

Occupation Appendix

Miami Dade College Apprenticeship Program - GNJ

(Sponsor)

In the occupation of:

Occupation / Trade	NAICS Code	RAPIDS Code	O-Net Code
Operations Management (Alternate title: General Manager)	561110	2060CB	11-1021.00

JURISDICTIONAL AREA

Miami-Dade

(Counties)

TABLE OF CONTENTS

Standards Reference		Page
	DEFINITIONS	3
SECTION XVI	TERM OF APPRENTICESHIP AND TRAINING APPROACH	3
SECTION XVII	PROBATIONARY PERIOD	4
SECTION XVIII	APPRENTICES WAGE SCHEDULE	4
SECTION XIX	RATIO OF APPRENTICES	4
SECTION XX	QUALIFICATIONS AND SELECTION PROCEDURES	4 - 5
SECTION XXI	AFFIRMATIVE ACTION WORKFORCE ANALYSIS	6
SECTION XXII	WORK PROCESS AND RELATED TECHNICAL INSTRUCTION	7 - 9
SECTION XXIII	PARTICIPATING EMPLOYERS	10
	OFFICIAL ADOPTION OF APPRENTICESHIP STANDARDS APPENDIX	11

DEFINITIONS

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

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

SECTION XVI – TERM OF APPRENTICESHIP AND TRAINING APPROACH – 6A-23.004(2)(b) (d) FAC (revised 3/18/2021)

On-the-Job-Training:

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

Related Technical Instruction:

Apprentices employed under these standards shall complete a minimum of 12 credits of supplemental instruction in technical subjects related to the occupation.

Training Approach:

☐ Time-Based ☒ Competency-Based ☐ Hybrid ☐ Career-Lattice

Related Instruction Delivery Method (select all that apply):

- ☒ Classroom
☐ Correspondence / Shop
☒ Web-Based Learning
☐ Other (specify) _____

Related Instruction Delivery Provider (select all that apply):

- ☐ Sponsor / Employer Facility
☒ Community College / Technical School
☐ Vocational School (Technical College / Center)
☐ Other (specify) _____

Related Instruction hours are provided (mark only one):

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

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

Location(s) where related instruction will occur:

School Name:	Miami Dade College
Address:	300 NE 2 nd Avenue, Miami FL 33132
Contact:	Dr. Alexia Q. Rolle
Phone:	305-237-7208
E-mail:	arolle@mdc.edu

Program Title & Courses:	CIP Number:
Business Specialist <ul style="list-style-type: none">• GEB 1011 - Principles of Business• MAR 1011 - Principles of Marketing• MNA 1345 - Effective Supervision• SBM 1000 - Small Business Management	0552020103

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

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

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

Apprentices shall be paid a progressively increasing schedule of wages based on a percentage and a dollar amount of the current hourly journeyworker wage rate, which is: \$ 21.21, as of 6 / 11 / 2020.

Occupation: Operations Management (Alternate title: General Manager)

Period of Training	Percent of Journeyworker's Rate	Apprentice's Hourly Rate
4 of 7 competencies	71%	\$15.00
3 remaining competencies	80%	\$17.00

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

It shall be the responsibility of the Sponsor and Participating Employer to ensure that the allowable ratio of apprentices to journeyworkers employed in the occupation of Operations Management (Alternate Title: General Manager) is consistently maintained in the program as a whole and on the job site.

- The ratio of apprentices to journeyworkers, consistent with proper supervision, training, safety, and continuity of employment is 3 Apprentices to 1 Journeyworker.

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

Applicants for apprenticeship shall meet minimum qualifications as outlined in this Appendix. These qualification standards, and the score required on any standard for admission to the applicant pool must be directly related to job performance, as shown by a statistical relationship between the score required for admission and performance in the apprenticeship program.

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

a. Age (Required)

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

b. ☒ Physical

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

c. ☒ Education

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

d. ☒ English Language

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

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

SELECTION PROCEDURES:

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

1. ☒ **Selection from pool of current employees:**

The sponsor may select apprentices from an eligibility pool of the workers already employed or by the sponsor's established promotion policy. The sponsor adopting this method of selecting apprentices shall establish goals for the selection of minority and female apprentices, unless the sponsor concludes, in accordance with the provisions of 29 CFR §§ 30.4(d), (e), and (f) that it does not have deficiencies in terms of underutilization of minorities and/or women (minority and nonminority) in the apprenticeship of journeyworker occupations represented by the program.

2. ☒ **Alternative Selection Methods:**

The Apprenticeship Committee or Sponsor may select apprentices by any other method, including its present selection method, including its present selection method, provided that the Sponsor meets the requirements listed in 6A-23.004 FAC. One method of Alternative Selection is as follows:

a. ☒ **Intent to Hire:**

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

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

SECTION XXI – AFFIRMATIVE ACTION WORKFORCE ANALYSIS – 6A-23.004(2)(y) FAC**Occupation:** Operations Management (Alternate title: General Manager)

Underutilization Factors:	
1. Total number of employers:	1
2. Total of employer(s) workforce:	92
3. Total journeyworkers employed by the employer(s) in the occupation:	19
4. Total female journeyworkers employed by the employer(s) in the occupation:	12
5. Total minorities journeyworkers employed by the employer(s) in the occupation:	19
6. Total youth journeyworkers age 16-24 employed by the employer(s) in the occupation:	4

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

Goals and Timetables (all future accessions at each interval):	
1. Percentage of all future accessions and at each interval to be females:	26%
2. Percentage of all future accessions and at each interval to be minorities:	44%

SECTION XXII – WORK PROCESS AND RELATED TECHNICAL INSTRUCTION – 6A-23.004(2)(c) (d) FAC**WORK PROCESS SCHEDULE****Occupation:** Operations Management (Alternate title: General Manager)**O*NET CODE:** 11-1021.00**RAPIDS CODE:** 2060CB

Work Process Schedule:	Supervisor Signature	Date Completed
Culture, Policies and Procedures; Expectations as a Manager in Training Vision, Mission and Core Values and Guiding Principles Become familiarized with all procedures all team members must follow (Personal Relationships in the Workplace, Attendance, Dress and Grooming, etc). Understand expectations of a manager		
Safety / Emergency Procedures / Risk Management Become familiar with Emergency Action Plan Implementing safety rules and procedures to team and customers Become familiar with emergency exits and equipment Reporting an incident or accident; how to write an incident report (<i>general and team member</i>) Become familiar with activation codes Protecting confidential information		
Customer Service Training & Marketing Understanding business management tools: CRM, HCM, POS, other solutions used to execute business Understand procedures: completing forms, creating accounts, agreements, transactions, payments Schedule activities, daily operations Marketing for clients and team members		
HR/Team Member Relations and Development Interviewing skills Onboarding new team members Schedules Observations and goal setting Addressing and reporting team member complaints/concerns Training new and existing team members		
Facilities Learn to do a daily walk through of the facility to monitor any possible areas in need of attention. Report when necessary. Learn to keep records of equipment Monitoring equipment Open and close buildings (alarms, keys, round, equipment)		
Manager on Duty Shifts Building relationships with customers Listening and addressing concerns Cognizant of non-returning customers, Follow up Team Member Relations & Development Implementing safety procedures		
Manager Projects Weekly manager meetings Team Member Schedules Maintaining documents Inventory and orders Weekly marketing		
TOTAL MINIMUM HOURS:	2000	

RELATED TECHNICAL INSTRUCTION OUTLINE (revised 3/18/2021)**Occupation:** Operations Management (Alternate title: General Manager)**O*NET CODE:** 11-1021.00**RAPIDS CODE:** 2060CB

Related Instruction Description: Apprentices who satisfactorily complete the 12 credits listed below will satisfy the RTI requirement of the apprenticeship program.	Instructor Signature	Date Completed
GEB 1011 - Principles of Business <ol style="list-style-type: none"> 1. Demonstrate knowledge of blending people, technology and ethical behavior in business 2. Demonstrate knowledge of achieving business success by demonstrating ethical behavior and social responsibility in business 3. Identify economic challenges facing global and domestic business 4. Demonstrate knowledge of competing in global markets 5. Describe the options for organizing small and large business 6. Demonstrate knowledge of entrepreneurship 7. Demonstrate knowledge of management, leadership and the internal organization 8. Examine human resource management and motivation 9. Demonstrate knowledge of improving performance through empowerment, teamwork, and communication 10. Demonstrate knowledge of labor management relations 11. Demonstrate knowledge of customer-driven marketing 12. Demonstrate knowledge about developing and pricing goods and services 13. Demonstrate knowledge of distributing goods and services 14. Demonstrate knowledge of promoting goods and services using integrated marketing communications 15. Demonstrate knowledge of using technology to manage information and using the internet to succeed in business 16. Demonstrate knowledge of the role of accounting and financial statements 17. Demonstrate knowledge of financing and investing through securities market 		
SBM 1000 - Small Business Management <ol style="list-style-type: none"> 1. Demonstrate knowledge of business growth plan preparation 2. Demonstrate knowledge of financial resources 3. Demonstrate knowledge of money management skills 4. Demonstrate the application of accounting principles and concept 5. Demonstrate knowledge of business record management 6. Demonstrate knowledge of business risk analytics 7. Demonstrate knowledge of legal considerations 8. Demonstrate knowledge of human resource planning 		
MAR 1011 - Principles of Marketing <ol style="list-style-type: none"> 1. Recognize the importance of designing customer-oriented marketing strategies 2. Comprehend the importance of using social media to connect with customers 3. Recognize buyers and markets 4. Demonstrate how target markets 5. Recognize how marketers develop product strategies 6. Comprehend how marketers develop distribution strategies 7. Recognize how marketers develop promotional strategies 8. Identify how marketers develop pricing strategies 		
MNA 1345 - Effective Supervision <ol style="list-style-type: none"> 1. Recognize the importance and benefits of implementing effective supervisory and management practices in a changing workplace 2. Demonstrate how to manage conflict and difficult employees 		

3. Motivate employees to achieve productivity goals 4. Recognize effective leadership practices in the workplace delegate tasks and responsibilities to increase productivity perform specific techniques for counseling and dealing with difficult and troubled employees 5. Conduct an employee performance appraisal b 6. Identify the purpose of orientation, training, and development 7. Demonstrate an understanding of the legal context of a supervisory relationship 8. Perform employment functions that include recruitment, hiring, evaluation, promotion, demotion, and termination		
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SECTION XXIII – LISTING OF PARTICIPATING EMPLOYERS – 6A-23.004(2)(w) FAC

Each Employer wishing to participate in this registered apprenticeship program shall sign a Participating Employer's Agreement with the Sponsor, unless otherwise provided for in a collective bargaining agreement and in so doing, will accept the requirements of the program standards. The Program Sponsor shall provide an executed copy of the signed Participating Employer's Agreement to the Registration Agency and the cancellation thereof.

Participating Employer	Participating Employer
Ocaquatics	

OFFICIAL ADOPTION OF APPRENTICESHIP STANDARDS APPENDIX

Miami Dade College Apprenticeship Program, GNJ
(Program Name)

hereby adopts this Appendix on this 4th day of (December / 2020).

Dr. Alexia Q. Rolle
Dr. Alexia Q. Rolle (Dec 4, 2020, 1:56 PM)

Signature of Program Chairperson

Director, Career and Technical Education (CTE/Workforce), Miami Dade College
Title/Affiliation

Alexia Q. Rolle, Ed.D.
Printed Name

REVIEWED BY: LORENA VASQUEZ [Signature]
Apprenticeship & Training Representative

12/7/2020
Date

REVIEWED

APPROVED

REGISTERED

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

[Signature]

Authorized Official - Registration Agency

01 / 11 / 2021

Date