



# LETTER AGREEMENT NO. R1-13-52-PGE



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July 12, 2013

Mr. Tom Dalzell, Business Manager  
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P.O. Box 2547  
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Dear Mr. Dalzell:

Pursuant to Section 109.2 of the Agreement, a Company and Union subcommittee was established to develop the Apprentice training program for the Distribution Gas System Operator position agreed to in Letter of Agreement 12-39. The joint subcommittee has completed its work and presented the attached proposed program to the Joint Apprenticeship Training Committee (JATC) for review and approval.

The subcommittee presented the proposed program, developed under the guidance of the Company's Training Academy, to the JATC which unanimously agreed to the proposed program. While the program is considered complete, the parties recognize that on-going training program updates including necessary curriculum modifications may be required as dictated by changing operational needs. In addition, the JATC recognizes that training programs are being implemented with first time learners and while supporting operational requirements, there may be training material or process gaps identified that warrant remediation. The parties agree that the appropriate adjustments that are deemed necessary will be made to ensure the Apprentice class has optimal support to be successful. Further, the parties recognize the need to monitor the training and testing of the Apprentices until the program is complete and validated. Therefore, the JATC will have final authority over any disputes that may arise.

The JATC recommends the attached Apprentice Distribution Gas System Operator Training Program for approval and implementation.

If you agree, 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  
Director and Chief Negotiator

The Union is in agreement.

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

By:   
Tom Dalzell  
Business Manager

July 22, 2013

# **Apprentice Distribution Gas System Operator (ADGSO)**

## **ADMINISTRATIVE PROCEDURES MANUAL**



**Version 1.0**

**1 March, 2013**

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Gas Distribution Operations and PG&E Academy

**DOCUMENT IDENTIFICATION SHEET**

**DOCUMENT DESCRIPTION**

**Document Title**

Administrative Procedures for Distribution Gas System Operator Training Program for Gas System Operations

**Abstract**

This document outlines the administrative procedures in support of both implementation and sustainment of the Apprentice Distribution Gas System Operator Program.

**Keywords**

Apprentice, Distribution, Gas System Operator, Gas

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The present edition of this document has been approved by the following management authorities.

**AUTHORITY NAME AND SIGNATURE DATE**

EVP Nick Stavropoulos

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# Apprentice Distribution Gas System Operator Administrative Procedures Manual

## Introduction

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**Purpose**

The *Administrative Procedures Manual* is the primary document for the Apprentice Distribution Gas System Operator (ADGSO) Program and supports the Letter of Agreement (LOA).

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## Administrative Procedures

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**Introduction** Occupying an apprentice position involves a number of required steps. Each action must be completed in turn so that 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 distribution gas system operator position must meet the following requirements:

- Passing the Physical Pre-employment Test (PTB).
- Passing the Industrial Skills Test (IST).
- Console Operator Basic Requirements Assessment (COBRA)
- Completing State of California apprentice agreement.

**Additional Requirements When Filling Unrestricted Appointments**

- Possess a High School Diploma or General Education Diploma (GED).
- Successful completion of the Work Orientation Inventory (WOI)
- In addition to the above, must meet any additional pre-employment requirements as defined by the Company.

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## Administrative Procedures, Continued

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### **Required ADGSO Orientation**

There are Apprentice Distribution Gas System Operator (ADGSO) program orientation requirements that must be completed prior to beginning the ADGSO program. The successful candidate will:

- Complete the required ADGSO Orientation Web-based Training (WBT).

Contact the ATC who is also by definition your Apprentice Training Coordinator (ATC) or immediate supervisor with any questions about the ADGSO program. The ATC and supervisor will meet individually with each apprentice candidate to provide a detailed orientation to the ADGSO program. The orientation will include:

- The nature of the work, job hazards, and working conditions.
- The need for travel during the apprenticeship.
- The requirements documented in the Master Apprenticeship Agreement.
- Training methodology.
- Roles and responsibilities.
- Methods for obtaining assistance with training or performance issues.
- Testing, promotions, and pay.
- The process for resolving conflicts or disputes.
- The consequences for failure to complete the apprentice program satisfactorily.

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### **Processing the Apprenticeship Agreement**

Prior to entering the apprenticeship:

- The Apprentice Training Coordinator (ATC) will assist the new apprentice in completing the state apprenticeship agreement.
- The ATC will provide a copy of the signed agreement to the apprentice and then forward the agreement to Labor Relations (LR) two weeks before the official transition date for their action.
- Labor Relations (LR) will forward all completed apprenticeship agreements to the State of California Apprenticeship Board.
- When the form has been returned by the state, LR will notify the ATC that the signed form has been uploaded to the JATC SharePoint site. ATC will provide a copy of the fully executed agreement to the apprentice and file the agreement in the apprentice's personnel file.

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### **Veterans Benefits**

Successful progress through the apprenticeship program may entitle certain veterans benefits from the Veterans Administration. Apprentices who believe they may be eligible are encouraged to consult with a veteran's benefits counselor.

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# Administrative Procedures, Continued

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**Resources** The Distribution Gas System Supervisor and the ATC are available to answer your questions. There are additional resources available to you, including the Technical Information Library and Training Center resources. This information is provided to help you increase the knowledge and skills you must possess to be fully competent in your Apprenticeship and Gas Operator positions.

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- After the Apprenticeship Is Complete** At the completion of the apprenticeship, the
- ATC will notify PG&E Academy Operations that the apprentice has completed all academic, OJT and OJE requirements..
  - A representative of PG&E Academy will notify Labor Relations, ATC and supervisors that the training is complete.
  - Labor Relations will notify the State of California DAS that the training is complete.
  - The state will return the Certificate of Completion of Apprenticeship to PG&E Labor Relations,
  - Labor Relations will forward the certificate to the ATC for presentation to the new Distribution Gas System Operator.
- 

**What Happens If You Are Not Successful?** Apprentice Distribution Gas System Operators who do not successfully complete the Apprentice program described herein will be removed in accordance with the collective bargaining agreement and the Master Apprenticeship Agreement.

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**Next Steps** The Line of Progression (LOP) is the career path, defined by the Company and Union that you will follow if you are successful at each stage of the apprenticeship. The career path is identified below.

Job Category	Duration
Apprentice Distribution Gas System Operator (ADGSO)	18 months
Journeyman Distribution Gas System Operator ( DGSO)	
Work & Resource Dispatcher Gas (Relief)	

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## General Information

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**Requirements** PG&E expects you, as an apprentice, to accomplish the duties assigned to you in a manner that is consistent with the company's safety, operations, and performance standards. This includes completing all training requirements that are assigned to you by your supervisor or program administrator (ATC) during the apprentice program or as you move forward within the line of progression.

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**The Master Agreement** The Master Apprenticeship Agreement (MAA) applies to all portions of the training program unless modified by the parties by Letter of Agreement (LOA) and associated administrative program guidelines.

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**Apprenticeship Duration** The Apprentice Distribution Gas System Operator program is 18 months long.

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**Training for Activities Not Available at Local Headquarters** PG&E Academy will make reports available to the ATC, Distribution Gas System supervisors, and Apprentice Distribution Gas System Operators that show the completion of on-the-job training (OJT) requirements as well as OJE (on-the-job experience) requirements that remain.

Apprentices will primarily work with supervisors and ATC, using these reports and the forecast of work, to plan and schedule suitable apprentice training. Field Site Visits and Instructor Led Training will be scheduled as appropriate during the training program. Apprentices should expect to spend time away from their headquarters to complete all training requirements.

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**Mandatory Self-study** The training program may contain mandatory self-study assignments that apprentices must complete on their own time outside the normal workday. Monetary compensation is not associated with these self-study assignments.

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**Recommended Self-study** Additional evening work—or homework—during formal training is recommended for review and reinforcement of knowledge learned during the day, in addition to the mandatory self-study noted above.

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## General Information, Continued

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### Workload Management and Overtime Activity

Supervisors and apprentices are required to ensure that mandatory and voluntary overtime does not interfere with any of the following activities:

- Mandatory self-study activities and preparation for formal schools.
- Formal schools.
- 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 cooperation of their workgroups, supervisors in coordination with ATC will manage mandatory and voluntary apprentice overtime to minimize any adverse impact on apprentice self-study and preparation for training classes.

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### Appropriate Work Assignments

The work assignments in each period of the apprenticeship will provide apprentices with opportunities to obtain basic knowledge of equipment and procedures. Work assignments will also allow apprentices the opportunities to practice essential skills and gain confidence in their ability to do the work.

Work assignments will increase in responsibility as the apprentice attains increased knowledge and capability. Work assignments will include the development of new skills and knowledge. 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.

*Repetitive, production-type work that offers little or no learning activity is to be minimized.*

**At no time shall an apprentice be upgraded for any reason.**

### OJT, OJE and JPM Training Documentation

The on-the-job training (OJT) and on-the-job experience (OJE) requirements for the apprenticeship are documented in the *Gas Distribution Control Center Training Plan for Apprentice Distribution Gas System Operators* and *The ADGSO Gas Distribution Control Center Training Plan*. The requirements and procedures contained in the *Field Guide* and the *Training Record* are a part of these administrative rules and are mandatory.

The Distribution Gas System Supervisor and the ATC are responsible for maintaining and managing all documentation for OJE, OJT, and Knowledge, Skill, and wage progression assessments during the apprenticeship.

The apprentice is expected to ensure that all electronic records and hard copy books match. Failure to accurately document OJE, OJT, and assessment records will be identified during compliance audits, and subject to investigation.

*If it is determined that records have been intentionally falsified, candidates will be subject to review and may be subject to discipline up to and including discharge.*

## General Information, Continued

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### **OJE and OJT Linked to Wage Steps**

As a general practice, assignments of duties and work procedures in any period of training will concentrate on those specified in the Gas Distribution Control Center Training Plan for the current wage step or for previous steps.

If the nature of the work in the headquarters offers a unique opportunity for training in necessary skills that is out of the normal sequence, then the supervisor, the ATC, and the apprentice must agree to take advantage of these special training opportunities to complete them out of the normal sequence. The apprentice, supervisor, and ATC must give due consideration to the need for safety, the apprentice's skills, and the nature of the work.

***Unsupervised remote operations are explicitly prohibited until the apprentice has successfully passed formal training requirements up to and including the respective sections of the training program as well as successfully been Operator Qualified for that activity.***

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### **Supervision Requirements**

**California Code of Regulations (CCR), Title 8, §210, "Working Conditions":**

*"Apprentices shall work under and with competent journeymen and/or instructors and shall be assigned to work and learning tasks so that they obtain the diversified training on-the-job provided for in the apprenticeship standards."*

The spirit of the language above is to ensure that apprentices are performing work with proper oversight and that they receive the necessary supervision and training to safely perform and learn the work procedures presented in the apprentice program.

Apprentice Distribution Gas System Operators will be able to perform work without oversight before their formal apprentice training program has ended for those activities they have successfully passed and successfully been operator qualified.

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### **Assignment to Higher Classifications**

An apprentice will not be temporarily assigned to a higher union classification, rotational assignment to non-bargaining unit positions or assigned committee work that prohibits the apprentice's ability to keep pace with their training.

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## General Information, Continued

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**Notification of Classes** Formal training classes for apprentices are scheduled by PG&E Academy and or the ATC and a confirmation email notification will be sent out to the apprentice, the supervisor, and the ATC.

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**Pre-requisites** Each formal school held at the training facilities requires mandatory, pre-requisite preparation by the apprentice before the class begins. Pre-preparation materials may include web-based training, review of video-based content, reading, and exercises completed on-line or on paper.

The apprentice must complete all pre-requisites as required by and within the prescribed timelines identified in the program. If it is determined that an apprentice has not completed the required mandatory, pre-requisite preparation before attending a formal school, the apprentice may not be allowed to participate in the formal school, which will result in a failure for that school.

These pre-requisites are also applicable to training program's CBTs, E-Books, and ILTs.

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## General Information, Continued

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### **Failure to Meet Standards**

In addition to obtaining and proving competency of the required knowledge and physical skills, Apprentice Distribution Gas System Operators will be evaluated on their safety performance; attitude and behaviors associated with PG&E values through critical core attitudes and behaviors evaluations with the ATC, Distribution Gas System Supervisor, Senior Distribution Coordinators, journeymen GSO and Local Review Committees.

All evaluations of the Apprentice Distribution Gas System Operator shall be fair and objective.

If it is determined that an Apprentice:

- Does not consistently demonstrate the ability to make sound decisions within their progression; and/or
- Has failed to demonstrate the work ethic and positive attitude required; and/or
- Has knowingly disregarded safety rules or work procedures; and/or
- Has failed to meet the standards of achievement within the prescribed time period,

Then this information will be presented to the Local Review Committee (LRC) for review and a recommendation for either corrective action or forwarding the case to the Joint Apprenticeship Training Committee (JATC) for review and a final decision will be made.

Some examples of program standards and expectations are listed below, but program expectations are not limited to these examples. To achieve success in the ADGSO program, the apprentice must:

- Attend formal training.
- Complete pre-requisite training requirements.
- Successfully pass knowledge and skill checks and assessments, training courses, and wage progression tests within the prescribed time requirements.
- Report OJE, OJT and assessments on time.
- Maintain accurate records.
- Report to work on time.
- Pass Local Review Committee reviews.
- Demonstrate proper attitude and behaviors associated with PG&E values

Apprentice Distribution Gas System Operators who do not meet the standards of achievement described within the administrative guidelines and the MAA will be removed in accordance with the collective bargaining agreement.

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## Training Requirements

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### **Achieving Competency**

It is essential that uniform and safe practices be followed during the apprenticeship; therefore, assignment of duties and work procedures will conform to those provided for each module within the ADGSO training program. The amount of time or units of work shown in the Gas Distribution Control Center Training Plan are considered sufficient to permit an apprentice to develop necessary competency to work independently in the specified duties and work procedures; however, such time or work units should not be considered inflexible.

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### **ADGSO Divided into 3 Steps**

During the apprenticeship, the training is divided into three-step periods that coincide with the wage steps of the classification. This consists of three six month training periods.

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### **OJE and OJT by Wage Step**

As early as practicable in each wage step of the apprenticeship, supervisors will assign an apprentice to work that is relevant to the activities they have been trained and properly qualified within the wage step described in the Gas Control Training Plan.

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### **Travel Time**

**Hours shown for training** contained in the Gas Distribution Control Center Training Plan exclude any travel time needed to reach the place where the training is to be given. However, the training hours do include the time needed to prepare and maintain tools and equipment; i.e., when traveling to attend a training class with an instructor.

Examples of acceptable travel time include traveling to and from the job site or any location on Company business. This does not mean, however, that one can arrive at training locations late or leave training early as part of their normal day. Training assignments must be completed in their entirety.

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## Training Requirements, Continued

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### Sequencing Training

These guidelines specify those training periods in which an apprentice will receive related academic or class training. If the apprentice's supervisor anticipates the recommended on-the-job training or experience will not be available because of a lack of related work, the supervisor will notify the ATC to determine if relevant training is available in other areas.

***All training requirements specified in the Apprentice Distribution Gas System Operator program must be completed prior to the achievement of journeyman distribution gas system operator status. However, Apprentice Distribution Gas System Operators will be able to perform work without oversight before apprentice training program ends for those activities they have successfully passed and successfully been operator qualified.***

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### Ensuring Opportunities for OJE

An Apprentice Distribution Gas System Operator may be required to travel to any part of the system at any time to complete training requirements identified in the Gas Distribution Control Center Training Plan, including field site visits and/or to attend instructor led training.

The specific training task and duration will be communicated to the apprentice with as much advance notice as practicable, but no less than 48 hours before the assignment is scheduled to begin.

Travel shall be in accordance with Title 201 of the collective bargaining unit contract.

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### Work Schedules and Supervision

Apprentices will assume a training schedule provided by the Distribution Gas System Supervisor and the ATC. The Company and the Union will continue to monitor the mileage limitations and agree to meet and discuss it further should it impact operations. Functional supervision of the apprentice is assumed by the receiving supervisor.

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## Training Requirements, Continued

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### **Other Training Assignments**

Apprentice Distribution Gas System Operators are not assigned to work in other classifications however, as an apprentice you may be assigned to visit other geographic locations and facilities to gain familiarity with system operation. During these visits you may work and come under the jurisdiction of the Person In Charge (PIC) of that work site and be subject to their work and safety protocols.

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# Advancement

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**Failure to Advance due to Course Failure**

If an apprentice fails any knowledge or skill assessments given during the training program including an ADGSO course or module, the ATC and Distribution Gas System Supervisor will agree on an action plan to support additional training and a re-assessment. During that time, the apprentice will complete the time in step and then will be held in step until such time as the course to be repeated is made available. The apprentice will be required to meet the conditions of the agreed upon action plan.

During such time that an apprentice is waiting for the next available course that exceeds 30 days, the Local Review Committee will work with other stakeholders to determine if there are any other alternative training solutions that can expedite the apprentice's training requirements. The recommendation will then be submitted to JATC for approval.

A course is defined as a series of units taught as a block.

A unit is a series of modules.

The Distribution Gas Control Center Training Program modules are Gas System WBTs, Workbooks and ILTs, which require the successful completion of a Knowledge and Skill Assessment for progression to the next module.

**Number of Module Retakes Permitted**

- One module retake
- No more than two retakes during the 18 months of the ADGSO program.

<b>Time</b>	<b>Number of Course Retakes Permitted</b>
<b>Module</b>	1
<b>Program</b>	2

Failure to successfully complete all apprentice training courses, including passing all knowledge and skill assessments, demonstrates a failure to meet the established standards of achievement.

# Advancement, Continued

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**Failure to Advance Due to Not Meeting Requirements**

Apprentices due to progress to the next higher wage step in the wage progression who have not met established standards of achievement as defined below:

- Required time in the current step (six months per step); and
- Completion of all OJE and OJT activities that are specified for the apprentice's current step, including OJE and OJT self-reported activities (SRAs) correctly documented as complete and recorded in My Learning, will be:
  - Notified in writing of inadequate performance before the date the apprentice is scheduled to receive the next higher wage step (a copy of the written notification will be furnished to the Union Business Representative); and
  - Held in the present wage step; and
  - Allowed a maximum of 30 days to meet the established standards of achievement for the wage step at which they are being held.

The ATC will:

- Notify the Distribution Gas System Supervisor that the apprentice is being held at the present wage rate and is not eligible for automatic wage progression. The Distribution Gas System Supervisor must initiate appropriate wage notification using the Personnel Change Request (PCR).
- Notify Labor Relations that the apprentice is being held at the present wage rate and is not eligible for automatic wage progression.

**Number of 30-day Extensions Permitted**

Level	Number of 30-day Extensions Permitted
Program	1

These extensions are not guaranteed; the expectation is for the apprentice to progress within the established program timeline.

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**Disputes**

Any dispute should be resolved by the Local Review Committee (LRC). Any dispute regarding these assignments not resolved by the Local Review Committee will be subject to the grievance procedure (Title 102) with the option of expedited referral to the JATC for a recommendation of settlement, after the timely filing of a grievance.

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## Wage Progression

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### Requirements for Promotion

Each of the three steps of the apprenticeship program 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 wage step is a promotion that must be earned.*

Promotion to the next step in the apprenticeship requires the completion of all of the following items:

- Required time in the current step) and
- Successful completion of all formal training specified for the apprentices' current step; and
- Completion of all OJE and OJT activities that are specified for the apprentice's current step, including OJE and OJT self-reported activities (SRAs) correctly documented as complete and recorded in My Learning,;and
- Passing the wage progression test (knowledge and skills) specified for the apprentice's current step.

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### Effective Dates

Each training step or phase begins on the day of the promotion from the previous step. Extra time spent in any step will not count as time in the subsequent step.

Examples:

1. An employee enters the apprenticeship program on January 1. Due to illness, all training events and proficiency checks are not completed until August 1 of the same year. The promotion to Step 2 is effective on August 1 and the six months of Step 2 will run through February 1 of the following year.
2. An employee enters the apprenticeship program on March 1. Due to poor performance, the JATC authorizes an additional 30 days of training to be added to the first step. After passing the wage progression test, promotion to Step 2 will be delayed until October 1.

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# Wage Progression, Continued

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**Extended Absences**

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 (Physical Agreement). 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."

Extended absences will be handled in accordance with existing contract language and agreements.

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**Failure to Advance because of Failing a Wage Progression Test**

If an apprentice fails to meet the standards of achievement related to wage progression requirements, he or she may be provided:

- One 30-day extension period
  - Permitted **with one retest.**

Level	Number of 30-day Extensions Permitted
Per Program 18-month period	1

These extensions are not guaranteed and the expectation is for the apprentice to progress within the established program timeline.

If an apprentice is attempting to meet the standards of achievement to progress from any step of the wage progression and fails to meet the established standards as provided above, he or she may be removed from the classification and demoted in accordance with Title 206 of the Collective Bargaining Agreement.

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## Wage Progression, Continued

**Wage Progression after a Delay**

If, during the one-month period described above, the apprentice meets the established standards of achievement, the apprentice will receive the next higher wage rate effective on the date the standards are met.

The apprentice will not be eligible for further progression in the wage rate until six months have elapsed from the date the apprentice received the wage increase and until the standards of achievement of the next wage step are met.

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**Early Promotion**

During the apprenticeship, there is no provision for early advancement to the next wage step. The training time and the training events must be completed as specified in the program.

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**Completion of Apprenticeship**

All requirements contained in these administrative procedures (i.e., formal schools, wage progression tests, OJT/OJE requirements, etc.) must be successfully completed before an apprentice may be promoted to journeyman distribution gas system operator.

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## Assessment Policy

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### **Purpose of Assessments**

The purpose of the ADGSO assessments is to permit apprentices to display their mastery of required skills and knowledge. Apprentices must pass all assessments that are a part of the formal schools, as well as the wage progression tests.

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### **Assessment Content**

The assessments are based on the stated learning and performance objectives and the content of technical material (standards, guidelines, manuals, documents, etc.) that are a part of the distribution gas system operators' craft.

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### **Cumulative Assessments**

All assessments, including wage progression tests, will cover the content of the course(s) contained in the present step as well as topics covered in previous courses, OJT, OJE, and self-study.

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### **Wage Progression Tests**

Wage progression tests have three components:

1. Closed book knowledge assessments (e.g. recall and application of rules, procedures, practices, problem-solving, knowledge of theory, etc.).
2. Open book knowledge application (e.g. research of technical data and specifications, important attributes of stations, alarms, determination of system components parameters, etc.) The apprentice will use the assigned reference manuals during the wage progression testing. Failure to maintain the manuals with the most current updates may lead to a failure of the test and *will not be excused*.
3. Skill assessments (e.g. demonstrating the correct application of work procedures, Human Performance Tools and situational awareness, and safe work habits.)

All assessments have an associated time limit.

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## Assessment Policy, Continued

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**Assessment  
Location and  
Timing**

All assessments are given at PG&E facilities. Knowledge and Skill assessments are administered during the formal training as part of the regular curriculum.

Wage progression tests and reassessments are requested and scheduled in advance. Apprentices will take the wage progression test after they have completed the formal training requirements and the OJE and OJT required for the current steps or as scheduled.

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**Test Schedule**

Assessments are scheduled in advance for all apprentices. Apprentices will receive a notification from Academy Operations, the ATC or the Distribution Gas System Supervisor informing you of your test dates.

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**Photo ID  
Required**

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

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**Mandatory  
Emergency  
Work**

Apprentices who miss a test or assessment due to mandatory emergency work necessary to preserve safety or continuity of service will be rescheduled.

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**Late Arrival on  
Test Day**

Apprentices who arrive late for a wage progression test will not be admitted and will be rescheduled for the next regular test date.

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**Illness**

Apprentices who miss a test (or leave a test before completion) for an excused reason, such as illness, will be rescheduled for the next regular test date.

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## **Assessment Policy, Continued**

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### **Cheating**

Wage progression tests are 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. Persons found cheating will be subject to disciplinary action up to and including removal from the apprenticeship and termination.

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### **Retesting Following a Failed WPT**

Apprentices who have failed a wage progression test (WPT) may not retest until the next regularly scheduled test date. This delay is to permit self-study and preparation to retest.

All reassessments will be scheduled for a regular test day at a PG&E Testing and Training Center or other PG&E facility. If the test date is beyond the wage progression date, the apprentice will be held in step until successful completion of the wage progression standards for achievement at that step.

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## Apprentice Role and Responsibilities

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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, deviations from approved practices, or failure to observe all safety requirements will not be tolerated and are cause for termination.

---

### **Core Attitudes and Behaviors**

Apprentices are, at all times, responsible for upholding PG&E's vision and values. In addition, apprentices are expected to display the following critical core attitudes and behaviors:

- Consistent attendance at all training opportunities.
- Supporting other trainees, coworkers, and instructors.
- Practicing learned skills independently to build competency and efficiency.
- Demonstrating a positive work attitude.
- Accepting performance feedback in a positive spirit.
- Asking for guidance and assistance when needed.
- Following directions given by your Distribution Gas System Supervisor, ATC, Senior Distribution Coordinator, Distribution Coordinator, and Journeyman.
- Correctly interpreting and applying work procedures and standards.
- Strengthening your competency in personal, worksite, and public safety.
- Consistently demonstrating the ability to make sound decisions within your progression.

Apprentice performance on the critical core attitudes and behaviors is documented by the:

- ATC (or delegate), every two weeks in the *ADGSO* Gas Distribution Control Center Training Plan.
- First Line Supervisor (FLS) every six weeks using the appropriate reporting form.
- Local Review Committee (LRC) quarterly using the appropriate reporting form.

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*Continued on next page*

## Apprentice Role and Responsibilities, Continued

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### Program Requirements

The ADGSO Training program is designed to support the successful completion of the program. *Gas Distribution Control Center Training Records are documented within SAP.*

You are responsible for your success. This means that you must:

- Meet with the ATC, or delegate, on a bi-weekly basis to review your progress (OJE and Critical Core Attitudes and Behaviors).
- Meet with your supervisor every six weeks to review your critical core progress.
- Confirm the accuracy of required documentation, including progress, assessments, and course completions.
- Complete all required task repetitions under the observation of the Senior Distribution Coordinator, Distribution Coordinator, or journeyman, and ensure that they document your completion appropriately.
- Escalate any concerns you have about the work you are doing and its applicability to the required tasks to your supervisor and the ATC immediately.
- Complete all self-study tasks as assigned.
- Prepare for the next wage progression test (knowledge and skill assessments).
  - The skill assessment tests your ability to safely and correctly perform the tasks you have been practicing in the control room.
  - The knowledge assessment tests your knowledge of the information foundational to the tasks that you are performing.
  - This is why it is so important that you speak up if you are not getting the opportunities you need to practice the assigned tasks.

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*Continued on next page*

## Apprentice Role and Responsibilities, Continued

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### **Weekly OJT/OJE Reporting**

The apprentice must document OJE activities in the *Gas Distribution Control Center Training Records* as they occur, and post hours worked in each OJE category ("bucket") of work in My Learning.

OJT activities are also documented in the *Gas Distribution Control Center Training Records*. The supervisor signs off on these activities in the *Gas Distribution Control Center Training Records* and then forwards the completion to the ATC who will enter a completion record into My Learning.

If an OJE report is not received by midnight on Monday, the report is considered late/missing. Late/missing reports must be submitted as soon as possible to document the activity for the missing week. If no OJE is completed during the week, the report must include the appropriate letter code and explanation for the lack of training completion(s).

You may report planned future no-training events (e.g., vacation, military duty, etc.) in advance (that is, with dates in the future). You may not report OJE completions in advance.

Instances of failure to report on time will be reviewed by the Local Review Committee (LRC). The LRC will provide a documented verbal warning for the first offense and all remaining offenses will be documented in a formal action plan, which, if not remedied, may result in removal from the apprentice program.

There may be no more than eight unexcused late reports in the apprenticeship. If you accumulate more than eight unexcused late reports in the apprenticeship, you may be removed from the program.

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### **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 the journeyman mentor (as assigned), Distribution Gas System Supervisor, and ATC immediately and work with them to resolve these issues in a timely fashion.

The apprentice may, if desired, report a problem or an issue and may request assistance by submitting an email of the problem or issue to PG&E Academy Apprentice Program Compliance.

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## Apprentice Role and Responsibilities, Continued

### Correcting Errors in Training Records

Apprentices are required to check their on-line training records to ensure accuracy and must notify PG&E Academy Operations promptly if they find an error. A monthly review of records is required. Links to the on-line records can be found on the PG&E intranet at MyLearning. Omissions and errors in on-line training records may cause delays in wage progression.

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### Maintenance and Use of Books and Documents

The Gas Department loans each apprentice books and reference documents to support self-study and practice. These books and documents may include some or all of the following items:

- ◆ Gas Distribution Control Room Management Operations Manual
- *Code of Safe Practices.*

The apprentice is required to keep these materials clean, current (updated with the latest revisions), and in good repair, and return them upon request.

It is important to maintain manuals and all reference materials since all wage progression tests require access to these materials.

Failure to maintain the manuals with the most current updates may lead to a failure of the test and *will not be excused.*

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## Distribution Gas System Supervisor Role and Responsibilities

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### **Safety First!**

The Distribution Gas System Supervisor ensures a safe work environment for the apprentice, insisting that the apprentice observes all safety practices and procedures. He or she ensures that the apprentice is supervised by a Senior Distribution Coordinator, Distribution Coordinator, or qualified GSO when the apprentice is performing tasks that need supervision as defined by the Apprentice Program.

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### **Program Duties**

The Distribution Gas System Supervisor is expected to do the following:

- Use personal observation and conversations with other knowledgeable workers to monitor the apprentice's progress.
  - Actively teach and demonstrate relevant skills in accordance with work procedures taught in the Apprentice GasSystem Operator Program.
    - The ATC and Distribution Gas System Supervisor includes instructions in what is to be done, how it is to be done, the reasons for doing the work in a specific manner, anticipated hazards and appropriate mitigation, and the means for doing the work safely and efficiently.
  - Act as a role model for the apprentice, demonstrating correct work procedures and best practices at all times.
    - The ATC and Distribution Gas System Supervisor leads by example.
    - “Do as I say, not as I do” is not acceptable.
  - Assign meaningful and challenging work to the apprentice that is appropriate for the level of training needed for the current step.
    - The ATC and Distribution Gas System Supervisor review the apprentice's training and experience records and feedback from the LRC frequently.
    - He or she assigns work that provides opportunities for the apprentice to gain experience and achieve competency in critical apprentice work areas.
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## Distribution Gas System Supervisor Role and Responsibilities, Continued

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**Documentation** The Apprentice Training Coordinator and Distribution Gas System Supervisor are required to fulfill the documentation requirements for their role.

When the apprentice satisfactorily completes a module (Knowledge and/or Skill Assessment) listed in the apprentice's *ADGSO Training Record*, two qualified persons must initial and date the entry in the book.

One must be either the ATC or the Distribution Gas System Supervisor. A Senior Distribution Coordinator or an Operator Qualified Gas Distribution Control Center employee may be the other approvers, signing off (initial and date) these requirements.

Apprentices may not make sign-off entries in this book. It is expected, however, that when the ATC and Distribution Gas System Supervisor sign off on a task, they are in agreement about the apprentice's performance on the task.

**Important note:** Additional validation of satisfactory completion of OJT and OJE requirements is obtained during the wage progression test.

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## Distribution Gas System Supervisor Role and Responsibilities, Continued

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### Reporting Progress and Problems

At a minimum of every two weeks, the ATC and Distribution Gas System Supervisor must complete a report documenting the apprentice's performance and behaviors in the *ADGSO - Critical Core Report* (see page 57 for an example).

The ATC and Distribution Gas System Supervisor should also respond to performance surveys sent out on occasion to provide feedback on the apprentice's performance.

Space is provided for narrative comments about the apprentice's performance. The ATC and Distribution Gas System Supervisor should discuss these ratings with the apprentice. The ATC and Distribution Gas System Supervisor must provide feedback by identifying specific areas where the apprentice may be excelling and/or specific areas where the apprentice is not meeting expectation.

If, during these calibration discussions, it is determined that the apprentice is not meeting expectations, the ATC and Distribution Gas System Supervisor must provide feedback indicating what actions are required to meet or exceed expectations.

If an apprentice receives ratings below "meeting expectations" for two consecutive reviews (four weeks) the ATC must notify their Distribution Gas System Supervisor.

Examples of items related to meeting or not meeting expectations may include but are not limited to:

- Demonstrating a positive and professional attitude at all times.
- Willing and active participation in tailboards.
- ADGSO stays busy, is on task, and correctly finishing all assigned tasks.
- The acquisition, retention and demonstration of skills, and knowledge.
- Demonstrated ability and motivation to seek knowledge of craft and safety through outside sources (trade magazines, web sites, safety alerts, etc.).

One copy of the relevant pages in the *ADGSO Gas Distribution Control Center Training Records* is given to each of the following:

- The Distribution Gas System Supervisor.
  - The ATC
-

## Senior Distribution Coordinator or Journeyman Gas System Operator's Role and Responsibilities

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**Safety First!** The Senior Distribution Coordinator or journeyman ensures a safe work environment for the apprentice, insisting that the apprentice observe all safety practices and procedures. He or she ensures that the apprentice ADGSO is supervised when the apprentice is performing tasks that need supervision as defined by the Apprentice Program.

---

**Program Duties** The Senior Distribution Coordinator or journeyman Gas System Operator is expected to do the following:

- Use personal observation and conversations with other knowledgeable workers to monitor the apprentice's progress.
- Notify the Distribution Gas System Supervisor of issues that need to be resolved.
- Take an active training role, as established by precedent and contract.
  - Actively teach and demonstrate relevant skills in accordance with work procedures taught in the Apprentice Program.
  - Include instructions in what is to be done, how it is to be done, the reasons for doing the work in a specific manner, anticipated hazards and appropriate mitigation, and the means for doing the work safely and efficiently.
- Act as a role model for the apprentice, demonstrating correct work procedures and best practices at all times.
  - The Senior Distribution Coordinator or journeyman GSO leads by example.
  - "Do as I say, not as I do" is not acceptable.

**Documenting Task Completion** When the apprentice satisfactorily completes a task listed in the apprentice's *Gas Distribution Control Center Training Plan*, the Senior Distribution Coordinator or journeyman Gas System Operator will, after consultation with the Distribution Gas System Supervisor, initial and date the entry in the manual.

Only Senior Distribution Coordinators or journeyman Gas System Operators or other qualified persons may sign off (initial and date) these requirements.

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**Reporting Progress and Problems** As needed, the Distribution Gas System Operator is encouraged to complete a report documenting the apprentice's performance and behaviors in the *Gas Distribution Control Center Training Records*.

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## Distribution Gas System Supervisor's Role and Responsibilities

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### **Scheduling Activities**

The supervisor coordinates training with the forecast workload. The supervisor identifies work opportunities that are needed in each step and are suitable for apprentice training.

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### **Maintaining a Reservoir of Work**

The supervisor identifies work opportunities that are appropriate for apprentice training activities. Suitable work is reserved for apprentice training consistent with good business practices and the requirements for safety, protection of resources, and continuity of service. The supervisor ensures that the ATC has an up-to-date knowledge of suitable work available for apprentice training.

---

### **Monitoring Progress**

The supervisor monitors the apprentice's accomplishments through frequent discussions with the apprentice's coworkers Senior Distribution Coordinators, and journeypersons, in addition to field observations of the apprentice's performance. The supervisor uses reports in MyLearning to track and monitor apprentice performance.

---

### **Maintaining Records**

Each supervisor, in collaboration with the ATC, maintains necessary records on each apprentice to ensure that each apprentice has the opportunity to meet the standards of achievement set forth in these guidelines.

Every six weeks, the supervisor conducts a formal interview with the apprentice and will document the apprentice's performance on the critical core attitudes and behaviors on the appropriate form.

The supervisor discusses with the ATC, Senior Distribution Coordinator, and/or journeyman mentor, the apprentice's progress before meeting with the apprentice.

The supervisor is responsible for ensuring the Critical Core Report documentation is complete and has been correctly filled out by the apprentice, and the ATC, Senior Distribution Coordinator, or journeyman GSO, and documenting the apprentice's performance during the calibration meetings.

The supervisor completes the appropriate form and indicates the level of performance he/she believes the apprentice is performing at by circling the respective rating and discussing these ratings with the apprentice during the calibration meeting.

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## Distribution Distribution Gas System Supervisor's Role and Responsibilities, Continued

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### Meeting Expectations

The supervisor provides feedback identifying specific areas where the apprentice may be excelling and/or specific areas where the Apprentice is not meeting expectations.

If, during these calibration discussions, it is determined that the apprentice is not meeting expectations, the supervisor will provide feedback indicating what actions are required to meet or exceed expectations.

A supervisor must be notified if an apprentice has received ratings below "meeting expectations" for two reviews (four weeks) or more. Examples of items related to meeting or not meeting expectations may include but are not limited to:

- Demonstrating a positive and professional attitude at all times.
- Willing and active participation in tailboards.
- Working to always stay busy is on task, and correctly finishing all assigned tasks.
- The acquisition, retention and demonstration of skills, and knowledge.
- Demonstrated ability and motivation to seek knowledge of craft and safety through outside sources (trade magazines, web sites, safety alerts, etc.).
- Demonstrated willingness to share knowledge with others where needed.

One copy of the Critical Core Report will be given to each of the following:

- Stored/filed with the supervisor.
- The Local Review Committee at LRC meetings.
- The ATC.

In addition to this formal process, the supervisor must:

- Submit an ad hoc completion in SAP to document OJT completion as the apprentice completes the different OJT activities.

Every 90 days, the supervisor conducts a formal interview with the apprentice and completes an apprentice review document. One copy of the report is given to the ATC.

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*Continued on next page*

## Distribution Gas System Supervisor's Role and Responsibilities, Continued

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### **Developing Corrective Action Plans**

The supervisor, in cooperation with the ATC, 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.

This will be done in conjunction with the supervisor, ATC, apprentice, and local business representative. The action plan is forwarded to Labor Relations JATC for review and documentation.

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### **Implementing Corrective Action Plans**

The supervisor, in conjunction with the, ATC 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.

---

### **Training Program Review**

Per Control Room Management Ruling, 49 CFR 192.631, an annual review of the training program is required by the Gas Distribution Control Center for effectiveness.

To support this review, there will be ongoing monitoring of apprentice progress to determine the effectiveness of the training program.

Based on the ongoing review, deficiencies identified will be corrected up to, and including, adjustments to the length of the training program. These adjustments may include proposing a change which extends or shortens the length of the program. The Local Review Committee is responsible for this monitoring and review.

## Apprentice Training Coordinator (ATC) Role and Responsibilities

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### **Managing the Training Process**

The ATC and the Local Review Committee monitor and support the overall ADGSO training program. The ATC monitors and tracks all phases of the ADGSO training program and identifies and corrects conditions or situations that interfere with the efficient training and timely progression of all apprentices.

The ATC is the day-to-day resource for the administration of the apprentice training program.

---

### **Monitoring Progress**

The ATC and the Local Review Committee monitor the progress of all apprentices by reviewing written and electronic records, conducting interviews, and by visiting training sites for personal observations of training activities. The ATC or a member of the Local Review Committee should conduct a private interview with each assigned apprentice at intervals not to exceed 90 days.

---

### **Identifying OJE Opportunities**

The ATC coordinates with the apprentice's supervisor to suggest appropriate work assignments to ensure the efficient timing and sequencing of OJE.

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### **Supporting Role**

As necessary, the ATC provides training resources, guidance, advice, and facilitates access to technical experts supporting all persons who have a role in the apprentice training process.

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### **Maintaining Records**

While PG&E Academy Operations collects, verifies, inputs, and updates apprentice and supervisor information maintained in SAP, the ATC assists in verification and may input/update information.

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## **Apprentice Training Coordinator (ATC) Role and Responsibilities, Continued**

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### **Developing Corrective Action Plans**

In conjunction with the apprentice's supervisor, the ATC co-develops corrective action plans that are timely and effective in the resolution of training deficiencies.

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### **Conducting Formal Evaluations**

As required, the ATC performs formal evaluations of apprentice performance. The ATC also monitors and reports on the performance of mentors and trainers.

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### **Suggesting Improvements**

The ATC suggests changes and revisions to the training program when appropriate.

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### **Training Program Review**

Per Control Room Management Ruling, 49 CFR 192.631, an annual review of the training program is required by Gas Distribution Control Center for effectiveness.

To support this review, there will be ongoing monitoring of apprentice progress to determine the effectiveness of the training program.

Based on the ongoing review, deficiencies identified will be corrected up to, and including, adjustments to the length of the training program. These adjustments may include proposing a change which extends or shortens the length of the program. The Local Review Committee is responsible for this monitoring and review.

## Local Review Committee's Role and Responsibilities

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**Purpose** The Local Review Committee (LRC) provides consistent evaluation of apprentice performance, factoring in all aspects of the program requirements. They provide guidance and counsel to apprentices on their performance. As needed, they make recommendations about advancing an apprentice or removing him or her from the program.

---

**Monitoring and Reviewing Progress** The LRC reviews the following items in support of their decision-making:

- Wage Progression Test results.
- Formal training results.
- Apprentice Distribution Gas System Operator Critical Core Reports.
- *Training Report* documentation.

In addition, the LRC is expected to meet with the apprentice to review his or her progress every 90 days (Quarterly Performance Review).

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**Providing Documentation** The Local Review Committee (LRC) is responsible for providing copies of all LRC apprentice-related documentation to all three, Supervisor, the ATC and PG&E Academy (Academy Operations).

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**LRC Composition** The LRC is composed of the following:

Role	Attendance
Gas Distribution Control Center Manager	Required
Distribution Gas System Supervisor	Required
ATC	Required
Senior Distribution Coordinators, Distribution Coordinators and Sr. Transmission Coordinator or Transmission Coordinator	Management Representation as required from the Training Committee Members
Journeyman T&DGSOs	Union Representation as required from the Training Committee members
Local business representative, or any designee union member familiar with the ADGSO program	Required
Apprentice in Program	By availability and invitation

**The ATC is responsible for scheduling and facilitating the LRC meetings as necessary.**

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## Local Review Committee's Role and Responsibilities, Continued

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### Structure and Requirements

The LRC is responsible for:

- Assessing the apprentices assigned to the committee during the entire period of the apprentice program.
- Monitoring apprentice training assignments to ensure apprentices are receiving the required training and experience.

It is the responsibility of the apprentice's supervisor to ensure that each apprentice's performance is reviewed by the LRC before the wage progression date.

---

### Authority and Decision Making

The LRC has the authority for the following:

- The committee may approve wage progression if the apprentice has successfully completed all formal training, passed the wage progression test, completed and properly reported all OJE requirements, and earned a sustained favorable apprentice review.
  - The committee will develop a recommendation to remove an apprentice from the program based on formal training performance, wage progression test performance; OJE performance, apprentice review reports, and any other information made available that will support decision-making for apprentice progression.
- 

### Assessment Tools/Structure

The LRC will assess performance using the measures described above. In addition, a clearly defined process to manage the assessment process will be developed for the LRC to ensure consistency in the assessment and review process by the ATC.

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### Critical Success Requirements

The LRC needs to maintain objectivity in its reviews and recommendations. It is important that the apprentices understand the power of the review committee and the importance of consistently performing to the best of their ability through the entire apprentice program.

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### Removal Process

If a decision is made to recommend for removal, the case will be referred to the JATC for final decision and the apprentice may be removed from the program.

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**Training  
Program  
Review**

Per Control Room Management Ruling, 49 CFR 192.631, an annual review of the training program is required by the Gas Distribution Control Center for effectiveness.

To support this review, there will be ongoing monitoring of apprentice progress to determine the effectiveness of the training program.

Based on the ongoing review, deficiencies identified will be corrected up to, and including, adjustments to the length of the training program. These adjustments may include proposing a change which extends or shortens the length of the program. The Local Review Committee is responsible for this monitoring and review.

# ADGSO Course Sequence

**Visual Display  
 of  
 Requirements**

The graphic below shows the courses that must be completed during the apprenticeship. It provides a visual display of the sequence of events.

AGSO Program completed, Promotion to GSO			
	Wage Step	Duration	AGSO Course
Year 1	1	Months 1-6	AGSO - 0001 Gas System Operation Basic Training
	2	Months 7 - 12	AGSO - 0002 Gas System Operation Advanced Training
Year 2	3	Months 13 - 18	AGSO - 0003 Gas System Console Specific Operational Training

## Training Activities

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### Overview

The goal of the ADGSO program is the development of the skills and knowledge that represent the safe and effective performance of all work tasks. Each course in the ADGSO program is designed to provide training for apprentices in the foundational knowledge and skills leading to competency in all identified tasks.

The activities are listed below by wage step, with prohibited activities indicated, as appropriate.

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### Working Conditions per CCR, Title 8

As noted earlier, the *California Code of Regulations* (CCR), Title 8, §210, "Working Conditions" says:

*"Apprentices shall work under and with competent journeymen and/or instructors and shall be assigned to work and learning tasks so that they obtain the diversified training on-the-job provided for in the apprenticeship standards."*

The spirit of the language above is to ensure that apprentices are performing work with proper oversight and that they receive the necessary supervision and training to safely perform and learn the work procedures presented in the apprentice program.

Apprentice Distribution Gas System Operators will be able to perform work without oversight before their formal apprentice training program has ended for those activities they have successfully passed and successfully been operator qualified

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### Direct Supervision

Tasks with the potential to cause harm or injury to the apprentice, co-workers, the public, or damage to property must be performed under the **direct supervision** of a qualified employee in Gas Distribution Control Center Operator Qualified requirements. "Direct supervision" means that the qualified employee must be close enough to the apprentice performing the task to intervene physically to prevent such harm, injury, or damage to property.

Apprentice Distribution Gas System Operators will be able to perform work without oversight before their formal apprentice training program has ended for those activities they have successfully passed and successfully been operator qualified

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# ADGSO Course Sequence, Continued

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**Supervision** Other tasks, those with little potential for risk or injury, can be performed under the **supervision** of the qualified employee

“Supervision” means that the qualified Journeyman employee must be nearby, within earshot, and able to see the apprentice.

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## Wage Step 1 Activities

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### Period 1 and Gas Control Training Plan

Complete Gas Distribution Control Center Training Plan period 1, WBT's, ILT's, Workbooks, knowledge assessments, skills assessments and wage progression assessments. Refer to Gas Distribution Control Center Training Program Index for specific topics and sequence.

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### Wage Step 1—

When the apprentice has completed all requirements for Wage Step 1, he or she will be able to:

- Progress to Operator Qualified Test for Monitoring
  - Progress to wage step 2
- 

### Permitted Tasks during Wage Step 1

#### PERMITTED

- Job shadowing, not qualified control room, tasks under the direct supervision of the Senior Distribution Coordinator, Distribution Coordinator, or Journeyman GSO Monitoring
  - Job shadowing tasks outside the control room under personnel appointed by management.
- 

*Continued on next page*

**Wage Step 1 Activities, Continued**

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**Prohibited  
Tasks during  
Wage Step 1**

**PROHIBITED**  
**Unsupervised tasks not qualified for.**

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## Wage Step 2 Activities

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**Continue to Perform Previous Duties and complete training period 2 Gas Control Training Plan**

An apprentice will:

Continue to perform the training functions and duties of the previous wage step.

- Complete Gas Distribution Control Center Training Plan period 2, WBT's, ILT's, Workbooks, knowledge assessments, skills assessments and wage progression assessments. Refer to Gas Distribution Control Center Training Program Index for specific topics and sequence.
- 

**Wage Step 2—**

When the apprentice has completed all requirements for Wage Step 2, he or she will be able to:

- Progress to Operator Qualified Test for Remote Valve Control
  - Progress to wage step 3
- 

**Permitted Tasks during Wage Step 2**

**PERMITTED**

- Function and duties of the previous wage step.
- Remote valve operations.

Job shadowing tasks outside the control room under personnel appointed by management.

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**Prohibited Tasks during Wage Step 2**

**PROHIBITED**

**Unsupervised tasks not qualified for. .**

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# Wage Step 3 Activities

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**Continue to Perform Previous Duties and complete training period 3 Gas Control Training Plan**

Continue to perform the training functions and duties of the previous wage steps. Complete Gas Distribution Control Center Training Plan period 3, WBT's, ILT's, Workbooks, knowledge assessments, skills assessments and wage progression assessments. Refer to Gas Distribution Control Center Training Program Index for specific topics and sequence

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**Wage Step 3—**

- Successful Completion of Distribution Gas System Operator Apprenticeship Training Program.
- 

**Permitted Tasks during Wage Step 3**

- PERMITTED**
- Function and duties of the previous wage steps.
  - Job shadowing tasks outside the control room under personnel appointed by management.
- 

**Wage Step 3 Prohibited Tasks**

- PROHIBITED**
- Unsupervised not qualified for.

## Permanent Training Record

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**Apprentice** Each apprentice maintains an individual training record. Entries are made by the apprentice, Senior Distribution Coordinator, Journeyman GSOs, Distribution Gas System Supervisor, the ATC, and other authorized persons.

In addition, the apprentice verifies his or her on-line records in My Learning.

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**Supervisor** The Distribution Gas System Supervisor, in collaboration with the ATC, maintains the necessary records on each apprentice.

Every 90 days, the supervisor interviews each apprentice for the 90-day review. Copies of the review are forwarded to the ATC for review. The review should be entered no later than 10 days after the scheduled review date.

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**PG&E Academy** PG&E Academy maintains copies of all apprentice records, including records of all knowledge and performance assessments, and the wage progression test outcomes.

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**Access to the Training Record** Training records are available during the apprenticeship for review by the ATC, the immediate supervisor, or higher level of supervision, the apprentice, and representatives of the Union.

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## 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 apprentice.

In addition, the reports 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.

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### **Performance Review Sheet**

Performance reviews are completed at 90-day intervals. The interval begins 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.
  - Training requirements completed.
  - Planned work activity for the next quarter.
  - Planned training requirements to be completed.
  - Areas where improvement has been noted.
  - Areas requiring improvement.
  - The improvement plan (developed by the Distribution Gas System Supervisor and the ATC).
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## Resolving Conflicts—the Appeals 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 achieving a fair resolution to the problem.

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### **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 under review.

If the issue cannot be resolved by the JATC, the issue may be escalated to the California Department of Apprenticeship Standards.

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### **Changes**

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

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## Achieving a Harassment-free Workplace

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### **Standards**

PG&E is committed to maintaining a work environment that respects individual differences. You are expected to conduct yourself in a professional manner and treat others with respect, fairness, and dignity. PG&E does not tolerate harassment or discrimination, including behavior, comments, jokes, slurs, e-mail messages, pictures, photographs, or other conduct that contributes to an intimidating or offensive environment. Harassment and discrimination also can occur in the form of bullying, initiation activities, or workplace hazing, which can be humiliating, degrading, or cause emotional or physical harm. No forms of harassment or discrimination are tolerated, regardless of the employee's willingness to participate, and such conduct can result in termination.

You must comply with applicable federal, state, and local statutes prohibiting conduct that could reasonably be construed as sexual in nature, or discrimination or harassment based on race, color, religion, age, sex, pregnancy, physical or mental disability, national origin, ancestry, medical condition, veteran status, marital status, sexual orientation, gender identity, genetic information, or any other non-job-related factor. This applies to all employment practices, including advancement, disciplinary decisions, benefits, training, and general workplace conduct.

Further, officers and other supervisors are expected to be familiar with PG&E's standards on harassment and discrimination and with relevant federal, state, and local laws. Supervisors, who fail to take action, engage in harassment, or permit harassment to occur not only expose PG&E to liability, they also expose themselves to personal liability. Employees can be held personally liable for engaging in harassment.

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## Appendix

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### Appendix Documents

The Appendix provides a copy of the following form for the apprentice to use, as needed:

1. Apprentice Distribution Gas System Operator Report/Request Form.

The Appendix also provides examples of the following two documents from the *ADGSO Gas Distribution Control Center Training Records*.

1. OJE Weekly Work Hours Summary Report.
2. Critical Core Report.

The Appendix also provides a copy of the Apprentice Gas Distribution Control Center Training Program Index for reference.

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# Apprentice Distribution Gas System Operator Report/Request Form

Apprentice  
Name (Print  
clearly)

Headquarters:

Date:

Wage Step:

In all cases, attempt to resolve issues/problems at your headquarters. If the issue cannot be satisfactorily resolved at your headquarters, you may document the situation and request assistance by contacting the PG&E Academy Help Desk at (925) 459-6168 and/or your Local Business Representative.

What is the issue or problem?

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

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

Signature

**ADGSO Gas Control Training Records Examples to Be  
Developed**

**ADGSO Gas Control Training Records Examples to Be  
Developed, To Be Developed**

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Insert Apprentice Gas Distribution Control Center Training Program Index after this page (65)