORMATION		
Total Number of Employees: <i>(Includes all employees, workers, management, clerical, etc.)</i>		Number of Journey Workers/ Mentors employed:
Ratio of Apprentices to Journey Workers: <i>(no less than 1 to 1 unless preapproved by OA)</i>		
Female:	Minority:	Youth:
How Many States does your organization/business operate in:		How many Apprentices does your Organization/Business anticipate hiring in the next two years:
Apprenticeship Committee Exists: <i>(Check Box)</i>		☐ Yes ☐ No
Membership List Is Attached: <i>(Check Box)</i>		☐ Yes ☐ No
Prison Indicator: <i>(Check Box)</i>		☐ Yes ☐ No
Will your organization be the primary administrator of your program? <i>(Check Box)</i>		☐ Yes ☐ No
Are you interested in administrating a program for employers external to your organization? <i>(Check Box)</i> ☐ Yes ☐ No		
Affirmative Action Plan will be needed <i>(Check Box Yes If Sponsor will have or anticipates having 5 more apprentices)</i> ☐ Yes ☐ No		
PROGRAM DEVELOPMENT/REGISTRATION INFORMATION		
Probationary Period: <i>A probationary period reasonable in relation to the full apprenticeship term, with full credit given for such period toward completion of the apprenticeship. The probationary period cannot exceed 25 percent of the length of the program, or 1 year, whichever is shorter.</i>		

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Selection Procedures *(Please specify)*

How will the Apprentices be selected?

Example:

The sponsor has adopted the following selection procedures, consistent with the requirements set forth in 29 CFR § 30.10(b) The sponsor will select apprentices by any method, including its present selection method, provided that the sponsor meets the requirements listed in 29 CFR § 30.10.

Candidates will be selected through a screening process that includes an application and group or individual interview. Candidates will be reviewed and selected based on qualifications related to the position. Employment decisions will be based on merit, regardless of race, color, creed, gender, religion, marital status, age, national origin or ancestry, physical or mental disability, medical condition, genetic information, gender identity, sexual orientation, military status, or any other consideration made unlawful by federal, state, or local laws. All such discrimination is unlawful and prohibited.

The Sponsor will work with community-based organizations; educational institutions, such as community colleges, technical schools, and high schools; workforce organizations; or other partners to create appropriate outreach and positive recruitment efforts that would reasonably be expected to increase underrepresented population participation in the apprenticeship. The Sponsor will identify the steps it intends to ensure that the opportunity is accessible. The Sponsor will undertake a significant number of activities to enable it to meet its obligations under 29 CFR § 30.4(c).

Note: Selection Procedures are required no matter how many apprentices are registered in the program.

Apprentices

The Employer/Organizations plans to hire apprentices within _____ ☐ 45 days ☐ 4 weeks
☐ 4 months.

Wages

Apprentices shall be paid a progressively increasing schedule of wages for on the job learning during their apprenticeship based on the acquisition of increased skill and competence as the training progresses. Before an apprentice is advanced to the next segment of training or to fully proficient professional, the sponsor will evaluate all progress to determine whether advancement has been earned by satisfactory performance in OJL and in RTI courses. In determining whether satisfactory progress has been made, the sponsor will be guided by the work experience and Related Training Instruction records and reports. At no time will the starting wage rate be less than that required by any minimum wage law which may be legally applicable.

Starting Wage:

Completion Wage:

Wages Rate

☐ hourly ☐ monthly ☐ annually

Annotate the wage progression in Standard Builder

Show the Breakdown below

Example: Replace with Actual wage progression chart

Hours	Wage(s)
1 st Year and /2000 hours	\$14.00
2 nd Year and 2000 hours	\$15.00
3 rd Year and 2000 hours	\$16.00
4 th Year and 2000 hours	\$17.00

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Minimum Qualifications		
Starting Age: <i>(Federal Requirement no younger than 16 years old)</i>		
Education Requirement:		
Physical/Mental: Shall be physically capable of performing the essential functions of the occupation without endangering the health and safety of themselves and/or fellow workers. Applicants shall be allowed to request reasonable accommodation for a disability to meet this standard when applicable.		
Other:		
<i>Other Example: Applicants will be drug free and agree to submit to random drug testing</i>		
<i>Other Example: Must have parental consent and signature on the ETA 671 Apprenticeship Agreement if Under the age of 18</i>		
<i>Other Example: Must have a valid driver license</i>		
RELATED TECHNICAL INSTRUCTION (RTI) INFORMATION		
Wages Paid During RTI: ☐ Yes ☐ No		
Hours of RTI Instruction Provided Per Year Only:		Total RTI Hours:
Apprentices ☐ will ☐ will not <i>(choose one)</i> be paid for hours spent attending related training instruction.		
E. RTI SOURCE INFORMATION		
Name of Primary RTI provider: <i>(name of college, adult education, or sponsor, etc.)</i>		
Type of Instruction provider: <i>(community college, adult education, sponsor, etc.)</i>		
Instruction Method: <i>(classroom, correspondence, self-paced; electronic media (technology-based instruction and distance learning).</i>		
Contact Person Name:		Phone:
Email:		Cell:
Address:		
City:	State:	Zip Code:

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Please Review and discuss each item with Sponsor

1. **BENEFITS OF RA:** Customized training, increased knowledge, enhanced employee retention, safer workplace, pipeline of qualified workers, and systematic approach to training.
2. **STANDARDS OF APPRENTICESHIP:** Detailed explanation of the role of the sponsor and apprentices that meets federal regulation along with detail outline of the program that includes RTI and OJT.
3. **REVIEWED THE OJT TASKS LISTED WITHIN THE WORK PROCESS:** Review the On-the-job learning outline with the company to ensure that the occupation works for the company (at least 80%). IWD will help tailor the outline to the sponsor's needs.
4. **RELATED TRAINING INSTRUCTION:** Provision for organized, related instruction in technical subjects related to the occupation. A minimum of 144 hours for each year of apprenticeship is recommended. This instruction in technical subjects may be accomplished through media such as classroom, occupational or industry courses, electronic media, or other instruction approved by the Registration Agency.
Every apprenticeship instructor must:
 - (i) Meet the State Department of Education's requirements for a vocational-technical instructor in the State of registration, or be a subject matter expert, which is an individual, such as a journey worker, who is recognized within an industry as having expertise in a specific occupation; and
 - (ii) Have training in teaching techniques and adult learning styles, which may occur before or after the apprenticeship instructor has started to provide the related technical instruction.
5. **RTI Delivery:** This instruction in technical subjects may be accomplished through media such as classroom, occupational or industry courses, electronic media, or other instruction approved by the Registration Agency.
6. **RTI PROVIDER CONTACTED:** The RTI provider was contacted, classes confirmed with the provider, and classes were agreed to by the RA Sponsor. Attach a copy of the RTI Outline that is agreed upon by the employer/organization with the submission of this form. Additionally, RTI outlines must be in Clock hours.
7. **RTI PROVIDED IN-HOUSE:** Contact the IWD's Registered Apprenticeship Program Coordinator for additional documentation requirements. Note
8. **SAFETY:** Adequate and safe equipment and facilities for training and supervision, and safety training for apprentices on the job and in related instruction.
9. **APPRENTICESHIP AGREEMENT:** The placement of an apprentice under a written Apprenticeship Agreement that meets the requirements by § 29.7. The Agreement must directly, or by reference, incorporate the Standards of the Program as part of the Agreement.
10. **CREDIT FOR PREVIOUS EXPERIENCE:** The granting of advanced standing or credit for demonstrated competency, acquired experience, training or skills for all applicants equally, with commensurate wages for any progression step so granted.
11. **QUALIFIED TRAINERS AND SUPERVISION:** Assurance of qualified training personnel and adequate supervision on the job.
12. **COMPLETION CERTIFICATE:** Recognition for successful completion of apprenticeship evidenced by an appropriate certificate issued by the Registration Agency.
13. **REGISTRATION AGENCY:** Identification of the Registration Agency as the U.S. Department of Labor, Office of Apprenticeship. OA Apprenticeship Training Representative will contact business upon referral to introduce themselves and work through the Standards process.
14. **EQUAL EMPLOYMENT OPPORTUNITY:** Compliance with 29 CFR part 30, including the equal opportunity pledge prescribed in 29 CFR 30.3(b); an affirmative action plan complying with 29 CFR 30.4; and a method for the selection of apprentices authorized by 29 CFR 30.5, or compliance with parallel requirements contained in a State plan for equal opportunity in apprenticeship adopted under 29 CFR part 30 and approved by the Department. The apprenticeship standards must also include a statement that the program will be conducted, operated and administered in conformity with applicable provisions of 29 CFR part 30, as amended for equal opportunity in apprenticeship.
15. **RECORDS MAINTENANCE:** Recording and maintenance of all records concerning apprenticeship as may be required by the Office of Apprenticeship and other applicable law. Records must be maintained for 5 years past the time the apprentice is no longer in the program.

INTERNAL OR EXTERNAL HIRING

- Will the employer need assistance in finding candidates for their RAP?
- If yes, a job order needs to be created in IowaWORKS prior to the submission referral form. Please provide the job order number from IowaWORKS.
- Job Order #: _____
- Explain funding grants and opportunities to include, 15B, 15C Provide the POC of the Grant Coordinator's

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The employer/organization is a Qualified Lead. All items on this form were discussed and explained to the employer/organization. The employer/organization has indicated they would like to have a RA program and request the development of Standards of Apprenticeship. The employer/organization has been made aware of their Apprenticeship and Training Representative (ATR) and has been told the ATR will be contacting them once the standards have been submitted in Standards Builder.

Signature of Business Marketing Specialist: _____

Date: _____

I certify that our organization would like to have a Registered Apprenticeship Program and request the development of Standards of Apprenticeship in Standard Builder.

Signature of Employer/Organization: _____

Date: _____

I certify our RA Program would like to be included on the WIOA Eligible Training Provider List. If your training is completed by a third party, please include the cost of training for each year of the program:

Signature of Business Contact: _____

Date: _____

Date sent to IWD RA Program Coordinator: _____

Registered Apprenticeship Program Coordinator approval for Program to be entered into Standards Builder:

Date: _____

All Registered Apprenticeship Qualified Lead Forms must be sent to OA

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REGISTERING OTHER TYPES OF RA PROGRAMS

____ **Creation of New Apprenticesable Occupation-** IowaWORKS staff must crosswalk the occupation in O*Net to ensure the occupation (under a different title) does not already exist. (See Instructions on Cross Walking on Google Drive Folder: RA: '18 Field Guidance).

Submit the following information to IWD RA Program Coordinator:

Name of the Company

Phone number

Email

Copy of the requested occupation title and job description.

RA Program Coordinator will forward information to OA State Director. **OA will communicate directly with the company and will forward information to D.C. for review and processing. No additional involvement will be required from the IowaWORKS staff.**

____ **Union involved:** Following the initial meeting with the business, email Registered Apprenticeship Program Coordinator with the Union name and occupation. RA Program Coordinator will communicate with OA to ensure the Union does not have international Standards. Please give at least 48 hours for confirmation with OA. If the union has International Standards, OA will work directly with the business.

If the union DOES NOT have International Standards, IowaWORKS staff needs to complete the referral form. Must review the draft OJT and complete the RTI outline with the sponsor. Ensure **Labor and Management are equally involved in all meetings.**

____ **Expansion of new occupation to existing RA Program:** If an RA Sponsor would like to register another occupation to their existing program, please complete the referral form. Submit referral form, OJT/RTI outlines to IWD RA Program Coordinator. Apprenticeship Training Representative will contact the Sponsor to add the occupation to their existing Standards of Apprenticeship.

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