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RECEIVED 08/31/2022 SNYS-KENN L&I Apprenticeship Consultant	<i>Teri Gardner 9-2-22</i> L&I Admin

Department of Labor and Industries
Apprenticeship Section
PO Box 44530
Olympia WA 98504-4530



Request for Approval of Proposed Standards

TO: Washington State Apprenticeship & Training Council
FROM: Fix Network Apprenticeship Program

Check the appropriate box:
 Committee Plant OJT

Occupation(s)	SOC Code	Hours
Automotive Glass Technician	49-3022	3000

Form must be signed by Committee Chair and Secretary or Program's Authorized Signer

<input checked="" type="checkbox"/> Chair	Date September 29, 2022	<input checked="" type="checkbox"/> Secretary	Date <i>August 31, 2022</i>
<input type="checkbox"/> Authorized Signer			
Print Name: Anita Gouveia	Print Name: <i>Jennifer Curbow</i>		
Signature: <i>Anita Gouveia</i>	Signature: <i>Jennifer Curbow</i>		

Approved By: Washington State Apprenticeship & Training Council
Signature of the WSATC:
Date:

Teri Gardner 9-9-22
Teri Gardner 9-2-22
Shawn Snyder 9-1-22
Shawn Snyder 9-9-22



APPRENTICESHIP PROGRAM STANDARDS
adopted by

FIX NETWORK APPRENTICESHIP PROGRAM

(sponsor name)

Occupational Objective(s):

SOC#

Term [WAC 296-05-015]

AUTOMOTIVE GLASS TECHNICIAN

49-3022.00

2000 HOURS



APPROVED BY

Washington State Apprenticeship and Training Council

REGISTERED WITH

Apprenticeship Section of Fraud Prevention and Labor Standards

Washington State Department Labor and Industries

Post Office Box 44530

Olympia, Washington 98504-4530

APPROVAL:

Provisional Registration

Standards Last Amended

Permanent Registration

By: _____
Chair of Council

By: _____
Secretary of Council

Fix Network Apprenticeship Program

INTRODUCTION

This document is an apprenticeship program standard. Apprenticeship program standards govern how an apprenticeship works and have specific requirements. This document will explain the requirements.

The director of the Department of Labor and Industries (L&I) appoints the Washington State Apprenticeship and Training Council (WSATC) to regulate apprenticeship program standards. The director appoints and deputizes an assistant director to be known as the supervisor of apprenticeship who oversees administrative functions through the apprenticeship section at the department.

The WSATC is the sole regulatory body for apprenticeship standards in Washington. It approves, administers, and enforces apprenticeship standards, and recognizes apprentices when either registered with L&I's apprenticeship section, or under the terms and conditions of a reciprocal agreement. WSATC also must approve any changes to apprenticeship program standards.

Apprenticeship programs have sponsors. A sponsor operates an apprenticeship program and declares their purpose and policy herein to establish an organized system of registered apprenticeship education and training. The sponsor recognizes WSATC authority to regulate and will submit a revision request to the WSATC when making changes to an apprenticeship program standard.

Apprenticeships are governed by federal law (29 U.S.C 50), federal regulations (29 CFR Part 29 & 30), state law (49.04 RCW) and administrative rules (WAC 296-05). These standards conform to all of the above and are read together with federal and state laws and rules

Standards are changed with WSATC approval. Changes are binding on apprentices, sponsors, training agents, and anyone else working under an agreement governed by the standards. Sponsors may have to maintain additional information as supplemental to these standards. When a standard is changed, sponsors are required to notify apprentices and training agents. If changes in federal or state law make any part of these standards illegal, the remaining parts are still valid and remain in force. Only the part made illegal by changes in law is invalid. L&I and the WSATC may cooperate to make corrections to the standards if necessary to administer the standards.

Sections of these standards identified as bold "insert text" fields are specific to the individual program standards and may be modified by a sponsor submitting a revised standard for approval by the WSATC. All other sections of these standards are boilerplate and may only be modified by the WSATC. See WAC 296-05-003 for the definitions necessary for use with these standards.

Sponsor Introductory Statement (Required):

Fix Network World is a global leader in collision, glass, and mechanical repair services. Our brands include ProColor Collision, NOVUS Glass, Speedy Glass, Splashes AutoSpa,

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and SRP Products. The Fix Network Apprenticeship Program (FNAP) will be the first Automotive Glass Apprenticeship of its kind in the USA and looks to elevate the quality of technicians being trained in the glass industry, with an emphasis being placed on attracting a diverse and inclusive workforce.

I. GEOGRAPHIC AREA COVERED:

The sponsor must train inside the area covered by these standards. If the sponsor wants to train outside the area covered by these standards, the sponsor must enter a portability agreement with a sponsor outside the area, and provide evidence of such an agreement for compliance purposes. Portability agreements permit training agents to use apprentices outside the area covered by the standards. Portability agreements are governed by WAC 296-05-009.

The area covered by these Standards shall be the state of Washington and the state of Oregon.

Applicants and apprentices please note that while the state of Washington has no responsibility or authority in the state of Oregon, the FNAP will apply the same standards and guidelines to apprentices registered in the program while working in the state of Oregon.

II. MINIMUM QUALIFICATIONS:

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

Age: **Must be at least eighteen years of age**

Education: **None**

Physical: **Must be able to perform the work of the occupation herein defined, with or without reasonable accommodation.**

Testing: **None**

Other: **None**

III. CONDUCT OF PROGRAM UNDER WASHINGTON EQUAL EMPLOYMENT OPPORTUNITY PLAN:

Sponsors with five (5) or more apprentices must adopt an Equal Employment Opportunity (EEO) Plan and Selection Procedure (chapter 296-05 WAC and 29 CFR Part 30).

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The recruitment, selection, employment and training of apprentices during their apprenticeship shall be without discrimination because of race, sex (including pregnancy and gender identity), sexual orientation, color, religion, national origin, age, genetic information, disability or as otherwise specified by law. The sponsor shall take positive action to provide equal opportunity in apprenticeship and will operate the apprenticeship program as required by the rules of the Washington State Apprenticeship and Training Council and Title 29, Part 30 of the Code of Federal Regulations.

A. Selection Procedures:

- 1. Applications will be accepted year round through the Fix Network online Recruitment platform (<https://www.speedyglass.com/careers/>).**
- 2. Apprentices shall be selected from a pool of current employees.**
 - a. Applications will be reviewed by the apprenticeship committee or their designee to ensure applicants meet or exceed the minimum qualifications.**
 - b. Applicants will complete an interview with the apprenticeship committee or their designee.**
 - c. Successful applicants will be subject to a background check prior to being registered with the FNAP**

B. Equal Employment Opportunity Plan:

The recruitment of apprentices shall be without discrimination on the basis of race, ethnicity, religion, national origin, age, sex, or sexual orientation. To promote a diverse workforce the program shall engage in the following activities:

- 1. Cooperate with school boards, community colleges and/or vocational schools to promote/ support programs which prepare students for entrance into apprenticeship.**
- 2. Disseminate information within shops concerning equal employment opportunities and apprenticeship openings.**
- 3. Encourage the use of pre-apprenticeship training and give equal opportunity for admission into the program to pre-apprenticeship program graduates. Participate in minority and women's pre-apprenticeship program sessions.**
- 4. Attend job fairs and career fairs for outreach and positive recruitment, and to distribute information about the nature of the FNAP, minimum admission**

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requirements, current apprenticeship opportunities, sources of apprenticeship applications, and the equal opportunity policy of the sponsor.

5. Conduct a sustained one-on-one outreach and positive recruitment effort for minority and female candidates. Log and follow up with all minority and female candidates expressing interest in the program. Conduct one-on-one interviews, provide encouragement for apprentice candidate placement, and facilitate entry of minority and women candidates into the program.

C. Discrimination Complaints:

Any apprentice or applicant for apprenticeship who believes they have been discriminated against may file a complaint with the supervisor of apprenticeship (WAC 296-05-443).

IV. TERM OF APPRENTICESHIP:

The term of apprenticeship for an individual apprentice may be measured through the completion of the industry standard for on-the-job learning (at least two thousand hours) (time-based approach), the attainment of competency (competency-based approach), or a blend of the time-based and competency-based approaches (hybrid approach) [WAC 296-05-015].

The term of apprenticeship shall be 2000 hours of reasonably continuous employment.

V. INITIAL PROBATIONARY PERIOD:

An initial probationary period applies to all apprentices, unless the apprentice has transferred from another program. During an initial probationary period, an apprentice can be discharged without appeal rights. An initial probationary period is stated in hours or competency steps of employment. The initial probationary period is not reduced by advanced credit or standing. During an initial probationary period, apprentices receive full credit for hours and competency steps toward completion of their apprenticeship. Transferred apprentices are not subject to additional initial probationary periods [WAC 296-05-003].

The initial probationary period is [WAC 296-05-015(22)]:

- A. the period following the apprentice's registration into the program. An initial probationary period must not be longer than twenty percent of the term of the entire apprenticeship, or longer than a year from the date the apprenticeship is registered. The WSATC can grant exemptions for longer initial probationary periods if required by law.
- B. the period in which the WSATC or the supervisor of apprenticeship may terminate an apprenticeship agreement at the written request by any affected party. The sponsor or the

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apprentice may terminate the agreement without a hearing or stated cause. An appeal process is not available to apprentices in their initial probationary period.

The initial probationary period shall be 400 hours of On-the-Job-Training (OJT).

VI. RATIO OF APPRENTICES TO JOURNEY LEVEL WORKERS

Supervision is the necessary education, assistance, and control provided by a journey-level employee on the same job site at least seventy-five percent of each working day, unless otherwise approved by the WSATC. Sponsors ensure apprentices are supervised by competent, qualified journey-level employees. Journey level-employees are responsible for the work apprentices perform, in order to promote the safety, health, and education of the apprentice.

- A. The journey-level employee must be of the same apprenticeable occupation as the apprentice they are supervising unless otherwise allowed by the Revised Code of Washington (RCW) or the Washington Administrative Code (WAC) and approved by the WSATC.
- B. The numeric ratio of apprentices to journey-level employees may not exceed one apprentice per journey-level worker [WAC 296-05-015(5)].
- C. Apprentices will work the same hours as journey-level workers, except when such hours may interfere with related/supplemental instruction.
- D. Any variance to the rules and/or policies stated in this section must be approved by the WSATC.
- E. The ratio must be described in a specific and clear manner, as to the application in terms of job site, work group, department or plant:

The ratio of journey-level workers to registered apprentices shall be 1 journey-level worker to 1 registered apprentice on the jobsite or shop.

Apprentices will work the same hours as journey-level workers, except when such hours may interfere with RSI. These hours may vary depending on job assignment and coverage.

The apprentice shall work under the direct supervision of a journey-level worker at all times, with the exception of the last 500 hours of the apprenticeship. An apprentice in the last 500 hours of their apprenticeship may work alone under the following conditions:

- 1. The apprentice must be in Step 4 of their apprenticeship, and have completed at least 200 RSI hours**

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2. **The FNAP Committee has received a written communication from the shop employing the apprentice, requesting the apprentice be allowed to work alone during OJT, and stating the apprentice has demonstrated sufficient skill and ability to work alone successfully.**
3. **A journey-level worker or supervisor must be available for the apprentice on site, via phone, or electronic communication for answers or advice.**
4. **The apprentice will only be given tasks they have previously completed with a journey-level worker, when working alone.**
5. **At no time during the apprenticeship, including in the final 500 hours, shall an apprentice be put in charge of a jobsite or take on the responsibilities of a journey-level worker, supervisor, or lead.**

VII. APPRENTICE WAGES AND WAGE PROGRESSION:

- A. Apprentices must be paid at least Washington's minimum wage, unless a local ordinance or a collective bargaining agreement require a higher wage. Apprentices must be paid according to a progressively increasing wage scale. The wage scale for apprentices is based on the specified journey-level wage for their occupation. Wage increases are based on hours worked or competencies attained. The sponsor determines wage increases. Sponsors must submit the journey-level wage at least annually or whenever changed to the department as an addendum to these standards. Journey-level wage reports may be submitted on a form provided by the department. Apprentices and others should contact the sponsor or the Department for the most recent Journey-level wage rate.
- B. Sponsors can grant advanced standing, and grant a wage increase, when apprentices demonstrate abilities and mastery of their occupation. When advanced standing is granted, the sponsor notifies the employer/training agent of the wage increase the apprenticeship program standard requires.
- C. Wage Progression Schedule **Automotive Glass Technician**

Step	Hour Range or competency step	Percentage of journey-level wage rate*
1	0 – 500	80%
2	501 – 1000	85%
3	1001 – 1500	90%
4	1501 – 2000	95%

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VIII. WORK PROCESSES:

The apprentice shall receive on the job instruction and work experience as is necessary to become a qualified journey-level worker versed in the theory and practice of the occupation covered by these standards. The following is a condensed schedule of work experience, which every apprentice shall follow as closely as conditions will permit. The following work process descriptions pertain to the occupation being defined.

A. <u>Automotive Glass Technician</u>	<u>Approximate Hours</u>
1. Perform Auto Glass Replacement	800
a. Remove trim and retention components	
b. Remove bonded and unbonded glass/ materials	
c. Prepare surfaces for bonding	
d. Fabricate templates	
e. Cut glass/ material	
f. Install bonded and unbonded glass/ materials	
g. Install trim and retention components	
h. Utilize appropriate tools to the work being performed	
2. Assess and Prepare Vehicle.....	275
a. Assess damage to be repaired	
b. Identify and document other vehicle damage	
c. Protect undamaged areas of vehicles	
d. Determine appropriate repair procedures	
3. Perform Windshield Repair.....	275
a. Prepare windshield damage and vehicle for repair	
b. Perform appropriate windshield repair procedures	
c. Utilize appropriate tools for the work being performed	
4. Perform Advanced Driver Assistance System (ADAS) Calibrations.....	275
a. Perform static (stationary vehicle) calibration	
b. Perform dynamic (moving vehicle) calibration	
c. Perform combined static/ dynamic calibration	
5. Perform Safety-Related Functions	70
a. Utilize appropriate personal protective (PPE) and safety Equipment	
b. Follow proper procedures for safe automotive glass installation	
c. Maintain a safe, clean, working environment	
i. Clean-up area around the vehicle after each job	
ii. Keep tools and equipment organized and in good repair.	
iii. Actively mitigate risks for slips, trips and falls	
6. Organize and Document Work.....	70

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- a. Consume and interpret technical information
 - b. Contribute to preparation of estimates and supplements
 - c. Organize parts, materials and work area
7. Diagnosis and Troubleshooting70
- a. Identify common problems related to auto glass
 - b. Troubleshoot and repair automotive glass issues
 - c. Perform repair verification
8. Repair and Replacement Cost Estimation.....70
- a. Properly identify vehicles
 - b. Perform parts look-up
 - c. Prepare estimates
 - d. Prepare invoices
9. Perform Other Duties as assigned95

Total Hours: 2000

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IX. RELATED/SUPPLEMENTAL INSTRUCTION:

The apprentice must attend related/supplemental instruction (RSI). Time spent in RSI shall not be considered as hours of work and the apprentice is not required to be paid.

RSI must be provided in safe and healthy conditions as required by the Washington Industrial Safety and Health Act and applicable federal and state regulations.

Hours spent in RSI are reported to L&I each quarter. Reports must show which hours are unpaid and supervised by a competent instructor versus all other hours (paid and/or unsupervised) for industrial insurance purposes.

For purposes of coverage under the Industrial Insurance Act, the WSATC is an employer and the apprentice is an employee when an unpaid, supervised apprentice is injured while under the direction of a competent instructor and participating in RSI activities.

If apprentices do not attend required RSI, they may be subject to disciplinary action by the sponsor.

A. The methods of related/supplemental training must be indicated below (check those that apply):

Supervised field trips

Sponsor approved training seminars (**Auto Glass Week, AGSC (Auto Glass Safety Council), and Fix Network industry training and best practice sessions**)

Sponsor approved online or distance learning courses (**AGSC and Fix Network training and education**)

State Community/Technical college

Private Technical/Vocational college

Sponsor Provided (lab/classroom)

Other (specify):

B. **(226.5)** Minimum RSI hours per year defined per the following [see WAC 296-05-015(6)]:

Twelve-month period from date of registration.*

Defined twelve-month school year: (insert month) through (insert month).

Two-thousand hours of on the job training.

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

C. Additional Information:

- 1. Apprentices shall complete the related supplemental instruction plan approved by the Fix Network Apprenticeship Program.**
- 2. Apprentices will be provided a minimum of 226.5 hours of RSI during the 2000 hour term for the Automotive Glass Technician occupation.**
- 3. To graduate, Apprentices must pass the “Certified Technician” standardized test and/or evaluation as specified by the Auto Glass Safety Council (AGSC).**
- 4. Apprentices granted credit for prior learning or experience may be excused from attending specific portions of RSI training at the discretion of the FNAP.**

X. ADMINISTRATIVE/DISCIPLINARY PROCEDURES:

A. Administrative Procedures:

The sponsor may include in this section a summary and explanation of administrative actions performed at the request or on the behalf of the apprentice. Such actions may include but are not limited to:

1. Voluntary Suspension: A temporary interruption in progress of an individual's apprenticeship agreement at the request of the apprentice and granted by the sponsor. The program sponsor shall review apprentices in suspended status at least once each year to determine if the suspension is still appropriate.
2. Advanced Standing or Credit: The sponsor may provide for advanced standing or credit for demonstrated competency, acquired experience, training or education in or related to the occupation. All sponsors need to ensure a fair and equitable process is applied to all apprentices seeking advanced standing or credit per WAC 296-05-015(11).
3. Sponsor Procedures:
 - a. **The FNAP Apprenticeship Committee will apply all policies and procedures in a consistent and equitable manner. Apprentices will be informed of their rights and responsibilities on the first day of work, or the date of registration.**
 - b. **Apprentices must maintain a valid driver license, throughout the course of their apprenticeship. Apprentices who do not possess a valid driver license at the time of registration, must obtain one within 6 months of the date of**

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registration. Failure to do so may result in disciplinary action, up to and including suspension or cancellation of the apprenticeship agreement.

- c. **Apprentices shall submit time worked when reporting hours under the appropriate categories. Apprentices are required to complete the full 2000 hour term to complete their apprenticeship. Overtime hours worked shall not count toward the term of apprenticeship.**
- d. **Apprentices shall be paid for RSI Hours at the same hourly rate as OJT hours. Work week hours are expected to average 40 hours per week, regardless of whether those hours are OJT or RSI. Holidays, personal time off, and unpaid leave shall not count toward apprenticeship completion.**
- e. **The FNAP committee will consult with the journey-level worker supervising the apprentice, and RSI Instructor, regarding apprentice knowledge, skill, and ability attainment prior to granting wage step increases or completing apprentices.**
- f. **The FNAP will provide, whenever possible, continuous employment for all apprentices. This may necessitate the transfer of apprentices from one shop to another.**
- g. **Apprentices with previous experience in the glass trade may apply for OJT and/or RSI credit for previous learning by:**
 - 1. **Submitting written resume to the (FNAP) detailing previous experience and training in the glass trade.**
 - 2. **The resume shall include the number of hours of credit being applied for.**
 - 3. **Apprentices seeking credit for prior learning must demonstrate the same knowledge, skills and abilities as apprentices who have completed the portion(s) of RSI and/or OJT for which credit is requested. Apprentices requesting credit for prior learning must submit the request in full to the FNAP Committee prior to completing their initial probationary period. Requests submitted after completion of the initial probationary period shall not be considered.**
 - 4. **The FNAP committee will consult with the shop employing the apprentice who is requesting credit for prior learning as to the quantity and type the apprentice may receive. The quantity of credit granted for prior learning will be determined by the FNAP after a careful review of the merits of each application.**
- h. **RSI Attendance Policies**

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- 1. Apprentices will complete all required RSI classes.**
 - 2. Any apprentice failing to be present for class at the scheduled start time will be counted as “Late”. Two (2) Late appearances in a three month period will be considered an absence. Any apprentice arriving one (1) hour or more after the scheduled start time or departing prior to dismissal by the instructor will be considered an absence.**
 - 3. Excused Absences – Apprentices may request an excused absence by contacting The FNAP coordinator and their instructor /shop owner in advance. Excused absences require the approval of Fix Network coordinator and/or the instructor/ shop. Fix Network is not obligated to approve excused absence requests; approval decisions will take into account factors including the reason for the request, number of requests, nature of work missed, make-up assignment plans, and apprentice performance.**
 - 4. Apprentices shall not work overtime or be dispatched to a job more than 40 miles away from the shop if it interferes with RSI attendance.**
 - 5. All class absences must be made up, prior to the apprentice receiving the next scheduled step/wage increase.**
- i. Tuition – All costs associated with the completion of RSI, to include tuition, parking, accommodations (if applicable), and required materials will be assumed by the shop employing the apprentice.**
 - j. Apprentice RSI Grades**
 - 1. Apprentices are required to successfully complete RSI assessments and performance evaluations on time. Deadlines for the completion of assessments and performance evaluations shall be provided in writing to the apprentice at the time of their registration. Assessment completion deadlines may be extended.**
 - 2. Apprentices must earn a grade of 80% or better to receive a passing grade on any assessment or project, unless otherwise stated.**
 - 3. A grade below 80% shall not be considered passing, and the apprentice will be required to retake/ recomplete the assessment or project. The highest grade achieved will be recorded as the grade for the assessment or project.**

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4. **The number of attempts an apprentice may complete to achieve a passing grade shall not be limited.**
- k. **Apprentices who take more than 10 consecutive work days of unpaid leave shall be placed in suspended status. The apprentice will be placed back into active status once they resume work.**
- l. **If the employment of an apprentice is terminated due to acquisition, ceasing operations, layoff or other circumstance through no fault of the apprentice, FNAP will make every effort to place the apprentice with another shop within Fix Network for the remainder of their apprenticeship. In the event there are no available employment opportunities, FNAP will provide two options: allow the apprentice to wait for an employment opportunity, or allow the apprentice to challenge completion of their apprenticeship by completing the required knowledge, skill and ability assessment(s) at the discretion of the FNAP Apprenticeship Committee. The second option may only be exercised if the apprentice has completed all required RSI hours and a minimum of 1000 hours of OJT. Exercising any one option does not negate the ability of the apprentice to pursue an alternate course of action if the action is taken within 180 days.**
- m. **OJT and RSI tracking must be completed by the apprentice, approved by the supervisor, and submitted via the electronic workforce management system (UKG) on a weekly basis. Apprentices will submit their OJT and RSI hours each week, whether they have completed OJT and/or RSI hours in a given week or not. Apprentices may not receive wage/ step increases until all OJT and RSI reports are up to date and submitted via the UKG system.**
- n. **The FNAP Apprenticeship Committee will review all apprentices in suspended status on at least a semi-annual basis. Apprentices who have been in a suspended status for at least 6 months, and have not requested a return to active status, or been in communication with FNAP staff may be subject to cancellation.**
- o. **Apprentices who have been cancelled in the past by the FNAP committee are eligible to re-apply. The process to re-apply includes meeting the minimum qualifications and being subject to the selection procedures outlined in Sections II and III of these Standards. The circumstances of the cancellation will be assessed when determining eligibility.**

B. Disciplinary Procedures

1. The obligations of the sponsor when taking disciplinary action are as follows:

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- a. The sponsor shall be responsible for enacting reasonable policies and procedures and applying them consistently. The sponsor will inform all apprentices of their rights and responsibilities per these standards.
 - b. The sponsor shall notify the apprentice of intent to take disciplinary action and reasons therefore 20 calendar days prior to taking such action. The reason(s) supporting the sponsor's proposed action(s) must be sent in writing to the apprentice.
 - c. The sponsor must clearly identify the potential outcomes of disciplinary action, which may include but are not limited to discipline, suspension or cancellation of the apprenticeship agreement.
 - d. The decision/action of the sponsor will become effective immediately.
2. The sponsor may include in this section requirements and expectations of the apprentices and an explanation of disciplinary actions imposed for noncompliance. The sponsor has the following disciplinary procedures to adopt:
- a. Disciplinary Probation: A time assessed when the apprentice's progress is not satisfactory. During this time the sponsor may withhold periodic wage advancements, suspend or cancel the apprenticeship agreement, or take further disciplinary action. A disciplinary probation may only be assessed after the initial probation is complete.
 - b. Disciplinary Suspension: A temporary interruption in the progress of an individual's apprenticeship agreement. Conditions will include not being allowed to participate in On-the-Job Training (OJT), go to Related Supplemental Instruction (RSI) classes or take part in any activity related to the Apprenticeship Program until such time as the sponsor takes further action. The program sponsor shall review apprentices in such status at least once each year.
 - c. Cancellation: Refers to the termination of an apprenticeship agreement at the request of the apprentice, supervisor, or sponsor. [WAC 296-05-003].
3. Sponsor Disciplinary Procedures:
- a. **Apprentices failing to conduct themselves in accordance with these standards or FNAP policies and procedures may be required to appear before the FNAP Apprenticeship Committee for possible disciplinary action, up to and including suspension or cancellation of the apprenticeship agreement. Prohibited behaviors include, but are not limited to the following:**
 1. **Engaging in disruptive behavior during RSI and/or OJT**
 2. **Attending RSI and/or OJT under the influence of drugs or alcohol**

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3. Physically or verbally abusive behavior

- b. Apprentices engaging in prohibited behaviors may be suspended from RSI and/or OJT, until they appear before the FNAP Apprenticeship Committee for possible disciplinary action.**
- c. Unexcused absences from RSI or repeated tardiness may result in disciplinary action up to and including cancellation.**
- d. Apprentices with an approved excused absence who fail to make up missed work, assignments or other required elements of the program upon their return may be subject to disciplinary action up to and including suspension or cancellation of the apprenticeship agreement.**
- e. Failure of the apprentice to maintain employment may result in cancellation of the apprenticeship agreement.**

C. Apprentice Complaint Procedures:

1. The apprentice must complete his/her initial probationary period in order to be eligible to file a complaint (WAC 296-05-105).
2. Complaints involving matters covered by a collective bargaining agreement are not subject to the complaint procedures in this section.
3. Complaints regarding non-disciplinary matters must be filed with the program sponsor within 30 calendar days from the date of the last occurrence. Complaints must be in writing.
4. If the apprentice disagrees with the resolution of the complaint or wishes to contest the outcome of a disciplinary action by the program sponsor, the apprentice must file a written request for reconsideration with the program sponsor within 30 calendar days from the date the apprentice received written notice of action by the program sponsor.
5. The program sponsor must reply, in writing, to the request for reconsideration within 30 calendar days from the date the program sponsor receives the request. The program sponsor must send a copy of the written reply to the apprentice within the 30 calendar days.
6. If the apprentice disagrees with the program sponsor's decision, the apprentice may file an appeal with the Apprenticeship Program, (WAC 296-05-105). If the apprentice does not timely file an appeal, the decision of the program sponsor is final after 30 calendar days from the date the program sponsor mails the decision to the apprentice. See section "D" below.

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D. Apprentice Complaint Review/Appeals Procedures:

1. If the apprentice disagrees with the program sponsor's decision, the apprentice must submit a written appeal to L&I's apprenticeship section within 30 calendar days from the date the decision is mailed by the program sponsor. Appeals must describe the subject matter in detail and include a copy of the program sponsor's decision.
2. The L&I apprenticeship section will complete its investigation within 30 business days from the date the appeal is received and attempt to resolve the matter.
3. If the Apprenticeship section is unable to resolve the matter within 30 business days, the Apprenticeship section issues a written decision resolving the appeal.
4. If the apprentice or sponsor is dissatisfied with L&I's decision, either party may request the WSATC review the decision. Requests for review to the WSATC must be in writing. Requests for review must be filed within 30 calendar days from the date the decision is mailed to the parties.
5. The WSATC will conduct an informal hearing to consider the request for review.
6. The WSATC will issue a written decision resolving the request for review. All parties will receive a copy of the WSATC's written decision.

XI. SPONSOR – RESPONSIBILITIES AND GOVERNING STRUCTURE

The following is an overview of the requirements associated with administering an apprenticeship program. These provisions are to be used with the corresponding RCW and/or WAC. The sponsor is the policymaking and administrative body responsible for the operation and success of this apprenticeship program. The sponsor may assign an administrator or a committee to be responsible for day-to-day operations of the apprenticeship program. Administrators and/or committee members must be knowledgeable in the process of apprenticeship and/or the application of chapter 49.04 RCW and chapter 296-05 WAC and these standards. If applicable, sponsors must develop procedures for:

A. Committee Operations (WAC 296-05-009): (Not applicable for Plant Programs)

Apprenticeship committees must be composed of an equal number of management and non-management representatives from a minimum of four to a maximum of twelve members. Committees must convene meetings at least three times per year attended by a quorum of committee members as defined in these approved standards.

B. Program Operations

The sponsor will record and maintain records pertaining to the administration of the apprenticeship program and make them available to the WSATC or Department upon

Fix Network Apprenticeship Program

request. Records required by WAC 296-05-100 will be maintained for five (5) years; all other records will be maintained for three (3) years. Apprenticeship sponsors will submit required forms/reports to the Department of Labor and Industries through one of the two prescribed methods below:

Sponsors shall submit required forms/reports through assigned state apprenticeship consultant. Forms may be obtained through the programs assigned apprenticeship consultant.

Sponsors shall submit required reports through the Apprentice Registration and Tracking System (ARTS).

1. The following is a listing of forms/reports for the administration of apprenticeship programs and the time-frames in which they must be submitted:
 - a. Apprenticeship Agreements – within first 30 days of employment
 - b. Authorization of Signature forms - as necessary
 - c. Approved Training Agent Agreements– within 30 days of sponsor action
 - d. Minutes of Apprenticeship Committee Meetings – within 30 days of sponsor approval (not required for Plant program)
 - e. Request for Change of Status - Apprenticeship/Training Agreement and Training Agents forms – within 30 days of action by sponsor.
 - f. Journey Level Wage Rate – annually, or whenever changed as an addendum to section VII. Apprentice Wages and Wage Progression.
 - g. Related Supplemental Instruction (RSI) Hours Reports (Quarterly):
 - 1st quarter: January through March, due by April 10
 - 2nd quarter: April through June, due by July 10
 - 3rd quarter: July through September, due by October 10
 - 4th quarter: October through December, due by January 10
 - h. On-the-Job Work Hours Reports (bi-annual)
 - 1st half: January through June, by July 30
 - 2nd half: July through December, by January 31

2. The program sponsor will adopt, as necessary, local program rules or policies to administer the apprenticeship program in compliance with these standards. Requests for revision to these standards of apprenticeship must be submitted 45 calendar days prior to a quarterly WSATC meeting. The Department of Labor and Industries, Apprenticeship Section’s manager may administratively approve requests for revisions in the following areas of the standards:
 - a. Program name
 - b. Sponsor’s introductory statement
 - c. Section III: Conduct of Program Under Washington Equal Employment Opportunity Plan
 - d. Section VII: Apprentice Wages and Wage Progression
 - e. Section IX: Related/Supplemental Instruction

Fix Network Apprenticeship Program

- f. Section XI: Sponsor – Responsibilities and Governing Structure
 - g. Section XII: Subcommittees
 - h. Section XIII: Training Director/Coordinator
3. The sponsor will utilize competent instructors as defined in WAC 296-05-003 for RSI. Furthermore, the sponsor will ensure each instructor has training in teaching techniques and adult learning styles, which may occur before or within one year after the apprenticeship instructor has started to provide instruction.

C. Management of Apprentices:

1. Each apprentice (and, if under 18 years of age, the parent or guardian) will sign an apprenticeship agreement with the sponsor, who will then register the agreement with the Department before the apprentice attends RSI classes, or within the first 30 days of employment as an apprentice. For the purposes of industrial insurance coverage and prevailing wage exemption under RCW 39.12.021, the effective date of registration will be the date the agreement is received by the Department.
2. The sponsor must notify the Department within 30 days of all requests for disposition or modification to apprentice agreements, which may include:
 - a) Certificate of completion
 - b) Additional credit
 - c) Suspension (i.e. military service or other)
 - d) Reinstatement
 - e) Cancellation
 - f) Corrections
 - g) Step Upgrades
 - h) Probation Completion date
 - i) Other (i.e., name changes, address)
 - j) Training Agent Cancellation
3. The sponsor commits to rotate apprentices in the various processes of the skilled occupation to ensure the apprentice is trained to be a competent journey-level worker.
4. The sponsor shall periodically review and evaluate apprentices before advancement to the apprentice's next wage progression period. The evidence of such advancement will be the record of the apprentice's progress on the job and during related/supplemental instruction.
5. The sponsor has the obligation and responsibility to provide, insofar as possible, reasonably continuous employment for all apprentices in the program. The sponsor may arrange to transfer an apprentice from one training agent to another or to another program when the sponsor is unable to provide reasonably continuous employment, or they are unable to provide apprentices the diversity of experience necessary for training and experience in the various work processes as stated in these standards. The new training agent will assume all the terms and conditions of these standards.

Fix Network Apprenticeship Program

If, for any reason, a layoff of an apprentice occurs, the apprenticeship agreement will remain in effect unless canceled by the sponsor.

6. An apprentice who is unable to perform the on-the-job portion of apprenticeship training may, if the apprentice so requests and the sponsor approves, participate in related/supplemental instruction, subject to the apprentice obtaining and providing to the sponsor written requested document/s for such participation. However, time spent will not be applied toward the on-the-job portion of apprenticeship training.
7. The sponsor shall hear and decide all complaints of violations of apprenticeship agreements.
8. Upon successful completion of apprenticeship, as provided in these standards, and passing the examination that the sponsor may require, the sponsor will recommend the WSATC award a Certificate of Completion of Apprenticeship. The sponsor will make an official presentation to the apprentice who has successfully completed his/her term of apprenticeship.

D. Training Agent Management:

1. The sponsor shall offer training opportunities for apprentices by ensuring reasonable and equal working and training conditions are applied uniformly to all apprentices. The sponsor shall provide training at an equivalent cost to that paid by other employers and apprentices participating in the program. The sponsor shall not require an employer to sign a collective bargaining agreement as a condition of participation.
2. The sponsor must determine whether an employer can adequately furnish proper on the job training to an apprentice in accordance with these standards. The sponsor must also require any employer requesting approved training status to complete an approved training agent agreement and to comply with all federal and state apprenticeship laws, and these standards.
3. The sponsor will submit training agent agreements to the Department with a copy of the agreement and/or the list of approved training agents within thirty calendar days from the effective date. Additionally, the sponsor must submit rescinded training agent agreements to the Department within thirty calendar days of said action.

E. Committee governance (if applicable): (see WAC 296-05-009)

1. Apprenticeship committees shall elect a chairperson and a secretary who shall be from opposite interest groups, i.e., chairperson-employers; secretary-employees, or vice versa. If the committee does not indicate its definition of quorum, the interpretation will be "50% plus 1" of the approved committee members. The sponsor must also provide the following information:

Fix Network Apprenticeship Program

- a. Quorum: **(50%+1)**
- b. Program type administered by the committee: **Individual Non-Joint**
- c. The employer representatives shall be:

Anita Gouveia (Chair)
1111 International Drive
Suite 700
Burlington, Ontario L7L6W1

Macenzie Curbow
650 Pelham Blvd
Suite 100
St Paul, MN 55114

Tom Baas
650 Pelham Blvd
Suite 100
St Paul, MN 55114

- d. The employee representatives shall be:

Jennifer Curbow (Secretary)
650 Pelham Blvd
Suite 100
St Paul, MN 55114

Robert Forsythe
650 Pelham Blvd
Suite 100
St Paul, MN 55114

Santos Del Angel
650 Pelham Blvd
Suite 100
St Paul, MN 55114

F. Plant programs

For plant programs the WSATC or the Department designee will act as the apprentice representative. Plant programs shall designate an administrator(s) knowledgeable in the process of apprenticeship and/or the application of chapter 49.04 RCW and chapter 296-05 WAC and these standards.

The designated administrator(s) for this program is/are as follows:

N/A

XII. SUBCOMMITTEE:

Subcommittee(s) approved by the Department, represented equally from management and non-management, may also be established under these standards, and are subject to the main committee. All actions of the subcommittee(s) must be reviewed by the main

Fix Network Apprenticeship Program

committee. Subcommittees authorized to upgrade apprentices and/or conduct disciplinary actions must be structured according to the same requirements for main committees.

N/A

XIII. TRAINING DIRECTOR/COORDINATOR:

The sponsor may employ a person(s) as a full or part-time training coordinator(s)/ training director(s). This person(s) will assume responsibilities and authority for the operation of the program as are delegated by the sponsor.

**Anita Gouveia
1111 International Drive
Suite 700
Burlington, Ontario L7L6W1**



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Apprenticeship Section
PO Box 44530
Olympia WA 98504-4530



Journey Level Wage Rate

From which apprentices' wage rates are computed

TO: Washington State Apprenticeship & Training Council
FROM: Fix Network Apprenticeship Program

Occupation:	County(ies):	Journey Level Wage Rate:	Effective Date:
Automotive Glass Technician	All counties in the states of Washington and Oregon	\$ 23.00	8/1/2022
		\$	
		\$	
		\$	

Sponsors must submit the journey-level wage at least annually or whenever changed to the Department.

Form must be signed by Committee Chair and Secretary or Program's Authorized Signer

<input checked="" type="checkbox"/> Chair	Date July 28, 2022	<input checked="" type="checkbox"/> Secretary	Date July 28, 2022
<input type="checkbox"/> Authorized Signer			
Print Name: Anita Gouveia	Print Name: Jennifer Curbow		
Signature: <i>Anita Gouveia</i>	Signature: <i>Jennifer Curbow</i>		

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Apprenticeship Committee Representative Qualifications

The Apprenticeship Committee is responsible for the day-to-day operations of the apprenticeship and training program and operating the program consistent with the standards of apprenticeship. Pursuant to WAC 296-05-009, the Representative listed below shall be familiar with the applicable apprenticeship standards.

Name of Program
Fix Network Apprenticeship Program

Committee Representative Name
Tom Baas

Committee Representative Signature
Tom Baas

Employer Representative Employee Representative (*Does not have the authority to hire or fire*)

Work Experience

Position (most recent first)	Employer / Organization	From (mm/yy)	To (mm/yy)
Talent Acquisition Specialist	Fix Network	06/2021	present
Regional Recruiter/Human Resources	Bruegger's Bagel	01/2013	12/2018
Human Resources Coordinator	Buca Inc	01/2011	12/2012

Education History

Name of Training and/or School (most recent first)	Completed Date (mm/yy)	Program of Study	Degree or Certification
Southwest Minnesota State University	12/2001	Marketing	A.A.S Marketing

Other Technical Certifications or Licenses Held

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**Apprenticeship Committee
 Representative Qualifications**

The Apprenticeship Committee is responsible for the day-to-day operations of the apprenticeship and training program and operating the program consistent with the standards of apprenticeship. Pursuant to WAC 296-05-009, the Representative listed below shall be familiar with the applicable apprenticeship standards.

Name of Program Fix Network Apprenticeship Program

Committee Representative Name Jennifer Curbow	Committee Representative Signature <i>Jennifer Curbow</i>
<input type="checkbox"/> Employer Representative <input checked="" type="checkbox"/> Employee Representative (Does not have the authority to hire or fire)	

Work Experience

Position (most recent first)	Employer / Organization	From (mm/yy)	To (mm/yy)
Customer Service Rep	Speedy Novus Glass	06/2014	present
Repair Technician	Novus Glass – Franchise	04/2012	06/2014

Education History

Name of Training and/or School (most recent first)	Completed Date (mm/yy)	Program of Study	Degree or Certification
AGSC	07/2019	Auto Glass	Certified Tech
Novus Glass	07/2019	Novus Repair	Repair Cert

Other Technical Certifications or Licenses Held

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**Apprenticeship Committee
Representative Qualifications**

The Apprenticeship Committee is responsible for the day-to-day operations of the apprenticeship and training program and operating the program consistent with the standards of apprenticeship. Pursuant to WAC 296-05-009, the Representative listed below shall be familiar with the applicable apprenticeship standards.

Name of Program Fix Network Apprenticeship Program

Committee Representative Name Macenzie Curbow	Committee Representative Signature <i>[Signature]</i>
--	--

Employer Representative Employee Representative (*Does not have the authority to hire or fire*)

Work Experience

Position (most recent first)	Employer / Organization	From (mm/yy)	To (mm/yy)
Branch Manager	Speedy Novus Glass	06/2014	present
Technician	Novus Glass – Franchise	09/2011	06/2014

Education History

Name of Training and/or School (most recent first)	Completed Date (mm/yy)	Program of Study	Degree or Certification
AGSC	07/19	Auto Glass	Master Tech
AGSC	07/19	Auto Glass	Certified Tech
Novus Glass	07/19	Novus Repair	Repair Cert

Other Technical Certifications or Licenses Held

AGSC Certification

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**Apprenticeship Committee
Representative Qualifications**

The Apprenticeship Committee is responsible for the day-to-day operations of the apprenticeship and training program and operating the program consistent with the standards of apprenticeship. Pursuant to WAC 296-05-009, the Representative listed below shall be familiar with the applicable apprenticeship standards.

Name of Program Fix Network Apprenticeship Program

Committee Representative Name Santos Del Angel	Committee Representative Signature <i>Santos Del Angel</i>
<input type="checkbox"/> Employer Representative <input checked="" type="checkbox"/> Employee Representative (<i>Does not have the authority to hire or fire</i>)	

Work Experience

Position (most recent first)	Employer / Organization	From (mm/yy)	To (mm/yy)
AutoGlass Tech	Speedy Novus Glass	08/2013	present
AutoGlass Tech	Safelite Auto Glass	03/2008	08/2013
AutoGlass Tech	Novus	07/1997	03/2008

Education History

Name of Training and/or School (most recent first)	Completed Date (mm/yy)	Program of Study	Degree or Certification
AutoGlass Safety Council	09/2021	AutoGlass Master Technician	Master Tech

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**Apprenticeship Committee
Representative Qualifications**

The Apprenticeship Committee is responsible for the day-to-day operations of the apprenticeship and training program and operating the program consistent with the standards of apprenticeship. Pursuant to WAC 296-05-009, the Representative listed below shall be familiar with the applicable apprenticeship standards.

Name of Program
Fix Network Apprenticeship Program

Committee Representative Name
Robert Forsythe

Committee Representative Signature
Robert Forsythe

Employer Representative Employee Representative (Does not have the authority to hire or fire)

Work Experience

Position (most recent first)	Employer / Organization	From (mm/yy)	To (mm/yy)
Auto Glass Technician	Speedy Novus Glass	06/2005	present
Store Manager	Ace Hardware	02/1995	05/2005

Education History

Name of Training and/or School (most recent first)	Completed Date (mm/yy)	Program of Study	Degree or Certification
Auto Glass Safety Council	12/2021 to 12/2024	Meeting the requirements of the AGSC Certified Auto Glass Technical Program	Certification
SRP Totalseal Field Training Program	01/2019 to present	Recommended adhesive installation procedures	Certification
Master Auto Glass Technician	10/2017 to 10/2020	Meeting the requirements of the AGSC Certified Auto Glass Technician Program	Certification
Opti-Aim certified	06/2017 to present	Recalibrations of ADAS systems	Certification
Novus Windshield Repair Technician	03/2015 to present	Requirements of the National Training Center program for windshield repair and customer service	Certification

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AGSC Certification

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**Apprenticeship Committee
Representative Qualifications**

The Apprenticeship Committee is responsible for the day-to-day operations of the apprenticeship and training program and operating the program consistent with the standards of apprenticeship. Pursuant to WAC 296-05-009, the Representative listed below shall be familiar with the applicable apprenticeship standards.

Name of Program Fix Network Apprenticeship Program

Committee Representative Name Anita Gouveia	Committee Representative Signature <i>Anita Gouveia</i>
<input checked="" type="checkbox"/> Employer Representative <input type="checkbox"/> Employee Representative (<i>Does not have the authority to hire or fire</i>)	

Work Experience

Position (most recent first)	Employer / Organization	From (mm/yy)	To (mm/yy)
Director, People Development	Fix Network	Nov 2019	present
Learning & Organizational Development Consultant	Trillium Heath Partners	Feb 2018	Nov 2019
Country, Learning & OD Manager	Panalpina	2006	2018
Trainer/Project Lead	A&P	2001	2004

Education History

Name of Training and/or School (most recent first)	Completed Date (mm/yy)	Program of Study	Degree or Certification
Humber College	2003	Training & Development Certificate	Certificate
Wilfrid Laurier University	1997	Physical Education	BA Degree

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Apprenticeship Related/Supplemental Instruction (RSI) Plan Review

Program Name Fix Network Apprenticeship Program	
Occupation Automotive Glass Technician	
Term/OJT Hours 2000	Total RSI Hours 226.5
Training Provider Fix Network	

By the signature placed below, the **program sponsor** agrees to provide the prescribed RSI for each registered apprentice and assures that:

1. The RSI content and delivery method is and remains reasonably consistent with the latest occupational practices, improvements, and technical advances.
2. The RSI is coordinated with the on-the-job work experience.
3. The RSI is provided in safe and healthful work practices in compliances with WISHA and applicable federal and state regulations.
4. The RSI Plan is maintained, updated and submitted to the Department a minimum of once every 5 years (WSATC Policy 2015-01; rev, 10-21-21).
5. The RSI will be conducted by instructors who meet the qualification of the “competent instructor” as described in WAC 296-05-003:
 - a. Has demonstrated a satisfactory employment performance in her/her occupation for a minimum of three years beyond the customary learning period for that occupation; and
 - b. Meets the State Board for Community and Technical Colleges requirements for a professional technical instructor (see WAC 131-16-080 through -094), or be a subject matter expert, which is an individual, such as a journey worker, who is recognized within the industry as having expertise in a specific occupation; and
 - c. Has training in teaching techniques and adult learning styles, which may occur before or within one year after the apprenticeship instructor has started to provide the related technical instruction.
6. If using alternative forms of instruction, such as correspondence, electronic media, or other self-study, instruction shall be clearly defined.

Signatures on next page

Form must be signed by Committee Chair *and* Secretary or Program's Authorized Signer

<input checked="" type="checkbox"/> Chair <input type="checkbox"/> Authorized Signer	Date September 9, 2022	<input type="checkbox"/> Secretary	Date
Print Name: Anita Gouveia		Print Name:	
Signature: <i>Anita Gouveia</i>		Signature:	

Training Provider Signature

Approved By (Print Name):	Title:
Signature of the Training Provider:	
Date:	

If additional training providers are needed, go to page 4.

SBCTC

Print Name:	Title:
Signature of the Program Administrator:	
Date:	
<input type="checkbox"/> SBCTC recommends approval	<input type="checkbox"/> SBCTC recommends return to sponsor

Program Name Fix Network Apprenticeship Program	Occupational Objective Automotive Glass Technician
--	---

Note: The description of each element must be in sufficient detail to provide adequate information for review by the SBCTC and Review Committee. To add more elements, click on the plus sign that appears below the "Description of Element/Course" field.

Describe minimum hours of study per year in terms of (check one):

- 12-month period from date of registration.
- Defined 12-month school year.
- 2,000 hours of on-the-job training.

Element/Course: Orientation	Planned Hours: 2.0
Mode of Instruction (check all that apply) <input checked="" type="checkbox"/> Classroom <input type="checkbox"/> Lab <input type="checkbox"/> Online <input type="checkbox"/> Self-Study Provided by: HR Generalist	
Description of element/course: This session offers an introduction to the company, its mission, functions and culture. Review of company organizational chart, employee handbook review, benefits plan information (discussion and preliminary enrollment), review of Human Resource Information System (UKG), payroll, and time and attendance procedures.	

Element/Course: Unlawful Harassment for Employees	Planned Hours: 1.0
Mode of Instruction (check all that apply) <input type="checkbox"/> Classroom <input type="checkbox"/> Lab <input checked="" type="checkbox"/> Online <input type="checkbox"/> Self-Study Provided by: Internal LMS	
Description of element/course: The goal of this program is to improve overall behavior, encourage communication, and help create a workplace that is respectful, productive and harassment-free.	

Element/Course: Workplace Violence: The Early Warning Signs	Planned Hours: .50
Mode of Instruction (check all that apply) <input type="checkbox"/> Classroom <input type="checkbox"/> Lab <input checked="" type="checkbox"/> Online <input type="checkbox"/> Self-Study Provided by: Internal LMS	
Description of element/course: This training aims to dispel some of the common myths about workplace violence, while providing a better understanding of what you should be aware of to help keep your workplace safe.	

Element/Course: Introduction to OSHA (US)	Planned Hours: 1.0
Mode of Instruction (check all that apply) <input type="checkbox"/> Classroom <input type="checkbox"/> Lab <input checked="" type="checkbox"/> Online <input type="checkbox"/> Self-Study Provided by: Internal LMS	
Description of element/course: After the Occupational Safety and Health Act was passed in 1970, OSHA (Occupational Safety and Health Administration) was established to help make our workplaces safer. This course examines the role of OSHA in promoting the health and safety of American workers as well as the rights and responsibilities of the employer and the employee.	

Element/Course: Personal Protective Equipment (PPE) Overview	Planned Hours: .50
Mode of Instruction (check all that apply) <input type="checkbox"/> Classroom <input type="checkbox"/> Lab <input checked="" type="checkbox"/> Online <input type="checkbox"/> Self-Study Provided by: Internal LMS	
Description of element/course: Workplaces can be very dangerous and unpredictable places with loud noises, falling objects, flying sparks, toxic chemicals, whirling blades and belts, etc. By wearing personal protective equipment, commonly known as PPE, one can protect oneself against hazards and reduce the chances of getting hurt or even killed.	

Element/Course: Auto Glass Tech Path	Planned Hours: 4.5
Mode of Instruction (check all that apply) <input type="checkbox"/> Classroom <input type="checkbox"/> Lab <input checked="" type="checkbox"/> Online <input type="checkbox"/> Self-Study Provided by: Internal LMS	
Description of element/course: This learning path encompasses a brief overview for all new hires in the following subject areas: Company history, AutoGlass overview, Health & Safety, Windshield Repair, Windshield Replacement, and Sales.	

Element/Course: The Complete Guide to Auto Glass Installation	Planned Hours: 20.0
Mode of Instruction (check all that apply) <input type="checkbox"/> Classroom <input type="checkbox"/> Lab <input type="checkbox"/> Online <input checked="" type="checkbox"/> Self-Study Provided by: Textbook	
Description of element/course: This textbook provides detailed information on the best practices of the auto glass industry and the skills and knowledge needed by a journeyman to excel in the trade long term. This textbook should be read throughout and used as a reference both during the time an apprentice is enrolled in the program as well as after they have graduated as an auto glass technician journeyman.	

Element/Course: Windshield Repair Training	Planned Hours: 40.0
Mode of Instruction (check all that apply) <input checked="" type="checkbox"/> Classroom <input checked="" type="checkbox"/> Lab <input type="checkbox"/> Online <input type="checkbox"/> Self-Study Provided by: In House Trainer	
Description of element/course: Instruction in all aspects of windshield repair, including star break, bulls-eye breaks, combination breaks, and short and long cracks. Information on proprietary resins and equipment used.	

Element/Course: Auto Glass Replacement Training	Planned Hours: 80.0
Mode of Instruction (check all that apply) <input checked="" type="checkbox"/> Classroom <input checked="" type="checkbox"/> Lab <input type="checkbox"/> Online <input type="checkbox"/> Self-Study Provided by: In house Trainer	
Description of element/course: This course covers the fundamentals of Auto Glass Replacement skills and prepares the trainee with skills on how to properly follow industry best practices for auto glass replacement as set out in the AGRSS, and how to use tools such as wire/cord cut out tools, one man setting tools, power and manual cut out tools, etc.	

Element/Course: Administration System Training for the Auto Glass Tech	Planned Hours: 4.0
Mode of Instruction (check all that apply) <input checked="" type="checkbox"/> Classroom <input checked="" type="checkbox"/> Lab <input checked="" type="checkbox"/> Online <input type="checkbox"/> Self-Study Provided by: Internal LMS & In House Training	
Description of element/course: The goal of this course is to familiarize the apprentice with the basic operations of the Point-of-Sale software system used by the company as well as the smartphone app utilized by mobile auto glass technicians.	

Element/Course: Marketing: "What is it? How Do I Do it?"	Planned Hours: 1.0
Mode of Instruction (check all that apply) <input checked="" type="checkbox"/> Classroom <input type="checkbox"/> Lab <input type="checkbox"/> Online <input type="checkbox"/> Self-Study Provided by: In house Subject Matter Expert	
Description of element/course: A quick overview on how marketing plays a role and how it links to ones job.	

Element/Course: Product Information	Planned Hours: 1.0
Mode of Instruction (check all that apply) <input checked="" type="checkbox"/> Classroom <input type="checkbox"/> Lab <input type="checkbox"/> Online <input type="checkbox"/> Self-Study Provided by: In house Subject Matter Expert	
Description of element/course: An overview of alternative glass restoration products, Novus Plastic Polish and SRP products	

Element/Course: Internal Product Ordering	Planned Hours: 1.0
--	---------------------------

Mode of Instruction (check all that apply) <input checked="" type="checkbox"/> Classroom <input type="checkbox"/> Lab <input type="checkbox"/> Online <input type="checkbox"/> Self-Study Provided by: n house Subject Matter Expert
Description of element/course: An overview of our internal products and the product ordering system and procedures.

Element/Course: Sales & Customer Service Skills for the Auto Glass Tech Planned Hours: 4.0
Mode of Instruction (check all that apply) <input checked="" type="checkbox"/> Classroom <input type="checkbox"/> Lab <input type="checkbox"/> Online <input type="checkbox"/> Self-Study Provided by: Internal LMS
Description of element/course: The goal of this course is to improve overall sales and customer service skills for the auto glass technician who will be meeting customers face to face. This will include upselling, setting proper customer expectations, and dealing with an angry customer.

Element/Course: ADAS Calibrations Training Planned Hours: 24.0
Mode of Instruction (check all that apply) <input checked="" type="checkbox"/> Classroom <input checked="" type="checkbox"/> Lab <input type="checkbox"/> Online <input type="checkbox"/> Self-Study Provided by: In House Trainer
Description of element/course: This course covers the fundamentals and future of ADAS Calibration, including basic static and dynamic calibration skills, equipment setup, and calibration troubleshooting.

Element/Course: Advanced Auto Glass Replacement Training Planned Hours: 40.0
Mode of Instruction (check all that apply) <input checked="" type="checkbox"/> Classroom <input checked="" type="checkbox"/> Lab <input type="checkbox"/> Online <input type="checkbox"/> Self-Study Provided by: In House Trainer
Description of element/course: This course covers auto glass replacement topics such as advanced troubleshooting and problem solving and prepares the technician for working on their own and solving the unique auto glass replacement problems they will run into.

Element/Course: AGSC Certified Auto Glass Technician Test Preparation Planned Hours: 2.0
Mode of Instruction (check all that apply) <input checked="" type="checkbox"/> Classroom <input type="checkbox"/> Lab <input type="checkbox"/> Online <input checked="" type="checkbox"/> Self-Study Provided by: Internal Stakeholders
Description of element/course: Study of manuals and other training materials in preparation for taking the AGSC Certified Auto Glass Technician Test.

Additional Training Providers (if necessary)

[Click or tap here to enter text.](#)

Print Name Training Provider

[Click or tap here to enter text.](#)

Title of Training Provider

[Click or tap here to enter text.](#)

Print Name Training Provider

[Click or tap here to enter text.](#)

Title of Training Provider

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