



**Pacific Gas and  
Electric Company.**

# LETTER AGREEMENT NO. 06-27-PGE

**IBEW**



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PERRY ZIMMERMAN,  
BUSINESS MANAGER

May 3, 2006

Mr. Perry Zimmerman, Business Manager  
Local Union No. 1245  
International Brotherhood of  
Electrical Workers, AFL-CIO  
P.O. Box 2547  
Vacaville, CA 95696

Dear Mr. Zimmerman:

The joint committee established to transform the Operator-In-Training Program into the Apprentice Operator Program pursuant to Letter of Agreement No. R1-05-21 PGE has completed that effort and created a new Administrative Procedures Manual that sets forth the requirements of the new training program.

On April 14, 2006, the Joint Apprenticeship and Training Committee reviewed the manual, approved its contents and recommended formal approval. The Company recommends that this manual be adopted as the specifications for the Apprentice Operator Training Program.

If you are in accord with the foregoing and agree thereto, please so indicate in the space provided below and return one executed copy of this letter to the Company.

Very truly yours,

PACIFIC GAS & ELECTRIC COMPANY

By: Stephen A. Rayburn  
Stephen A. Rayburn  
Director and Chief Negotiator

The Union is in accord with the foregoing and agrees thereto as of the date hereof.

LOCAL UNION NO. 1245, INTERNATIONAL  
BROTHERHOOD OF ELECTRICAL WORKERS, AFL-CIO

June 9, 2006

By: Perry Zimmerman  
Perry Zimmerman  
Business Manager

# **ADMINISTRATIVE PROCEDURES MANUAL**

**Apprentice System Operator Training**

**JATC Approved April 14, 2006**



***Pacific Gas and  
Electric Company<sup>®</sup>***

**Power Systems Operations School  
Learning Services**



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## List of Acronyms

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**Acronyms used  
in this manual**

ACT – Arithmetic Computation Test  
DO – Distribution Operator  
HR – Human Resources  
IBEW – International Brotherhood of Electrical Workers  
JATC – Joint Apprentice Training Committee  
JPM – Job Performance Measure  
LR – Labor Relations  
OIS – Outage Information System  
OJT – On the Job Training  
OTB – Operator Test Battery  
PSOS – Power System Operations School  
PTB – Physical Test Battery  
SP- Simulator Practice  
TO – Transmission Operator  
VA – Veterans Affairs  
WPT – Wage Progression Test

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# Filling an Apprentice System Operator Position

## PROCEDURES

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**Introduction** Filling an apprentice position involves a number of required steps. Each action must be completed in turn so the process continues in an orderly fashion and all contractual obligations are fulfilled.

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**Eligibility for apprenticeship** All candidates for an apprentice system operator position must meet the following requirements:

- Pass the Physical Test Battery (PTB).
- Pass the Arithmetic Computation Test (ACT).
- Pass the Operator Test Battery (OTB). The OTB was previously known as the Operator-in-Training Test Battery.
- Complete an orientation and pass an oral simulation.

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**Recommended workplace orientation** Employees, who have been notified of a job award (via job bid) for an apprentice system operator position, should visit the relevant control center (job site) to discuss the job requirements, working conditions and shift rotation schedule.

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**Recommended PSOS orientation** A member of the PSOS should meet individually with each successful apprentice candidate and provide a detailed orientation. The orientation will include:

- Nature of work, job hazards and working conditions.
- Need to travel during apprenticeship.
- Requirements contained in apprenticeship master program agreement.
- Training methodology and responsibilities.
- Methods for obtaining assistance with training or performance issues.
- Testing, promotions and pay.
- Resolution of conflicts or disputes.
- Consequences for failure to complete the apprentice program satisfactorily.

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## PROCEDURES, CONTINUED

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**Processing the apprenticeship agreement**

Upon entering the apprenticeship, the PSOS or a designated representative will assist the new apprentice to complete the state apprenticeship agreement. The PSOS or designee will provide a copy of the signed agreement to the apprentice and will then forward the signed agreement to Labor Relations (LR) for their action.

Timely signature and processing are important. The State rejects apprentice agreements if they are received more than 30 days after the apprenticeship begins. In this case, the apprenticeship will continue but, upon completion, the new journeyman will receive a joint PG&E/IBEW Local 1245 certificate of completion, not a certificate from the State.

---

**Actions by Labor Relations**

Labor Relations will forward all completed apprenticeship agreements to the State's apprenticeship board. When the form is returned by the State, LR will maintain a copy on file.

---

**Veterans benefits – GI Bill**

Successful progress through the apprenticeship program may entitle veterans to education benefits from the Veterans Administration. Apprentices who believe they may be eligible are encouraged to consult with a veteran's benefits counselor. Questions concerning VA Education Benefits should be directed to:

VA Regional Processing Office  
P. O. Box 8888  
Muskogee, OK 74402-8888

Or call: 1-888-442-4551

Or consult the VA web site: <http://www.gibill.va.gov/>

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## PROCEDURES, CONTINUED

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**After apprenticeship is complete/terminated**

At the completion of training or the termination of the apprenticeship, the supervisor will notify PSOS or a designated representative that the training is complete. The PSOS or a designated representative will notify the Labor Relations department of completion of training.

The Labor Relations department will then notify the State of California that the training is complete. The state will return the Certificate of Completion of Apprenticeship that will be forwarded for presentation to the new journeyman operator.

---

**Certificates of completion**

The State will award a "Certificate of Completion of Apprenticeship" only to persons who fulfill **all** the formal requirements of the apprenticeship as stated in this document. These requirements include formal classes, on-the-job training (OJT), testing, etc. Early exit from the program without the completion of all requirements, either for failure to meet the standards of achievement or for personal reasons, will cause the forfeiture of the state certificate.

For additional information about procedures regarding PG&E's apprenticeship programs go to:

<http://www.hr/unioninfo/ApprenticeProgram/default.asp>

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**Assign initial mentor**

The control center supervisor will assign a specific journeyman to act as a mentor for the new apprentice. The designated mentor is required for the first three months of the apprenticeship.

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# Apprentice System Operator Training Program

## General Information

**Objective** The need for trained and qualified employees to accomplish the duties of a journeyman operator in a manner consistent with the company's safety, operations, and performance standards has resulted in this program that coordinates extensive on-the-job experience with related school and academic training. This systematic acquisition of knowledge and skills allows the employees in training to attain necessary self-confidence, and provides the employees with the correct and safe methods of performing the company's work.

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**Master agreement is primary** The master apprenticeship agreement applies to all portions of the training program. Unless modified by this document, the contents of the master apprenticeship agreement take precedence over all other agreements and understandings.

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**Apprenticeship duration** The apprentice system operator program is 24 months long. The State of California awards a Certificate of Completion of Apprenticeship upon successful completion of the training program.

The apprenticeship is self-paced and the apprentice may be promoted from step-to-step as soon as all requirements of the present step are completed. The apprentice may complete the program after finishing at least 21 months of apprentice training and still receive the State certificate of completion.

---

**Rules for completion** Immediately following the completion of all training requirements listed on the Qualification Card (including the final simulator wage progression test and the local requirements for taking shift) the apprentice will begin to work as a journeyman based on one of the options shown in Table 1 on the following page.

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**GENERAL INFORMATION, CONTINUED**

After completion of <u>all</u> training requirements, the apprentice will immediately...	Journeyman work and pay begin...
1. ... be promoted to journeyman status provided that at least 21 months of training have been completed.	...upon promotion to journeyman status.
2. ...receive a timecard upgrade to journeyman status until sufficient time has passed (minimum of 21 complete months of training) to permit formal completion of the program. While on timecard upgrade, the individual will perform work as a journeyman operator.  Upon completion of 21 months of training, the employee will be promoted to journeyman status.	...upon timecard upgrade to journeyman.

**Table 1 Rules for Completion of Apprenticeship**

**Training for activities not available at local headquarters**

Learning Services will make available reports that show the completion of on-the-job training (OJT) requirements as well as OJT requirements that remain. Supervisors will use these reports, along with their forecast of work, to plan and schedule suitable apprentice training. Reports are available on the PG&E intranet at <http://wwwhr/operator/>

If the forecast work does not support the required training needs and if reasonable efforts to make the needed work available are not successful, the supervisor will contact the Power Systems Operations School in a timely fashion and will arrange to have the apprentice assigned to work that will facilitate needed training.

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## GENERAL INFORMATION, CONTINUED

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### **Entry into apprenticeship by regular employee**

A regular employee will not be eligible to enter the apprentice system operator classification until the employee completes *all* of the following requirements:

- Pass the Physical Test Battery (PTB).
- Pass the Arithmetic Computation Test (ACT).
- Pass the Operator Test Battery (OTB).
- Upon contingent acceptance of the position, complete an orientation and pass an oral simulation.

Upon successful completion of this screening, the senior bidder will be awarded the position on a regular basis.

---

### **Entry into apprenticeship by new employee**

A *new* employee (one that has not yet achieved regular employee status) must complete *all* of the following requirements **prior** to entering into the apprenticeship:

- Pass the Physical Test Battery.
  - Pass the Arithmetic Computation Test.
  - Pass the Operator Test Battery.
  - Complete an orientation and pass an oral simulation.
- 

### **Failure to pass the screening measures listed above**

Internal bid offers will be rescinded if the candidate does not pass the exams and the oral simulation. Following a 6-month wait from the date of the initial screening, internal applicants may apply for one additional screening opportunity.

External applicants are limited to one testing opportunity. Failure to pass the screening measures will cause the applicant to be excluded from any future consideration.

---

### **Mandatory self-study**

Some training modules contain specific material that is designated as mandatory self-study requirements that apprentices must complete on their own time (outside the workplace). Formal classes at the PSOS school may also have mandatory homework that must be completed after work hours.

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## GENERAL INFORMATION, CONTINUED

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### **Workload management**

Apprentices will ensure that voluntary (e.g., pre-arranged) overtime does not interfere with any of the following activities:

- Mandatory self-study activities and preparation for formal classes.
- Formal schools held at the Learning Center facility.
- Training assignments in the field.
- Field training assignments that are necessary because training is not available at the local headquarters.

Consistent with the need to maintain continuity of service and with the efficient operation of their workgroups, supervisors will manage mandatory apprentice overtime to minimize any adverse impact on the apprentice's off-the-job self-study and preparation for formal training classes

---

### **Appropriate work assignments**

The work assignments in each period of the apprenticeship will afford an apprentice the necessary opportunity to obtain basic knowledge of the equipment and the proper procedures to be used. Work assignments will also allow an apprentice the necessary opportunity to practice essential skills and thereby gain confidence in personal ability to do the work. Work assignments will increase in complexity and responsibility as the apprentice attains increased knowledge and capability.

**It must be remembered that the primary purpose of apprentice work is training. For that reason, work assignments will concentrate on the development of new skills and knowledge and repetitive, production-type work that offers little or no learning activity is to be minimized.**

---

### **OJT training requirements**

The OJT training requirements for the apprenticeship are contained within the *Qualification Card (Qual Card)*. The requirements and procedures contained in the Qual Card are a part of these administrative rules and are mandatory.

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## GENERAL INFORMATION, CONTINUED

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### **Light/limited duty**

Apprentices who are unable to participate in normal training activity (e.g., who are restricted to light duty/limited duty that would interfere with training) may not:

- Attend formal schools, including field training.
- Perform OJT or receive credit for OJT activities during the light duty/limited duty period.

With the written concurrence of the local supervisor, wage progression will be permitted during the light duty/limited duty period.

---

### **Training duties normally follow Qual Card**

As a general practice, assignments of duties and work procedures in any period of training will concentrate on those specified (in the *Qualification Card*) for the current training phase.

If the nature of the work in the headquarters offers a unique/timely opportunity for training in necessary skills that is out of the normal sequence, and if both the immediate supervisor and the apprentice agree that the apprentice is ready for such training, these special training events may be completed out of the sequence listed in the *Qual Card*. The apprentice and the immediate supervisor must give due consideration for the need for safety, the apprentice's skills and the nature of the work to be undertaken.

---

### **Apprentices will be properly supervised**

During the course of their training, apprentices will be under the direct supervision of a journeyman operator, supervisor or other qualified person. The person providing the supervision will be responsible for the actions of the apprentice.

---

### **Direct supervision**

For the purposes of this manual, "direct supervision" means that the operator or other qualified person working with the apprentice must be in a position to monitor and observe the apprentice's work. When necessary to ensure a safe working environment, the person supervising the apprentice must be in close physical proximity and be able to physically intervene if required. The supervising person must ensure compliance with applicable directives.

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## **GENERAL INFORMATION, CONTINUED**

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**Apprentices working without direct supervision**

An apprentice may be assigned to work alone as part of necessary training and experience. Independent work will be permitted only after the apprentice has been instructed and trained in the duties or required work procedures, has performed such work under direct supervision, and is capable of performing such work safely.

When performing authorized independent work, the apprentice will be responsible for the work performed.

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**Notification of classes**

An apprentice scheduled to attend any of the formal courses at the Learning Center will be given notice of such schedule as soon as practicable by the immediate supervisor. Each course at the Learning Center requires mandatory self-study and preparation by the apprentice before the class.

An apprentice who receives less than 10 working day notice of centralized training at the Power System Operations School may decline the training without prejudice and will be rescheduled for training in the next available class. If the apprentice waives the 10 day notification requirement and agrees to attend the class, the apprentice must complete all mandatory self-study assignments required by the course modules.

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**Failure to meet standards**

Failure to meet the standards of achievement contained in the apprenticeship program will be cause for removal from the classification according to the procedures listed in the Master Apprenticeship Agreement.

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**Provisional operators**

The use of provisional operators is prohibited.

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## TRAINING REQUIREMENTS

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**Safe training is mandatory**

It is essential that uniform and safe practices be followed during the apprenticeship. Therefore, assignments of duties and work procedures will conform to those provided for each training phase in these guidelines and the attached schedule.

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**Training is divided into 5 phases**

During the apprenticeship, the apprentice will be offered job training divided into five training phases/wage steps. The first and second phases will be no longer than 6 months each. The remaining 3 phases will be no longer than 4 months each.

The apprentice can earn advancement/wage progression in less time by completing all of the required training and testing specified for the present training phase/wage step. Completion of all training requirements in less than half the allotted time is not recommended.

The last permitted date in each training phase is established when the apprenticeship agreement is signed. For example, an apprentice who begins his program on February 8, 2006 has a maximum promotion date of August 7, 2008 must enter training phase two no later than August 8, 2006, must enter training phase three no later than February 8, 2007, etc.

Training Phase	Planned Time
1	Months 1 through 6
2	Months 7 through 12
3	Months 14 through 16
4	Months 17 through 20
5	Months 21 through 24

**Table 2 Planned Apprenticeship Training Phases**

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## TRAINING REQUIREMENTS, CONTINUED

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**Time shifting** If an apprentice completes a training phase in less than the maximum time shown in Table 2 above, then the time saved in that training phase may, at the request of the apprentice, be used to extend a subsequent training phase.

### EXAMPLE

An apprentice signs the apprenticeship agreement and begins the apprenticeship on February 8, 2006. The normal, maximum date for promotion would be August 7, 2006.

The apprentice earns wage progression early and is promoted to the second training phase on July 7, 2006 (a month early). That extra month is added to the duration of the second training phase and promotion is due no later than February 7, 2007. Note that this maximum promotion date is identical to the one established initially when the apprentice agreement was signed. Time saved in one training phase moves automatically to the next training phase and keeps the maximum promotion date unchanged.

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**Plan relevant training early in phase** As early as practicable in each training phase of the apprenticeship, supervisors will assign apprentices to work relevant to the on-the-job training activities for that training phase as listed in the Apprentice System Operator Qualification Card ("Qual Card").

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**Sequencing training** These guidelines specify those training periods in which an apprentice will receive related academic or class training. The type of on-the-job training activities contained in all Qual Cards will apply insofar as such duties and procedures are performed by a journeyman at an apprentice's headquarters.

If the apprentice's supervisor anticipates the recommended on-the-job training will not be available because of lack of related work, the supervisor will notify the Power Systems Operations School to determine if relevant training is available in other areas.

**All training requirements specified in the apprentice system operator program must be completed prior to the achievement of journeyman operator status.**

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## TRAINING REQUIREMENTS, CONTINUED

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**When training is not available locally**

If required training is not available, or not likely to become available in the local headquarters, the company may make temporary training assignments for designated tasks with a specific duration. Training assignments away from the apprentice's designated headquarters will be as short as practical consistent with training requirements. Local training is defined as training within the service territory of the apprentice's designated headquarters or within 50 miles of the apprentice's designated headquarters.

Training assignments of more than 50 miles will be made only if:

1. The apprentice volunteers for the assignment or,
  2. The training assignment (work) is not available or cannot reasonably be made available within 50 miles.
- 

**Specifying training requirements**

For temporary training assignments, the specific training task(s) and duration will be identified in writing and communicated to the apprentice and union business representative at least 48 hours prior to the assignment. The Joint Apprenticeship & Training Committee will also be notified of all assignments and will be responsible for monitoring and tracking these assignments.

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**Disputes about training assignments**

Any dispute regarding training assignments will be subject to the grievance procedure (Title 102) with the option of expedited referral to the Joint Apprenticeship Training Committee for a recommendation of settlement, after the timely filing of a grievance.

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**Work schedules and supervision**

Apprentices will be scheduled so that the specified training can be completed. The company and union will continue to monitor the mileage limitation and agree to meet and discuss it further should it impact operations. To facilitate a consistent and timely notification process, the notification form (see page 55) will be used.

During the training assignment, functional supervision of the apprentice will be assumed by the receiving supervisor.

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## **TRAINING REQUIREMENTS, CONTINUED**

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**Shift rotation** While training in the control center, the majority of the apprentice's time should be spent on the day shift (Monday through Friday) to ensure a maximum exposure to essential operations and work activity.

Exposure to the rotating shift environment is an important aspect of the training cycle. Within the first 6 months of the apprenticeship, the supervisor will ensure that the apprentice completes at least one full shift rotation. During the apprenticeship, no more than two shift rotations are desired.

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**Repeating a formal course** If an apprentice fails a formal course, the course may be retaken one time.

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## CHANGING HEADQUARTERS DURING APPRENTICESHIP

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### **Changing your headquarters**

This section contains a summary of the methods available to change apprentice headquarters during an apprenticeship. As in all other items in this manual, the contract and the master apprenticeship agreement are the guiding documents and the final source of authority for resolving conflicts and ambiguities.

**There may be other significant issues that are not discussed in this overview. The apprentice must be certain to obtain and understand all relevant information before initiating a change in headquarters.**

---

### **Job bidding by apprentices**

An apprentice may bid for an open (vacant) apprenticeship at another control center. The senior qualified bidder, in accordance with Section 205.7 will be awarded the job. The apprentice may use the job bidding system to move only one time.

**An apprentice may not bid an open journeyman operator position.**

---

### **Using a second apprenticeship**

One of the ways the apprentice may use to change headquarters involves using a second apprenticeship and may have serious future consequences. It's important that the apprentice understand the consequences of these rules **before** choosing to use them.

In general, physical employees are limited to only 2 apprenticeships while employed at PG&E (not including super or technical apprenticeship). Once the apprentice signs the apprenticeship agreement the individual becomes an apprentice and, even if the individual does not complete that apprenticeship, the apprentice will have used one apprenticeship opportunity.

Using the second apprenticeship to change headquarters may have a potentially significant penalty. Using the final apprenticeship to move to a new headquarters will prevent the apprentice from applying for any other apprenticeship. Should the apprentice's health change or should the apprentice wish to enter another line of progression in the future, that person could not take any job that requires an apprenticeship.

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*Continued on next page*

## CHANGING HEADQUARTERS DURING APPRENTICESHIP, CONTINUED

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**Bidding out of apprenticeship to change headquarters**

Under the provisions of the contract, the apprentice can use the bid system to leave (terminate) the present apprenticeship, take a bid to a non-apprenticeship job (assistant operator) in the desired headquarters, and then attempt to bid on a second apprentice operator job. If the apprentice is the successful bidder for an open apprentice apprenticeship in the new headquarters, that person will begin a second apprenticeship. If that person reenters the apprentice program, the JATC will evaluate the specific facts of previous training and experience and will determine how much of the apprentice training the individual will be required to repeat.

The apprentice can't use job bidding to change headquarters, however, if the individual has had an apprenticeship prior to becoming an apprentice operator. In this case, quitting the present apprentice operator job terminates the second apprenticeship and makes the individual ineligible for another apprentice job. The apprentice could change headquarters by bidding a non-apprentice job but that individual could never become a system operator, lineman, fitter, or any other journeyman that requires an apprenticeship (note: super or technical apprenticeships are not counted as one of the two opportunities).

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**Location change will add training**

Should the apprentice take an apprentice bid to a new control center, the apprentice must complete the requirements for taking shift in the new control center before timecard upgrades or promotion to journeyman are allowed.

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**Management directed move**

At management's discretion, one time during the apprenticeship, the apprentice may be assigned to a different headquarters within his/her area. The applicable reassignment areas are listed in Letter Agreement NO. R1-05-21-PGE shown on page 71.

Apprentices who attain journeyman status will remain in their control center for two years before being allowed to bid another system operator position outside his/her current headquarters.

---

**Permissive exchange of headquarters**

The company may, by written agreement, consent to an exchange of headquarters (a job swap) between two apprentices in the same classification. It is unlikely the company would consent to the exchange if either of the apprentices is participating in a corrective action plan. See Title 205.18 in the Master Agreement for more information.

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*Continued on next page*

## CHANGING HEADQUARTERS DURING APPRENTICESHIP, CONTINUED

**Hardship** If the apprentice has a valid family hardship, the company and the union may agree to permit a change of headquarters for compassionate reasons.

**Summary of options** Table 3 (below) contains a summary of the available options for an apprentice to change headquarters.

Method	Uses 2 <sup>nd</sup> Apprenticeship?	Notes/Limitations
Job Bidding Process (bid open apprentice position).	No	Must be successful bidder. Permitted one time only.
Permissive exchange of headquarters		Requires company approval.
Hardship transfer		Special/hardship requirements must exist. Requires company <i>and</i> union approval.
Company directed move		One time management option, limited to control center within promotion/demotion area.
Quit Present Apprenticeship (Job Bidding Process) 1. Bid non-apprentice job (assistant operator, for example) in the desired (new) headquarters. 2. Quit present apprenticeship, then 3. Bid for 2 <sup>nd</sup> apprenticeship in desired (new) headquarters.	Yes	Must have 2 <sup>nd</sup> apprenticeship available. Must be successful bidder. Permitted one time only

**Table 3 Options for Changing Headquarters during Apprenticeship**

## WAGE PROGRESSION AND PROMOTION

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### Introduction

Each of the 5 training phases of the apprenticeship has unique training requirements and a specific pay rate. As apprentices progress through the program they gain skills and knowledge and thereby become more productive on the job. This increase in the value of their work results in a corresponding increase in pay.

**The advancement to the next training phase is a promotion that must be earned.**

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### Promotion is earned by increasing performance

The apprentice-training plan includes provisions for promotions and increased pay at regular intervals. To qualify for promotion and increased pay, the apprentice must do **all** of the following:

- Attend and pass the schools required for that training phase.
  - Complete and document all required training activity.
  - Pass all required skill or proficiency tests.
  - Pass the wage progression test for that training phase.
- 

### Delays of more than 25 days

Extended absences from the workplace detract from training effectiveness and are detrimental to the apprentice. The rules that describe the treatment of absences are found in sections 204.2 and 304.1 of the collective bargaining agreement (union contract). Apprentice Decision 86-26 also reinforces these provisions for employees who suffer an industrial injury.

Section 204.2 states in part:

"The 'Wage Progression' of an employee who is absent on leave of absence without pay for more than ten consecutive workdays will be delayed by a period of time equivalent to such leave of absence. The 'Wage Progression' of an employee in a beginning or other negotiated training classification who is absent for more than 25 consecutive workdays because of an industrial injury as defined in Section 108.1 or for an illness or disability and is receiving sick leave pay as provided in Section 112.1, will be delayed by the period in excess of the 25 consecutive workdays."

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*Continued on next page*

## WAGE PROGRESSION AND PROMOTION, CONTINUED

### Failure to progress on time

Apprentices who are due to reach the end of the maximum allotted time for the current training phase (see Table 1, page 10 for planned durations and the provision for “time shifting”) and who have **not** meet the established standards of achievement will be notified in writing, by the supervisor, of performance deficiencies 30 days prior to the end of the maximum allotted time for the current training phase. The supervisor and the apprentice will jointly determine a written corrective action plan with a goal of completing all required training requirements on time. A copy of the written notification and the corrective action plan will be furnished promptly to the appropriate union business representative.

If, at the end of the maximum planned duration of the training phase, the apprentice has **not** met the standards of achievement required for wage progression, then the apprentice will be held in the current training phase. The apprentice will then be evaluated by a subcommittee consisting of one company member and one union member of the JATC. The review of the subcommittee will be limited to determining if the apprentice has been afforded the opportunity to complete all required training activity. This review is to be initiated after the expiration of the maximum allotted time for the current training phase.

Based on the facts determined by the subcommittee, one of the following actions will be implemented:

If the subcommittee determines that the apprentice ...	... then...
... <b>has been</b> afforded the opportunity to complete all required training...	...the apprentice will be removed from the classification and be demoted in accordance with Title 206 of the Agreement.
... <b>has not been</b> afforded the opportunity to complete all required training	... the subcommittee will recommend an extension to the duration of the present training phase to permit the completion of required training and wage progression will be awarded at the expiration of the maximum time of the present training phase. The extended time will not count as time in any other step.

**Table 4 Decision Matrix – Outcome of Investigation**

*Continued on next page*

## WAGE PROGRESSION AND PROMOTION, CONTINUED

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### **Advanced placement**

At the supervisor's request and with the concurrence of the IBEW business representative, persons with advanced skills (i.e., previous experience in the trade, military or civilian training, etc.) may be evaluated by the JATC together with the Power Systems Operation School. If the evaluation shows that the skill and knowledge displayed warrant advanced placement, the person may enter the apprenticeship at the appropriate training phase determined by agreement between the JATC and the Power Systems Operation School.

To ensure that all apprentices have demonstrated the required skill and knowledge needed for the apprenticeship, persons entering with advanced placement must take and pass all the end-of-course tests that are included in the formal classes that they bypass. They must also pass all modules, JPMs and wage progression tests from the training phases they bypass. Failed tests will count under the rules given in Table 6 Retest Policy Matrix shown on page 23.

All testing specified above must be complete within 170 calendar days from the date of hire or date of entry into the program, whichever is earlier. At the concurrence of the company and the union, this interval may be adjusted by the JATC.

---

### **Promotion to operator (completion of apprenticeship)**

All requirements contained in these administrative procedures must be successfully completed before an apprentice may be promoted to journeyman operator. These requirements include *all* of the following items:

- Formal schools and field training.
  - Wage progression tests.
  - Modules.
  - JPMs.
-

## TESTING POLICY

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**Purpose of testing** The purpose of testing is to permit apprentices to display their mastery of required skill and knowledge. Apprentices must pass the tests that are a part of the formal classes as well as the wage progression tests.

---

**Test content** The tests will be based on the learning objectives and the content of the formal courses and upon the technical material (standards, guidelines, manuals, documents, etc.) that are a part of the operators' craft.

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**Testing is cumulative** Tests, including wage progression tests, will cover the content of the course(s) contained in the present training phase as well as topics covered in previous courses.

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**Written wage progression tests** Written wage progression tests have two components:

1. Closed book knowledge testing (for example: recall and application of rules, procedures, practices, problem solving, etc.)
2. Open book knowledge application (for example: problem solving, research of technical data and specifications, determination of part numbers, spacing, sizes, etc.)

All tests have a time limit that is specified in the individual test instructions.

---

**Simulator wage progression tests** There are two simulator wage progression tests. These job performance tests use the power system simulator at the Power System Operations School and are based on simulator problems already completed by students.

The tests are given at the end of the second and fourth training phases and are part of the requirements for wage progression from these training phases. Both tests have a time limit that is specified in the individual test instructions.

**Simulator wage progression tests are given only after all other requirements listed on the Qual card are complete.**

---

**Scheduling a simulator test** The PSOS staff will automatically schedule all wage progression tests that are given in the simulator. Students may contact the school to express a preference for a specific test date. The school will attempt to meet student request but must make the final determination based on all relevant factors.

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*Continued on next page*

## TESTING POLICY, CONTINUED

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**Testing location and timing** All tests are given at the Learning Center.

Formal course tests are administered during the formal school as part of the regular curriculum.

Wage progression tests and retests for formal schools are given per published schedule and must be requested and scheduled in advance. Apprentices may take the wage progression test at any time during the current training phase but are **urged not to test until after they have completed the formal courses required for their current training phase**. Failure to pass wage progression tests may lead to removal from the apprenticeship.

Ideally, a wage progression test would be scheduled at least 6 weeks prior to the end of the current training phase. This would permit the test to be rescheduled (due to illness, for example) before the end of the current training phase, if required, and thereby avoid a delay in wage progression.

Early in the training phase, the apprentice should select a test date and submit the request for testing using the procedure outlined below. When the test date has been established, the apprentice should plan a study program that ensures the apprentice will be fully prepared to test on the scheduled date.

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**Scheduling a written test**

Follow the procedure shown below:

Step	Explanation
1. Apprentice will submit (to the immediate supervisor) a written request for a test date. See request form on page 57.	This request must be at least 14 days in advance of the desired test date to permit the supervisor time to adjust work schedules and decrease the impact on the local productivity.
2. Supervisor reviews request.	Supervisor ensures that necessary prerequisites for test are met.

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*Continued on next page*

## TESTING POLICY, CONTINUED

Scheduling a  
test - continued

Step	Explanation
3. Within 48 hours, PSOS notifies supervisor and the apprentice of scheduled test date. If the test cannot be administered on the requested date, PSOS will negotiate a new date with the supervisor and the apprentice system operator.	<p>Requests received on time will be approved by the supervisor unless apprentice's absence will have significant negative impact on service reliability or efficient operation of the headquarters.</p> <p>Last minute requests may encounter scheduling delays. Apprentice system operators should submit their test request as early as possible.</p> <p>If the request is disapproved, the supervisor will contact the school so that appropriate arrangements may be considered.</p>
4. Within 48 hours, PSOS notifies supervisor and the apprentice of scheduled test date. If the test cannot be administered on the requested date, PSOS will negotiate a new date with the supervisor and the apprentice system operator.	<p>Correct information on the form is essential to ensure timely notification. Errors that cause delays are the responsibility of the apprentice.</p> <p>Last minute requests may encounter scheduling delays. Apprentice system operators should submit their test request as early as possible.</p>
5. Within 48 hours of notification of test date by the school, the supervisor confirms the test date with the apprentice.	<p><b>NOTE</b></p> <p>Failure to appear for a scheduled test will result in a delay (approximately 30 days) until the next regularly scheduled test day and may delay wage progression.</p>

**Table 5 Steps Required to a Schedule Wage Progression Test**

**Photo ID  
required**

The apprentice must present a valid photo ID (drivers license or company ID card) for admission to the test.

**Mandatory,  
emergency  
work and  
testing**

Apprentices who miss a test due to mandatory, emergency work necessary to preserve safety or continuity of service may be scheduled for a special test day. As soon as possible, apprentices must contact the PSOS or designee with all relevant facts and request a special test day.

*Continued on next page*

## TESTING POLICY, CONTINUED

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**Late arrival on test day** Apprentices who arrive late for wage progression testing will not be admitted and will be rescheduled for the next available regular test date.

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**Illness** Apprentices who miss a test (or leave a test before completion) due to illness will be rescheduled for the next available regular test date.

---

**Cheating** Wage progression testing is an individual effort and only authorized aids or references are permitted. Apprentices found cheating during any test will receive a failing grade for the test. Retesting will be permitted only as described below. Persons found cheating will be subject to disciplinary action up to and including removal from the apprenticeship.

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**Electronic devices are prohibited** The possession of electronic devices (e.g., cellular phones, PDAs, Palm Pilots, pagers, Blackberrys, etc.) is prohibited in the wage progression testing area. This prohibition applies to both written and simulator wage progression tests.

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**Retesting** Apprentices who do not meet the required standards of achievement (i.e., fail a test) will be provided the opportunity to retest as shown below.

### NOTE

The written wage progression test has two components (e.g., open book and closed book). Failure to pass one of both of these components counts as failure of **one** written wage progression test. Only the failed component(s) must be retaken and passed.

Type of Test	Number of Retests Permitted
Formal School (Basic Operating or Advanced Operating) – End of Course Test	1 retest per course
Written Wage Progression Test	1 retest per training phase Total of 3 wage progression retests during the apprenticeship
Simulator Wage Progression Test	1 retest per simulator test

**Table 6 Retest Policy Matrix**

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*Continued on next page*

## TESTING POLICY, CONTINUED

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**Scheduling a retest**

Apprentices may not retest until the next available regularly scheduled test date. This delay is to permit self-study and preparation to retest. All retests will be scheduled for a regular test day at the San Ramon training facility.

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**Failure of a field evaluation or performance exercise**

If an apprentice fails to achieve a satisfactory evaluation at the school, the apprentice will be notified, in writing, of the reasons for the rating, and a copy of the notification will be sent to the apprentice's headquarters.

Upon such notification of failure, the supervisor will develop and implement a performance improvement plan that specifies additional special training in those areas that caused the failure to attain a satisfactory evaluation at the school. This additional training may consist of formal classes at the San Ramon training facility, special work or training assignments, and additional practice as required.

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# Apprentice Responsibilities

## THE ROLE OF THE APPRENTICE

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**Safety first** The apprentice must learn and observe the safety rules and procedures applicable to the tasks being performed. Safety is a condition of employment and shortcuts or deviations from approved practices will not be tolerated.

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**Apprentice as adult learner** Throughout the apprenticeship, the apprentice will be considered an adult learner. This means that the apprentice will be treated with the consideration and respect given to adults and will be responsible for the outcome of the apprenticeship.

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**Responsibility for learning and fulfilling program requirements** The apprentice must take charge of personal learning. The apprentice must understand and comply with all the policies and procedures of the apprenticeship program. The apprentice must also understand the performance objectives and standards that are required to demonstrate required job proficiency. The apprentice must identify problems with learning and progression and must request assistance should problems occur during the apprenticeship.

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**Apprentice takes active role** The apprentice must take an active role in the learning process, must identify and track all needed learning activity specified in the apprenticeship program, and must monitor and document personal progress throughout the program to ensure acceptable progress. When engaged in training in the field, the apprentice must be able to state the specific training requirements (as listed in the Qual Card) that are being learned during the day's work.

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**Requirement for OJT** Except where otherwise specified, the apprentice will be trained on the job by being assigned to work with a qualified journeyman operator/supervisor or approved trainer qualified in the task at hand.

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## THE ROLE OF THE APPRENTICE, CONTINUED

### Weekly OJT reports

No later than Friday of each week, the apprentice will submit a summary report of all OJT events completed/signed off during the week. Ideally this report will be submitted on the Friday of the week in which the OJT was signed off. Late/missing reports must be submitted as soon as possible to document the activity for the missing week.

OJT training completion reports may be submitted in two ways:

1. Use the submission page on the PG&E intranet at <http://wwwhr/learningcentral/ecco/>.
2. Use Mom's Job Aid. Mom's provides a link to the web page listed above. See Figure 1 below for Mom's topic to be used for entering OJT completions.

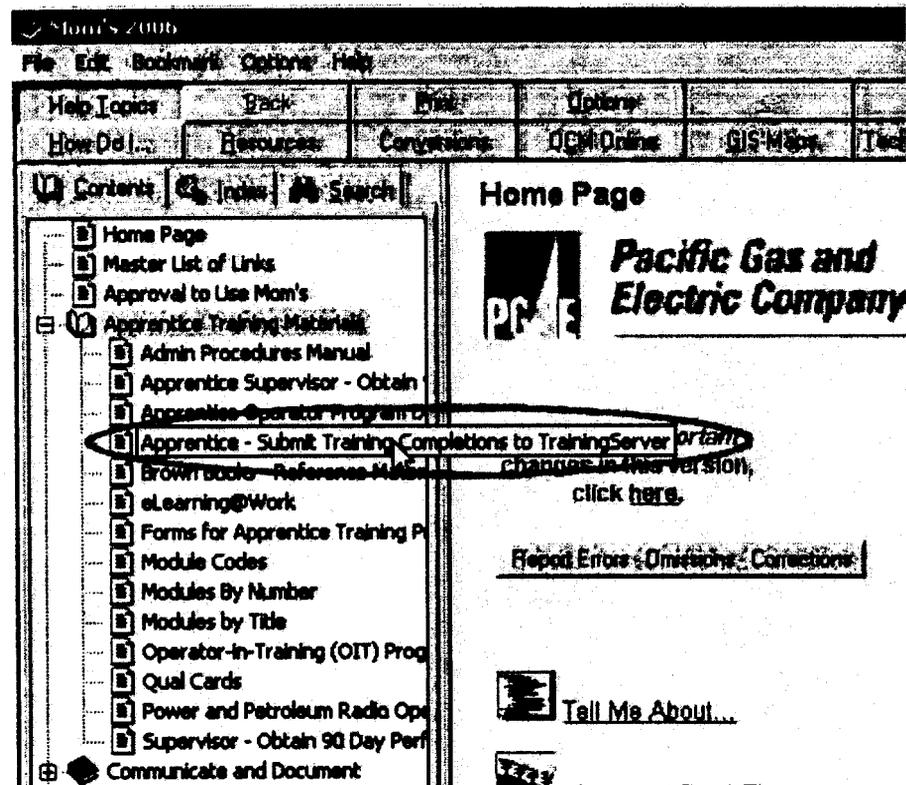


Figure 1 Entering OJT Completions via Mom's Job Aid

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## **THE ROLE OF THE APPRENTICE, CONTINUED**

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### **Correcting errors in training records**

Apprentices should check their online training records from time-to-time and must notify the school promptly if they find an error. A monthly review of records is suggested. Links to the online records can be found on the PG&E intranet at <http://wwwhr/learningcentral/ecco/>. Omissions and errors in the online training records may cause delays in wage progression.

---

### **Resolving problems and requesting assistance**

If a problem or issue arises, the apprentice will first attempt to resolve the problem or issue at the local headquarters. If the problem cannot be resolved satisfactorily, the apprentice will contact PSOS or their designee and request assistance.

The apprentice may, if desired, report a problem or an issue and may request assistance by submitting a written report of the problem or issue to the PSOS in San Ramon. Written submissions should be on the Apprentice System Operator Report/Request form.

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# Journeyman Operator Responsibilities

## THE ROLE OF THE JOURNEYMAN OPERATOR

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**Safety first** The journeyman will ensure a safe work environment for the apprentice. The journeyman will insist that the apprentice observes all safety practices and procedures. When the apprentice is performing work for which the apprentice has not yet been trained, the journeyman will ensure the apprentice is always supervised by a qualified employee.

---

**Monitor the apprentice's progress** The journeyman will use personal observation and conversations with other knowledgeable workers to monitor the apprentice's progress. The journeyman will notify the supervisor of any problems that need to be resolved.

---

**Actively participate in training** The journeyman is one of the key components in the successful training of apprentices. The requirement to take an active training role has long been established by precedent and by contract. The journeyman will actively teach and demonstrate relevant skills. The instruction will include what is to be done, how it is to be done, the reasons for doing the work in a specific manner, the hazards and problems to be anticipated and the means to do the work safely, efficiently and without error.

---

**Model the desired performance** The journeyman will teach and will practice acceptable work procedures. The journeyman will be a role model that will use the work practices that are expected of the apprentice. The expectation is to lead by example. The practice of "Do as I say, not as I do" is unacceptable.

---

**Document OJT completions** When the apprentice *satisfactorily completes* a task listed in the apprentice's Qual Card, the journeyman operator will, after consultation with the supervisor, initial and date the entry in the book. Only journeyman operators or other persons qualified for this specific task may sign off (initial and date) these requirements. Apprentices may not make sign-off entries in this book.

---

**Complete a CBT** Prior to working with apprentice system operators, journeyman operators and all approved, local, approved trainers will complete the online, computer-based training module (Apprentice system operator Job Performance Measures – PSOS-0517)) that explains the use of apprentice system operator job performance measures (JPMs) during training.

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## THE ROLE OF THE JOURNEYMAN OPERATOR, CONTINUED

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- Role of mentor** Assigned mentors will be accorded time to meet with apprentice and to provide training. The mentor's duties include:
- Serving as a "bridge" between PSOS, the supervisor and the apprentice.
  - Signing off training modules.
  - Requesting assistance for training on specific gaps that the mentor cannot provide.
  - Tracking hours spent with the apprentice.

Mentors should receive training on expectations of both mentors and apprentices, as well as training on how to effectively coach.

---

- Document and report progress and problems** As needed, the journeyman is encouraged to submit reports documenting the apprentice's performance. The journeyman will use the Journeyman Operator Observations sheet, page 61. Operators can also download this form from the "Training Materials" section of Moms Job Aid.

One copy will be given to each of the following:

- The apprentice.
  - The supervisor.
  - The Power Systems Operations School (submit electronically).
-

# Supervisor Responsibilities

## THE ROLE OF THE SUPERVISOR

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### **Schedule activities**

The supervisor will coordinate training with forecast workload. The supervisor will identify work opportunities that are needed in each training phase and are suitable for apprentice training.

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### **Maintain reservoir of work**

The supervisor will identify work opportunities that are appropriate for apprentice training activities. Suitable work will be reserved for apprentice training consistent with good business practices and the requirements for safety, protection of resources and continuity of service.

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### **Monitor accomplishments**

The supervisor will monitor the apprentice's accomplishment by frequent, personal observations of the apprentice's performance and by continued discussions the apprentice's mentor and with the journeyman operators/approved trainers who are working with the apprentice.

The supervisor will use reports made available by Learning Services to track and monitor apprentice performance.

---

### **Co-develop corrective action plans**

The supervisor, in cooperation with PSOS, will prepare a corrective action plan to address any significant training deficiency, including those items that have the potential to delay the timely progression of the apprentice. Corrective action plans will identify the specific problem, specify the additional training and/or practice needed, establish a timeline for completion, and identify the measures to be used to ensure the corrective action has been successful.

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### **Implement corrective action plans**

The supervisor, in conjunction with PSOS, will arrange work assignments and any necessary training to ensure the apprentice is given the opportunity to complete the corrective action plan in a timely manner.

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## THE ROLE OF THE SUPERVISOR, CONTINUED

### Verify journeyman preparation

To ensure that journeyman operators/approved trainers are prepared to deliver JPMs in the workplace, the local supervisor will ensure that the journeymen/approved trainers have completed the required computer based training module (Apprentice system operator Job Performance Measures – PSOS-0517). For more details, see “Complete a CBT” on page 28.

This verification will be completed before the journeyman operator/approved trainer begins training the apprentice.

### Periodic performance review required

Every 90 days, the supervisor will conduct a formal interview with the apprentice and will complete an "Apprentice System Operator Performance Review Sheet." See page 50 for sample form. The form may be obtained via Mom's Job Aid. The supervisor will retain the completed, signed evaluation form and will e-mail a copy to the Power System Operator's School for their use.

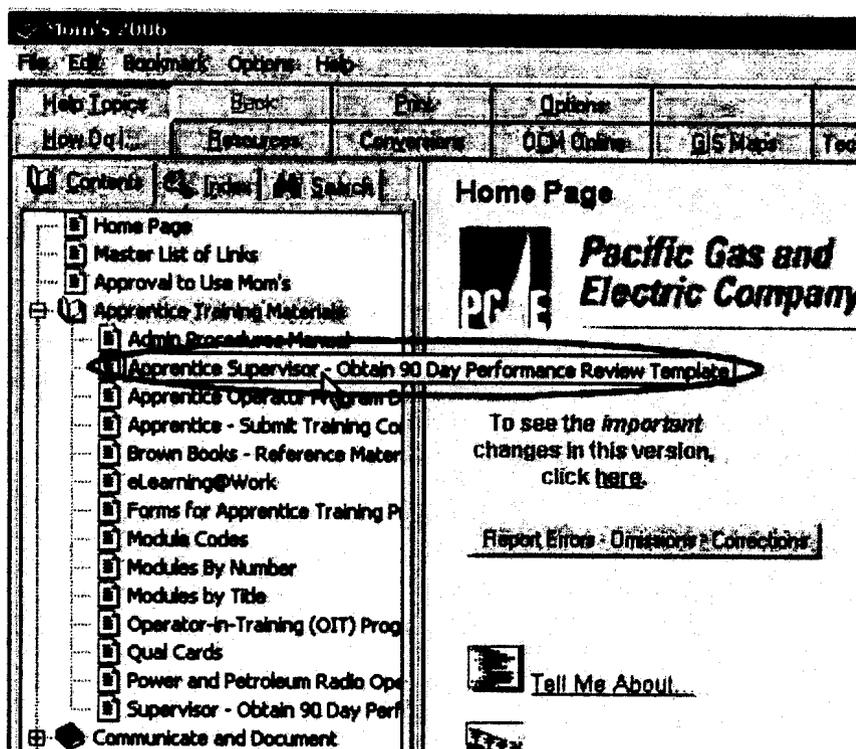


Figure 2 Obtaining Evaluation Form via Mom's Job Aid

# PSOS's Roles and Responsibilities

## THE ROLE OF THE POWER SYSTEMS OPERATIONS SCHOOL

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<b>Manage training process</b>	The Power Systems Operations School (PSOS) will monitor and support the overall apprentice training program. PSOS will monitor and track all training phases of the apprentice training program and will identify and correct conditions or situations that interfere with the efficient training and timely progression of all apprentices. Specific requirements are explained below.
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<b>Monitor progress</b>	PSOS monitors the progress of all apprentices by reviewing written and electronic records, conducting telephone interviews and by visiting field-training sites for personal observations of training activities.
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<b>Suggest timing and sequence of training events</b>	PSOS will monitor apprentice training accomplishment and remaining training requirements. PSOS will coordinate with the apprentice's supervisor to suggest appropriate work assignments to ensure efficient timing and sequencing of training events.
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<b>Maintain records and data base</b>	PSOS will collect, verify, input and update apprentice and supervisor information maintained in the electronic database maintained at the San Ramon school.
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<b>Co-develop corrective action plans</b>	In conjunction with the apprentice's supervisor, PSOS will co-develop corrective action plans that are timely and efficient in the resolution of training deficiencies.
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<b>Conduct formal evaluations</b>	As required, PSOS will perform formal training and evaluations of apprentice performance. The training and evaluation will take place at the San Ramon facility and consist of both classroom and simulator sessions.
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<b>Suggest improvements</b>	PSOS will suggest changes and revisions to the training program when appropriate and provide resources to implement the changes.
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# Curriculum and Schedule

## COURSE SEQUENCING

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### Visual display of requirements

The course sequence display shows the courses that must be completed during the apprenticeship. It provides a visual display of the sequence of events. Note that the apprenticeship is self-paced and apprentices may advance as quickly as their skills and knowledge permit. The times shown below represent the maximum number of months allowed for each training phase.

---

### Pre-appointment

Prior to entering the apprenticeship (award of the job), all candidates must meet all the requirements listed in the "Eligibility for Apprenticeship" topic shown on page 1.

Tests will be delivered by trained test administrators. The operator screening/interview/simulation will be delivered by representatives from Electric Control Center Operations (ECCO)

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### Understanding the diagrams that follow

The 5 diagrams that follow show the essential activities that are required components of the apprenticeship. The timing of some of the items is fixed, others may vary.

- Orientations will normally be completed during the first month of the apprenticeship.
  - Formal classes (basic and advanced operating) will normally be scheduled in months 2 and 13.
  - Substation visits, module and JPM completions, simulator proficiency demonstrations and wage progression tests must be completed no later than the last month of the training phase. Earlier completion is permitted and encouraged.
  - Simulator practice will be scheduled for 4 day periods and will be provided every other month.
  - Supervisor's evaluations are required every 90 days.
  - Written wage progression tests given at San Ramon may be scheduled during the open period that will be provided for one week each month. This will normally be the 3<sup>rd</sup> week of each month.
  - Simulator wage progression tests will be individually scheduled based on simulator availability and will normally be provided during the last 3 months of phase one and phase four.
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## COURSE SEQUENCING, CONTINUED

### Training Phase 1 – Months 1 through 6

Training Phase 1					
1	2	3	4	5	6
NEO				TBD Field Training Exercises	
Local Orientation					
				Complete Modules per Qual Card	
				JPMs – N/A	
T&D Orientation				Wage Progression Test (Open and Closed Book)	
PSOS Orientation				Initial Substation Visit	
Sign Apprentice Agreement		Supervisor Written Evaluation			Supervisor Written Evaluation
ECCO Orientation		Simulated Practice		Simulated Practice	

### Training Phase 2 – Months 7 through 12

Training Phase 2					
7	8	9	10	11	12
				TBD Field Training Exercises	
				Simulator Wage Progression Test	
				Complete Modules per Qual Card	
				5 JPMs	
				Wage Progression Test (Open and Closed Book)	
				Second Substation Visit	
		Supervisor Written Evaluation			Supervisor Written Evaluation
				6 Sim. Prof. Exercises	
Simulated Practice		Simulated Practice		Simulated Practice	

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## COURSE SEQUENCING, CONTINUED

### Training Phase 3 – Months 13 through 16

Training Phase 3			
13	14	15	16
		TBD Field Training Exercises	
		Complete Modules per Qual Card	
		5 JPMs	
		Wage Progression Test (Open and Closed Book)	
		1 Sim. Prof. Exercises	
		Supervisor's Written Evaluation	
Simulator Practice		Simulator Practice	

### Training Phase 4 – Months 17 through 20

Training Phase 4			
17	18	19	20
		TBD Field Training Exercises	
		All Modules	
		5 JPMs	
		Wage Progression Test (Open and Closed Book)	
		2 Sim. Prof. Exercises	
	Supervisor's Written Evaluation		
Simulator Practice		Simulator Practice	

*Continued on next page*

**COURSE SEQUENCING, CONTINUED**

**Training Phase 5 – Months 21 through 24 and journeyman status**

<b>Training Phase 5</b>				
21	22	23	24	More Than 24
	Simulator Wage Progression Test			<b>Journeyman Status</b>
			TBD Field Training Exercises	
			5 JPMs (All)	
			Wage Progression Test (Open and Closed Book)	
			2 Sim. Prof. Exercises	
Supervisor's Written Evaluation			Supervisor's Written Evaluation	
Simulator Practice		Simulator Practice		

# Training Requirements

## TRAINING PHASE 1 ACTIVITIES (MONTHS 1 – 6)

---

### Job Duties

- Assist with the processing of applications for work.
  - Assist with the research, creation and review of switching orders for basic/simple jobs.
  - Assist with OIS and the dispatch of outage tags (distribution operators only).
  - Assist with switchman scheduling.
  - Assist with basic logging and communications duties.
  - Assist with the monitoring and assessment of current system conditions of basic/simple circuits and equipment.
  - Assist with substation switching.
  - Assist with the directing of switching orders.
- 

### Basic Electricity

Every apprentice will pass the three day basic electricity course, PSOS-0056 and the two day applications for operators, PSOS-0058.

Students may challenge the course by taking the end-of-course test.

---

### Basic Operating

Every apprentice will pass the two week Basic Operating course, conducted in the classroom and on the Power System Simulator.

The course will contain a written final exam and a skills (performance) test. The rules for testing and retesting are contained in the “Testing Policy” section that begins on page 20.

Students may challenge the course by passing the end-of-course test.

---

### Modules

Complete modules as shown below:

- Transmission apprentices will complete specified modules shown in transmission Qual Card.
  - Distribution apprentices will complete specified modules shown in distribution Qual Card.
- 

*Continued on next page*

## **TRAINING PHASE 1 ACTIVITIES (MONTHS 1 – 6), CONTINUED**

---

**Simulator practice**                      Successfully complete the simulator practice sessions listed in the appropriate (transmission or distribution) Qual Card.

Students may request to demonstrate their proficiency (go for a sign off) on an SP without receiving a demonstration or practice. Unsuccessful attempts to pass the proficiency demonstration will be entered in the student's record.

---

**Job performance measures**                      No JPMs are required in training phase 1. Apprentices are encouraged to begin JPMs during phase 1 and, provided the JPMs are completed successfully, may have them signed off this phase.

---

**Substation training visits**                      Complete training visits to substations as required on the Qual Card. Complete the training checklist for each visit.

---

**Field training requirements**                      Complete field training requirements as specified in the Qual Card.

---

**Wage progression test**                      Student will pass written wage progression test.  
The rules for testing and retesting are contained in the "Testing Policy" section that begins on page 20.

---

## TRAINING PHASE TWO ACTIVITIES (MONTHS 7 THRU 12)

---

**Continue to perform previous duties**

An apprentice will continue to perform the functions and duties of the previous training phase and, in addition, will learn the duties outlined in the section below.

---

**Job duties**

Perform the following job duties:

- Process applications for work for simple/basic jobs.
  - Create and review switching orders for basic/simple jobs.
  - Use OIS and dispatch outage tags (distribution operators only).
  - Schedule switchman for basic/simple jobs.
  - Communicate and log basic/simple information.
  - Monitor and assess current system conditions for basic/simple circuits and equipment.
  - Direct simple/basic switching orders.
- 

**Modules**

Complete modules as shown below:

- Transmission apprentices will complete specified modules shown in transmission Qual Card.
  - Distribution apprentices will complete specified modules shown in distribution Qual Card.
- 

**Simulator Practices**

Successfully complete the simulator practice sessions listed in the appropriate (transmission or distribution) Qual Card.

Students may request to demonstrate their proficiency (go for a sign off) on an SP without receiving a demonstration or practice. Unsuccessful attempts to pass the proficiency demonstration will be entered in the student's record.

---

**Job Performance Measures**

Apprentices must complete the JPMs specified in the appropriate (transmission or distribution) Qual Card.

Journeyman sign off and supervisor review are required before the JPM can be entered into the TrainingServer database as complete.

---

*Continued on next page*

## TRAINING PHASE TWO ACTIVITIES (MONTHS 7 THRU 12), CONTINUED

---

**Field training requirements**

Complete field training requirements as specified in the Qual Card.

---

**Wage Progression**

Student will pass written wage progression test.

The rules for testing and retesting are contained in the "Testing Policy" section that begins on page 20

---

**Simulator wage progression test**

Student will pass a wage progression test in the PSOS simulator at San Ramon.

The rules for testing and retesting are contained in the "Testing Policy" section that begins on page 20.

---

## TRAINING PHASE THREE ACTIVITIES (MONTHS 13 – 16)

---

### Continue to perform previous duties

An apprentice will continue to perform the functions and duties of the previous training phase and, in addition, will learn the duties outlined in the section below.

---

### Job duties

Perform the following job duties:

- Assist with the processing of complex applications for work.
  - Assist with the research, creation and review of switching orders for complex jobs.
  - Assist with the dispatching of complex tags.
  - Assist with complex switchman scheduling.
  - Assist with complex logging and communications duties.
  - Assist with the monitoring and assessment of current system conditions of complex circuits and equipment.
  - Assist with complex substation switching.
  - Assist with the directing of complex switching orders.
  - With written approval of the local supervisor, apprentices may perform unassisted substation switching for which they have been authorized. The apprentice will be responsible for the switching actions they perform.
- 

### Advanced Operating course

Every apprentice will pass the Advanced Operating course, conducted in the PSOS classroom in San Ramon.

The course will contain a written final exam and a skills (performance) test. The rules for testing and retesting are contained in the “Testing Policy” section that begins on page 20.

Students may challenge the course by taking a test.

---

### Modules

Complete modules as shown below:

- Transmission apprentices will complete specified modules shown in transmission Qual Card.
  - Distribution apprentices will complete specified modules shown in distribution Qual Card.
- 

*Continued on next page*

## TRAINING PHASE THREE ACTIVITIES (MONTHS 13 – 16), CONTINUED

---

**Simulator Practices** Successfully complete the simulator practice sessions listed in the appropriate (transmission or distribution) Qual Card.

Students may request to demonstrate their proficiency (go for a sign off) on an SP without receiving a demonstration or practice. Unsuccessful attempts to pass the proficiency demonstration will be entered in the student's record.

---

**Job Performance Measures** Apprentices must complete the JPMs specified in the appropriate (transmission or distribution) Qual Card.

Journeyman sign off and supervisor review are required before the JPM can be entered into the TrainingServer database as complete.

---

**Field training requirements** Complete field training requirements as specified in the Qual Card.

---

**Wage Progression** Student will pass written wage progression test.

The rules for testing and retesting are contained in the "Testing Policy" section that begins on page 20

---

**Simulator wage progression test** Student will pass a wage progression test in the PSOS simulator at San Ramon.

The rules for testing and retesting are contained in the "Testing Policy" section that begins on page 20.

---

## TRAINING PHASE FOUR ACTIVITIES (MONTHS 17 – 20)

---

**Continue to perform previous duties**

An apprentice will continue to perform the functions and duties of the previous training phase and, in addition, will learn the duties outlined in the section below.

---

**Job duties**

Perform the following job duties:

- Process complex applications for work.
  - Research, create and review switching orders for complex jobs.
  - Dispatch complex tags.
  - Schedule complex switchman assignments.
  - Complete complex logging and communications duties.
  - Monitor and assess current system conditions of complex circuits and equipment.
  - Perform complex substation switching.
  - Direct complex switching orders.
- 

**Modules**

All modules will be complete by the end of this training phase.

---

**Simulator Practices**

Successfully complete the simulator practice sessions listed in the appropriate (transmission or distribution) Qual Card.

Students may request to demonstrate their proficiency (go for a sign off) on an SP without receiving a demonstration or practice. Unsuccessful attempts to pass the proficiency demonstration will be entered in the student's record.

---

**Job Performance Measures**

Apprentices must complete the JPMs specified in the appropriate (transmission or distribution) Qual Card.

Journeyman sign off and supervisor review are required before the JPM can be entered into the TrainingServer database as complete.

---

*Continued on next page*

## **TRAINING PHASE FOUR ACTIVITIES (MONTHS 17 – 20), CONTINUED**

---

**Field training requirements**

Complete field training requirements as specified in the Qual Card.

---

**Wage Progression**

Student will pass written wage progression test.

The rules for testing and retesting are contained in the “Testing Policy” section that begins on page 20

---

**Simulator wage progression test**

Student will pass a wage progression test in the PSOS simulator at San Ramon.

The rules for testing and retesting are contained in the “Testing Policy” section that begins on page 20.

---

## TRAINING PHASE FIVE ACTIVITIES (MONTHS 21 – 24)

---

**Continue to perform previous duties**

An apprentice will continue to perform the functions and duties of the previous training phase and, in addition, will learn the duties outlined in the section below.

---

**Simulator Practices**

Successfully complete the simulator practice sessions listed in the appropriate (transmission or distribution) Qual Card.

Students may request to demonstrate their proficiency (go for a sign off) on an SP without receiving a demonstration or practice. Unsuccessful attempts to pass the proficiency demonstration will be entered in the student's record.

---

**Job Performance Measures**

All JPMs will be complete by the end of this training phase.

---

**Shift-taking criteria**

Each student must complete the specific requirements of their control center before being allowed to take the final written and simulator tests.

---

**Wage Progression**

Student will pass written wage progression test.

The rules for testing and retesting are contained in the "Testing Policy" section that begins on page 20.

---

**Simulator wage progression test**

Student will pass a wage progression test in the PSOS simulator at San Ramon.

The rules for testing and retesting are contained in the "Testing Policy" section that begins on page 20

---

**Field training requirements**

Complete field training requirements as specified in the Qual Card.

---

## **JOB PERFORMANCE MEASURES (JPMs)**

---

**Introduction** Job performance measures (JPMs) are training tools designed for specific control center and focus on local training requirements. The journeyman selected by the local supervisor, in conjunction with PSOS, will act as the designated subject matter experts for training apprentice system operators in their jurisdiction. JPMs are an essential tool for providing practice and verification apprentice system operator's skill.

---

**JPM binder** Each control center will have a binder of 20 JPMs that teach specific topics that relate to emergency conditions, equipment failure or routine operations and maintenance of facilities within the local jurisdiction.

Each JPM has a field training outline, the job performance measure, study guide and any applicable sample attachments. The binder also includes a compact disk that has the electronic files for all these documents. Each control center must maintain and update these JPMs to ensure that they are accurate.

---

**Field training outline** The field training outline is provided for the supervisor or journeyman to use when training an apprentice system operator. It outlines the activities and detailed discussion topics within the JPM that are required for a participant to show competency. Topics include various equipment types, loading configurations, conductor sizes, protection set-ups, equipment ratings, and reference materials required to complete the JPM. For supervisors and journeymen, this should make the job of training much easier than in the past, and also ensure that all subjects are covered.

---

**Job performance measure** Each JPM is designed to evaluate apprentice system operators skills and knowledge needed to successfully respond to a specific scenario applicable to the local jurisdiction. JPM's have all the details needed for their administration including the purpose, description, standards, procedures, conditions, scenario and oral questions for the supervisor or journeyman. JPM's have also been designed to make training them as easy as possible.

---

*Continued on next page*

## **JOB PERFORMANCE MEASURES (JPMS), CONTINUED**

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**Study guide** The study guide is provided for the apprentice system operator to use for study and practice in preparing for the job performance measure. It has the scenario and all of the response steps from the job performance measure. Once the apprentice system operator feels he or she is ready to take a JPM, the apprentice will schedule the evaluation event with the local supervisor or a journeyman.

---

**Attachments** Attachments are also provided for study and practice. They include items like a clearance request applications, switching logs, master man-on-line tags, and links to e-pages. When an apprentice system operator is ready to take a JPM, he or she may be expected to complete similar documents as part of the evaluation.

---

**Using the training materials**

- On-the-job training shall apply to the extent that such duties are performed by journeymen where the apprentice is headquartered.
- The supervisor or a journeyman will use the field training outline as a training guideline. All training will cover a broad range of conditions and not just “how to respond to the job performance measure.”
- Give the apprentice system operator being trained a copy of the field training outline, study guide, and attachments. A journeyman or other qualified employee will cover each field training outline and utilize the associated study guide to ensure the apprentice system operator understands the work to be performed. After the training session(s), the apprentice system operator should be given a reasonable amount of time for study and practice.
- When the apprentice system operator is ready, he or she will notify the supervisor or journeyman to set up a time to perform the job performance measure.

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## **JOB PERFORMANCE MEASURES (JPMs), CONTINUED**

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### **Evaluation procedures**

- To start a JPM, give the apprentice system operator a copy of the JPM system conditions and the scenario statement page. The apprentice system operator will perform a series of responses based on that information.
  - Responses may be real or simulated depending on the scenario.
  - Evaluator cues are included within JPM responses to provide necessary information for the apprentice system operator to proceed to the next step. The supervisor/journeyman will read the evaluator cues to the trainee. The evaluator will give no hints or assistance of any kind during the evaluation.
  - A trainee cannot ask the supervisor/journeyman questions during a JPM test. A supervisor/journeyman can question the trainee to verify he or she fully understands the equipment, system conditions, or processes.
  - An apprentice system operator must receive a SAT (satisfactory) score on all JPM steps to demonstrate competency and receive an overall satisfactory rating.
  - The employee will fail the JPM if he/she:
    1. Causes a safety violation of any kind.
    2. Causes an environmental impact of any kind.
    3. Causes equipment damage.
    4. Is unable to finish the JPM.
-

# TRAINING RECORDS, REPORTS AND DOCUMENTATION

## TRAINING RECORDS

---

### Apprentice maintains personal records

The apprentice will create and maintain a training file. The training file will contain:

- Qualification Card
- Skill check sign-offs.
- Field training exercise sign-offs.
- Switching logs used for sign-offs.
- Completed JPMs.
- PSOS feedback reports.
- Criteria for taking shift.

The apprentice will furnish the supervisor with copies of each of these documents for inclusion into the supervisor's copy of the training file.

The apprentice will also maintain a personal *Qual Card*. Entries will be made by supervisors, journeyman operators, PSOS, approved trainers or other authorized persons.

---

### Supervisor's records

Each supervisor, in collaboration with PSOS, will maintain a training file that contains the records described above. The supervisor will use these records to monitor training activities and to assure that each apprentice has the opportunity to meet the standards of achievement set forth in these guidelines.

Every 90 days, the supervisor will interview each apprentice and will complete a training accomplishment record. Copies of the record will be forwarded to PSOS for review.

---

### San Ramon Training Center

The San Ramon Training Center will maintain the records of all written and performance checks.

---

### Access to training records

Such records will always be available during the apprenticeship for review by PSOS, the immediate supervisor, or higher level of supervision, the apprentice, and representatives of union.

---

## APPRENTICE QUARTERLY PERFORMANCE REVIEWS

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**Purpose**                      Apprentice quarterly performance reviews are very important. They document the progression of the apprentice through the training program. They serve as written explanations for the demonstrated skills and abilities acquired by the apprentice and of the additional work responsibilities that are expected of the learner. In addition, the reports will document performance problems and will explain and justify any additional training or personnel actions that are required in the case of an apprentice who does not meet the required standards of performance.

---

**Performance Review Sheet**                      Performance reviews are completed at 90-day intervals that begin on the day that the worker is awarded the apprentice classification.

The performance review sheet is used to record specific training accomplishments and problems during the 90-day period. It records:

- Work activity for the quarter.
- OJT requirements completed.
- Planned work activity for the next 90 days.
- Planned OJT requirements to be completed.
- Areas where improvement was noted.
- Areas requiring improvement.
- The improvement plan (developed by the supervisor and the Power Systems Operations School).

Supervisors will send the completed performance review electronically to the PSOS and will ensure that they arrive no later than 10 days after the scheduled review date. See page 59 for sample review sheet.

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# Resolving Conflicts

## THE APPEAL PROCESS

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**Informal  
resolution first**

Problems and conflicts concerning apprentice training should be resolved at the lowest possible level. Participants are expected to work together in good faith to reach consensus in reaching a fair resolution to the problem.

---

**Formal appeals**

If problems or conflicts cannot be resolved at the local level, one or more parties may appeal to the JATC for resolution of the issue. The JATC will investigate, as required, and will reach a determination on the issue in contention.

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**Extensions,  
retesting, etc.**

The JATC has final authority over changes in program content, sequence, extensions of schedules, retesting, deviations, adjustments or other serious issues.

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## **Attachments**

- Attachment 1: Notification of Training Assignment Form**
- Attachment 2: Request for Testing Form**
- Attachment 3: Apprentice system operator Performance Review Sheet**
- Attachment 4: Journeyman Operator Observations Report Form**
- Attachment 5: Apprentice system operator Report/Request Form**
- Attachment 6: Letter Agreement NO. R1-05-21-PGE**

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**Attachment 1 Notification of Training Assignment**

**ELECTRIC CONTROL CENTER OPERATIONS  
Notification of Training Assignment**

**IBEW Union Business Representative:** \_\_\_\_\_ **Date:** \_\_\_\_\_

<b>Employee Name(s)</b>	<b>Phase in Apprenticeship Program</b>	<b>Current Headquarters</b>	<b>Current Work Days/Hours</b>
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____

**Sending Supervisor:** \_\_\_\_\_ **LAN ID:** \_\_\_\_\_ **Company Phone No.** \_\_\_\_\_

**PROPOSED**

**Temporary Headquarters:** \_\_\_\_\_

**Work days/Work Hours:** \_\_\_\_\_

**Receiving Supervisor:** \_\_\_\_\_ **LAN ID:** \_\_\_\_\_ **Company Phone No.** \_\_\_\_\_

**Training Assignment Start Date:** \_\_\_\_\_

**Training Assignment End Date:** \_\_\_\_\_

**Specific Training to be accomplished:**

- 
- 
- 

**Guidelines to be followed:**

- Training to develop required technical skills/experience not available at work location.
- Training assignment restricted to 50 miles or less from work location unless work is not available or cannot reasonably be made available within 50 miles.
- Training assignments to be kept as short as practical, consistent with training requirements.
- Notify apprentice and Business Representative at least 48 hours prior to assignment start date.

IBEW Contract Sections 201, 203 and T300.

**cc: IBEW Business Representative  
Joint Apprenticeship Training Committee/Labor Relations  
Power Systems Operation School**

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**Pacific Gas and  
Electric Company**

## APPRENTICE SYSTEM OPERATOR PERFORMANCE REVIEW SHEET

NAME: \_\_\_\_\_

HEADQUARTERS: \_\_\_\_\_

DATE: \_\_\_\_\_

TRAINING PHASE: \_\_\_\_\_

IMPORTANT NOTE: To be certified for any skill or task, all work must be performed safely, must conform to the applicable standards and specifications, and must minimize customer outage and inconvenience.

**Work activity for this period:**

\_\_\_\_\_

**OJT requirements completed:**

\_\_\_\_\_

**Planned work activity for next period:**

\_\_\_\_\_

**Planned OJT requirements to be completed:**

\_\_\_\_\_

**Areas of improvement noted:**

\_\_\_\_\_

**Areas requiring improvement:**

\_\_\_\_\_

**Improvement plan:**

\_\_\_\_\_

\_\_\_\_\_

Apprentice: \_\_\_\_\_

Supervisor: \_\_\_\_\_

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Attachment 4 Journeyman Operator Observations Sheet



**Pacific Gas and  
Electric Company**

## JOURNEYMAN OPERATOR OBSERVATIONS

APPR. NAME: \_\_\_\_\_ HEADQUARTERS: \_\_\_\_\_

DATE: \_\_\_\_\_ TRAINING PHASE: \_\_\_\_\_

IMPORTANT NOTE: To be certified for any skill or task, all work must be performed safely, must conform to the applicable standards and specifications, and must minimize customer outage and inconvenience.

**Work activity observed:**

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**Areas of improvement noted:**

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**Areas requiring improvement:**

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Operator: \_\_\_\_\_

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Attachment 5 Apprentice system operator Report/Request Sheet



## APPRENTICE SYSTEM OPERATOR REPORT/REQUEST

APPR. NAME: \_\_\_\_\_ HEADQUARTERS: \_\_\_\_\_

DATE: \_\_\_\_\_ TRAINING PHASE: \_\_\_\_\_

In all cases, attempt to resolve issues/problems at your headquarters. If the issue/problem cannot be resolved satisfactorily at your headquarters you may document the situation and request assistance by sending this form electronically to the PSOS.

**What is the issue or problem?**

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**What steps have you taken to resolve the issue or problem locally?**

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**What action do you think is necessary? How can we help you?**

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Signature: \_\_\_\_\_

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Attachment 6

Letter Agreement NO. R1-05-21-PGE



**Pacific Gas and  
Electric Company.**

# LETTER AGREEMENT NO. R1-05-21-PGE

**IBEW**



PACIFIC GAS AND ELECTRIC COMPANY  
INDUSTRIAL RELATIONS DEPARTMENT  
2850 SHADELANDS DRIVE, SUITE 100  
WALNUT CREEK, CALIFORNIA 94598  
(925) 974-4104

INTERNATIONAL BROTHERHOOD OF  
ELECTRICAL WORKERS, AFL-CIO  
LOCAL UNION 1245, I.B.E.W.  
P.O. BOX 2547  
VACAVILLE, CALIFORNIA 95696  
(707) 452-2700

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STEPHEN A. RAYBURN,  
DIRECTOR AND CHIEF NEGOTIATOR

PERRY ZIMMERMAN,  
BUSINESS MANAGER

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June 7, 2005

Mr. Perry Zimmerman, Business Manager  
Local Union No. 1245  
International Brotherhood of  
Electrical Workers, AFL-CIO  
P.O. Box 2547  
Vacaville, CA 95696

Dear Mr. Zimmerman:

The parties agreed in the 2003 General Negotiation Settlement Agreement to establish a System Operator Ad Hoc Committee per the following statement:

“Company and Union agree to the following concepts and will establish a System Operator Ad Hoc Committee to discuss and reach agreement on a journeyman re-certification program, an enhanced OIT program, lines of progression and bidding-displacement for Transmission, Distribution and Hydro Operators, an entry-level classification, filling of shifts, alternate work schedules, and wages. It is recommended that this Committee begin its work immediately upon ratification of the Agreement and conclude within six months, unless agreement is reached to extend the timeframe. Upon reaching agreement, an increase as agreed to by the Ad Hoc Committee will be granted to classifications identified by the Committee.”

The Company proposes the following as a result of the ad hoc negotiation:

1. Establish System Operator Transmission and/or Distribution job definitions (see attached)
  - a. Lead System Operator (LSO) – New position
  - b. System Operator
  - c. Apprentice System Operator – Combines OIT and old Assistant Operator job definitions
  - d. Assistant System Operator – New position
2. Separate Lines of Progression - Hydro, Transmission and Distribution
  - a. Revised Line of Progression and Reverse Line of Progression
  - b. Promotion and Demotion units (Distribution and Transmission) – (see attached revised Promotion and Demotion units)
  - c. Utility Operator as shift employee

3. **Apprentice System Operator Classification for Transmission and Distribution**
  - a. Five-step wage progression
  - b. Company's discretion to fill once 205.7 (b) and (c) bidders have been exhausted.
  - c. Expand the current language to allow the Company at management's discretion to assign an apprentice to a different headquarters one time within his/her area during his/her Apprenticeship.
  - d. Apprentices that reach journeyman status will remain in their Control Center for two years before being allowed to bid another System Operator position outside of his/her current headquarters. This applies to employees who enter the program after the effective date of this agreement.
4. **Separate Training Programs - Hydro, Transmission and Distribution.**
  - a. Revise current program based on Subcommittee's recommendations
  - b. Use the current HOIT program for Hydro
5. Incorporate a screening test for candidates into the System Operator Line of Progression.
6. The current Hydro System Operators and T&D System Operators maintain their "c" bidding rights across disciplines and the current HOIT's and OIT's are "c" bidders when they top out.
7. Eliminate Division Operator and Grid System Control Operator (GSCO) classifications. The existing personnel at FOC who are currently in the Grid System Control Operator classification will continue to receive GWIs based on the current rate of the GSCO. Personnel who are currently in the Division Operator classification at Golden Gate Control Center (GGCC) will maintain the existing pay differential as compared to the System Operator wages as long as they stay at GGCC.
8. Excluding incumbents, establish a 6% pay premium for those operators assigned to the generation desk work at the FOC. A generation desk premium will be paid for the full shift, regardless of the amount of time worked performing generation duties. This is defined as working 1 hour or more during the operator's shift and will be applied toward all benefits. Incumbents will be addressed as discussed in item 6 above.
9. Eliminate Re-Rate Committee.
10. 6% overall pay adjustment for System Operators in Transmission and Distribution. Initial 3% raise will be implemented on July 1, 2005 for System Operator wages. The final 3% increase will be effective on January 1, 2006.

If you are in accord with the foregoing, and agree thereto, please so indicate in the space provided below and return one executed copy of this letter to the Company.

Very truly yours,

PACIFIC GAS & ELECTRIC COMPANY

By: s/Stephen A. Rayburn  
Stephen A. Rayburn  
Director and Chief Negotiator

The Union is in accord with the foregoing and agrees thereto as of the date hereof.

LOCAL UNION NO. 1245, INTERNATIONAL  
BROTHERHOOD OF ELECTRICAL WORKERS, AFL-CIO

June 20, 2005

By: s/Perry Zimmerman  
Perry Zimmerman  
Business Manager

**ATTACHMENT LA 05-21-PGE**

**1809 Lead System Operator (Transmission and/or Distribution) – New Position**

**Job Definition:**

An employee who is a lead in charge of a group engaged in electric control center operation of the electric system. Shall have the personal qualifications of leadership and supervisory ability, the craft qualifications of a journeyman system operator as may be appropriate and be familiar with company compliance, safety standards, accounting procedures, and other applicable rules and procedures.

**Major Area of Responsibilities:**

- Coordinates the activities of other control center operators in executing the work requirements at the control center.
- As an assistant to the Operating Supervisor, serves as a single point of contact with other departments. Generally, this interaction will involve requests for work or outage-related situations.
- May be asked to perform duties of lower classifications in the line of progression.
- Control Center “Application for Work” process coordinator:
  - Receives and reviews all applications for work.
  - Provides final approval of schedules and work scope.
  - Distributes work to the planned desk and/or the switch writing desk.

**Notes:**

- (1a) Company shall not be obligated to fill vacant shift<sup>1</sup>
- (2a) If shift isn’t filled entirely, on-shift LSO can be utilized for less than full shift to assume specific shift-type responsibilities but not for the purpose of circumventing the relief protocol.
- (3a) If company elects to fill a full shift, the relief agreement is to be utilized and LSO could be used. The LSO would be last in priority order after all qualified employees in the Line of Progression have been exhausted.
- (4a) Company would define start and end times for LSO Static work schedule (e.g., 12 noon to 9 p.m.).

**Next Lower Classification**

1805 (1811) System Operator (Un)

**Same or Higher Classification**

1809 Lead System Operator

**1805 System Operator (Transmission and/or Distribution)**

**Job Definition:**

A shift employee at a designated location who has displayed the initiative, ability, operating knowledge and temperament to supervise and is responsible for the operation of an assigned jurisdiction and is engaged in and/or supervises the issuing of clearances, shifting of loads and the prompt restoration of service when trouble occurs within his/her jurisdictional area. May also be required to operate and control remote or local generating equipment. Makes minor repairs to equipment, performs routine tests on automatic equipment, keeps records, cares for

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<sup>1</sup> Consistent with language in Clarification for Utilization of Relief Shift Employees

buildings and grounds and may be required to adjust relay and regulator settings. In addition, may be required to receive and dispatch calls by telephone or radio dealing with service to customers and with switching operations. Must have a complete knowledge of Company's service policies. Dispatches gas and electric operation tags to service employees in the field. May also be assigned responsibility for monitoring pressures and flows in the gas transmission and distribution lines in the territory assigned to him/her. Shall direct and train other operating employees, prepare code switching orders, and maintain operating diagrams.

NOTE: Above paragraph does not differ from current job definition for System Operator (1805, 1811, 1812)

Next Lower Classification

Same or Higher Classifications

1822 Apprentice System Operator

1809 Lead System Operator  
1805 (1811) System Operator (Un)  
1880 Utility Operator

**1880 Utility Operator (Transmission and/or Distribution)**

**Job Definition:**

An employee who performs the duties of a System Operator at unattended substation plants. Will inspect equipment for proper operation, perform switching and routine tests on automatic equipment, adjust relay and regulator settings, performs the cleaning duties, takes readings and keeps records in unattended substations. In addition, may be required to perform routine maintenance work of a preventive or cleaning nature within any such substation and/or power plant, prepare code switching orders, maintain operating diagrams and give switching instructions to Troublemens and other employees.

Next Lower Classification

Same or Higher Classifications

1822 Apprentice System Operator

1809 Lead System Operator  
1805 (1811) System Operator (Un)  
1880 Utility Operator

**1822 Apprentice System Operator (Transmission and/or Distribution)**

**Job Definition:**

A shift employee who is engaged in performing an electric operator's work as an assistant to and under the direct supervision of a journeyman Operator. In the course of his/her training, will be required to prepare and perform switching programs, to operate equipment, to keep records, receive and dispatch calls by telephone and radio dealing with service to customers and certain switching operations. In addition, may be required to care for building and grounds. Educational and general qualifications must be such that he/she is considered capable of progressing to a journeyman Operator at any of the Company's transmission and distribution control centers. May be required to assist in maintenance duties at his/her assigned training locations.

NOTE: Above paragraph represents a consolidation of the current job definitions for the Operator in Training (1554) and the current Assistant Operator (1552) positions.

Next Lower Classification

Same or Higher Classification

1823 Assistant System Operator

1822 Apprentice System Operator

**1823 Assistant System Operator (Transmission and/or Distribution) – New Position**

**Job Definition:**

A shift employee who assists the System Operator and performs dispatch and communication duties. Must communicate verbally, electronically, and via pager with control center personnel, troublemen, crews, service operators, senior PG&E management, and other departments. Responds promptly to call-out procedures and emergency duties during major events or storms.

**Next Lower Classification**

1823 Beginner's classification

**Major Area of Responsibilities:**

- Handles the dispatch responsibilities utilizing the appropriate outage-related software programs
- Handles assigned communication/notification responsibilities. Communication mediums include: face-to-face interactions, paging, updating software programs, radio and phone interactions.

1809	Lead System Operator	(2 Steps)	(shift employee)
1805	System Operator	(6 Steps)	(shift employee)
1822	Apprentice System Operator	(2 Steps)	(shift employee)
1823	Assistant System Operator	(2 Steps)	(shift employee)
1880	Utility Operator*	(2 Steps)	(shift employee)

\*Utility Operator job definition and wages to remain the same. Change requested is to add to exhibit 3 of the Company-Union agreement as a shift employee.

**Electric Control Center Operations**  
**Establish Journeyman Recertification Program**  
*Transmission and Distribution Control Centers*

<b>Promotion Unit for T&amp;D</b>	<b>Demotion Unit for T&amp;D</b>
<p>BIDDING UNIT 20  AREA 29</p> <p>Humboldt  North Valley  Auburn  Vaca-Dixon  Round Mountain  Table Mountain  Fulton  Russian River  Ignacio</p> <p>AREA 30</p> <p>Golden Gate  San Mateo  Pittsburg  Newark  Tesla  Diablo  East Bay  Mission</p> <p>Area 31</p> <p>DeAnza  Edenvale  Moss Landing  Metcalf  Diablo Canyon  Central Coast  San Luis Obispo</p> <p>Area 32</p> <p>Fresno Operating Center  Los Banos  Stockton  Yosemite  Fresno  Kern  Midway</p>	<p>DEMOTION UNIT 13  AREA 37</p> <p>Humboldt  North Valley  Auburn  Vaca-Dixon  Round Mountain  Table Mountain  Fulton  Russian River  Ignacio</p> <p>AREA 38</p> <p>Golden Gate  San Mateo  Pittsburg  Newark  Tesla  Diablo  East Bay  Mission</p> <p>Area 39</p> <p>DeAnza  Edenvale  Moss Landing  Metcalf  Diablo Canyon  Central Coast  San Luis Obispo</p> <p>Area 40</p> <p>Fresno Operating Center  Los Banos  Stockton  Yosemite  Fresno  Kern  Midway</p>

**Electric Control Center Operations**  
**Establish Journeyman Recertification Program**  
*Transmission and Distribution Control Centers*

**Internal and External Screening Process**  
**for the Assistant and Apprentice System Operator**

- Add or incorporate testing elements that test for retention ability.
  - PTB (Physical Test Battery) and OTB (OIT Test Battery) may remain status quo.
  - Testing to be reviewed by the Company's Human Resources Department and additional tests may be added to the screen process.
  
- Upon contingent acceptance of a position, employee must attend an orientation class, pass a written and oral exam.
  - Class would include an overview of the System Operator program, basic electricity concepts, basic troubleshooting, appropriate documentation, and communication skills. Class review should not exceed 2 hours (HR-PSOS).
  - Upon completion of the class, the prospect must pass a written exam (HR-PSOS).
  - The prospect must also pass an oral simulation (see attachments A and B).
  
- The Written exam would assess the candidate's ability to communicate, multi-task, retention and attention to detail.
  
- The verbal simulation would involve setting up a simple scenario of electric trouble:
  - The prospect would need to demonstrate the following:
    - Ability to understand basic electricity concepts.
    - Ability to safely handle the simple electric fault.
    - Ability to communicate with multiple individuals while handling the situation.
    - Ability to document the situation and status.
  
- Upon successful completion of the tests, the prospect will be awarded the position on a regular basis. If unsuccessful, the following would apply:
  - Internal bid offers would be rescinded upon any unsuccessful qualification of either the written exam or oral simulation.
  - Internal applicants are permitted to apply for one additional testing opportunity, but cannot be scheduled for at least 6 months of the initial testing date.
  - External applicants will be limited to one testing opportunity and if unsuccessful will be excluded from any future consideration.

## Electric Control Center Operations Establish Journeyman Recertification Program *Transmission and Distribution Control Centers*

Two Pay Increase Ratios						
Beginning July 1, 2003						
1800 Lead System Operator	Start	End 9 mo	Start is 4.99% above System Operator End 9 mo is 7.1% above System Operator			
	\$1,532.80	\$1,588.70				
1804 System Operator	Start	End 9 mo	End 15 mo	End 18 mo	End 24 mo	End 30 mo
	\$1,248.00	\$1,287.25	\$1,348.48	\$1,388.85	\$1,422.10	\$1,485.80
3% above current System Operator Pay of \$1,422.00						
Beginning January 1, 2008 (Dependent on wage re-opener discussions. Using July 1, 2003 wage as illustration)						
1800 Lead System Operator	Start	End 9 mo	Start is 4.99% above System Operator End 9 mo is 7.1% above System Operator			
	\$1,677.56	\$1,616.40				
1804 System Operator	Start	End 9 mo	End 15 mo	End 18 mo	End 24 mo	End 30 mo
	\$1,248.00	\$1,287.25	\$1,348.48	\$1,388.85	\$1,444.85	\$1,508.30
8% above current System Operator Pay of \$1,422.00						
<hr/>						
1880 Utility Operator	Start	End 9 mo				
	\$1,274.20	\$1,288.40				
<hr/>						
1822 Apprentice System Operator	Phase 1	Phase 2	Phase 3	Phase 4	Phase 5	Phase 6
	\$800.46	\$840.00	\$887.38	\$1,074.20	\$1,181.10	\$1,248.00
\$800.46 is based on start pay of current DIT Increases are higher in the more complicated phases						
1823 Assistant System Operator	Start	End 9 mo	End 12 mo	End 15 mo	End 24 mo	
	\$738.85	\$788.35	\$832.85	\$876.30	\$925.80	
Modeled after 1 year Utility Worker (\$738.85 to \$28.80)						
<hr/>						
Premiums						
FOC Gen Desk	8% above System Operator Pay					
Relief Premium	Same as today					
Shift Premium	Same as today					
Note: Incumbent System Operators will move into the above new rates based upon their time in the position. For the cases where the new rate is lower than the current rate, the employee will maintain the current rate. The employee will remain at the current rate until the time requirement is met for the next progressive step.						

### NOTE

This table includes revised labels for the phases of the apprentice training program.

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