

PACIFIC GAS AND ELECTRIC COMPANY

PGE

+ 245 MARKET STREET • SAN FRANCISCO, CALIFORNIA 94106 • (415) 781-4211 • TWX 910-372-6587

July 19, 1982

Local Union No. 1245
International Brotherhood of
Electrical Workers, AFL-CIO
P. O. Box 4790
Walnut Creek, California 94596

Attention: Mr. Jack McNally, Business Manager

Gentlemen:

Pursuant to Section 13.5 and Section 22.4 of the Clerical Agreement, Company proposes to amend Exhibits A and F of the Clerical Agreement, and implement a training and testing program for the Computer Operations Department line of progression, effective July 1, 1982, as outlined in the following attachments and agreed to in Ad Hoc Negotiations.

It is our understanding that for an interim period to expire December 31, 1982, employees who are offered training and decline due to scheduling conflicts will not be adversely impacted in their progression.

In addition, for an interim period of one year from the effective date of this Agreement, employees at the top wage step of the Computer Operator I classification who have not had an opportunity to receive the required training, may bid into the Senior Computer Operator classification without receiving that training. The senior bidder will be awarded the job on a temporary basis. Successful bidders will then be required to successfully complete the Senior Computer Operator training at the next earliest time the training is offered. Upon successful completion of the Senior Computer Operator training, and all prerequisites outlined in the Administrative Plan, the employee will be awarded the job on a regular basis. Failure to successfully complete the required training and prerequisites will result in the employee returning to his/her former classification.

Further, incumbent Computer Operators who, through accumulated upgrades to the former Senior Computer Operator and/or Computer Console Operator positions, have attained the maximum upgrade rate of pay for the former Senior Computer Operator position, shall be reclassified to Computer Operator I. Such reclassified employees will be required to successfully complete the Computer Operator I training at its next earliest offering; subject to the provisions of paragraph 2 above. Failure to successfully complete the required training will result in the employee being demoted to the next lower classification.

Additionally, pursuant to Subsection 10.7(b) of the Clerical Agreement, Company proposes to allow Computer Operations Department employees' shifts and/or hours to be temporarily changed for the purpose of attending the training outlined in the attached. This change will be made without reference to provisions for overtime pay for the first four days of the temporary schedule. Employees whose shifts are temporarily changed will continue to receive the premium for the shift to which they are normally assigned and such changes will provide for two consecutive days off.

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

Yours very truly,

PACIFIC GAS AND ELECTRIC COMPANY

By *Al W. Bonbright*
Manager of Industrial Relations

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

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

July 27, 1982

By *Jack Whalen*
Business Manager

CLERICAL LINES OF PROGRESSION

PACIFIC GAS AND ELECTRIC COMPANY

PGE + 245 MARKET STREET • SAN FRANCISCO, CALIFORNIA 94106 • (415) 781-4211 • TWX 910-372-6587

November 2, 1982

Local Union No. 1245
 International Brotherhood of
 Electrical Workers, AFL-CIO
 P. O. Box 4790
 Walnut Creek, California 94596

Attention: Mr. Jack McNally, Business Manager

Gentlemen:

Since the execution of Letter Agreement No. 82-80 establishing a training and testing program for the Computer Operations Department, Company and Union have completed a revision of Exhibit A of the Clerical Agreement. In an effort to eliminate any confusion this revision may cause, Company proposes, pursuant to Section 13.5 of the Clerical Agreement, to amend Letter Agreement No. 82-80 by substituting the attached line of progression for the current line of progression on Page 3 of Letter Agreement No. 82-80. The attached more accurately reflects the language agreed to in Exhibit A.

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

Yours very truly,

PACIFIC GAS AND ELECTRIC COMPANY

By *W. W. Bright*
 Manager of Industrial Relations

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

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

Dec 22, 1982

By *Jack McNally*
 Business Manager

COMPUTER OPERATIONS DEPARTMENT
AMENDMENTS TO EXHIBIT A

LINES OF PROGRESSION

The classifications listed below are added at the Clerk level shown in parenthesis to the accounting line of progression.

2879 SENIOR COMPUTER OPERATOR (SR. II)

Next Lower Classification

2878, 2778, 2779 Computer Operator I (1)

Same or Higher Classification

2879 Sr. Computer Operator

2878 COMPUTER OPERATOR I (SR. I)

Next Lower Classification

2877 Computer Operator II (2)

Same or Higher Classification

2879 Sr. Computer Operator

2878, 2778, 2779 Computer Operator I

2877 COMPUTER OPERATOR II (ACCOUNTING)

Next Lower Classification

2875, 2876 Computer Operator III (3)

Same or Higher Classification

2879 Sr. Computer Operator

2878, 2778, 2779 Computer Operator I

2877 Computer Operator II

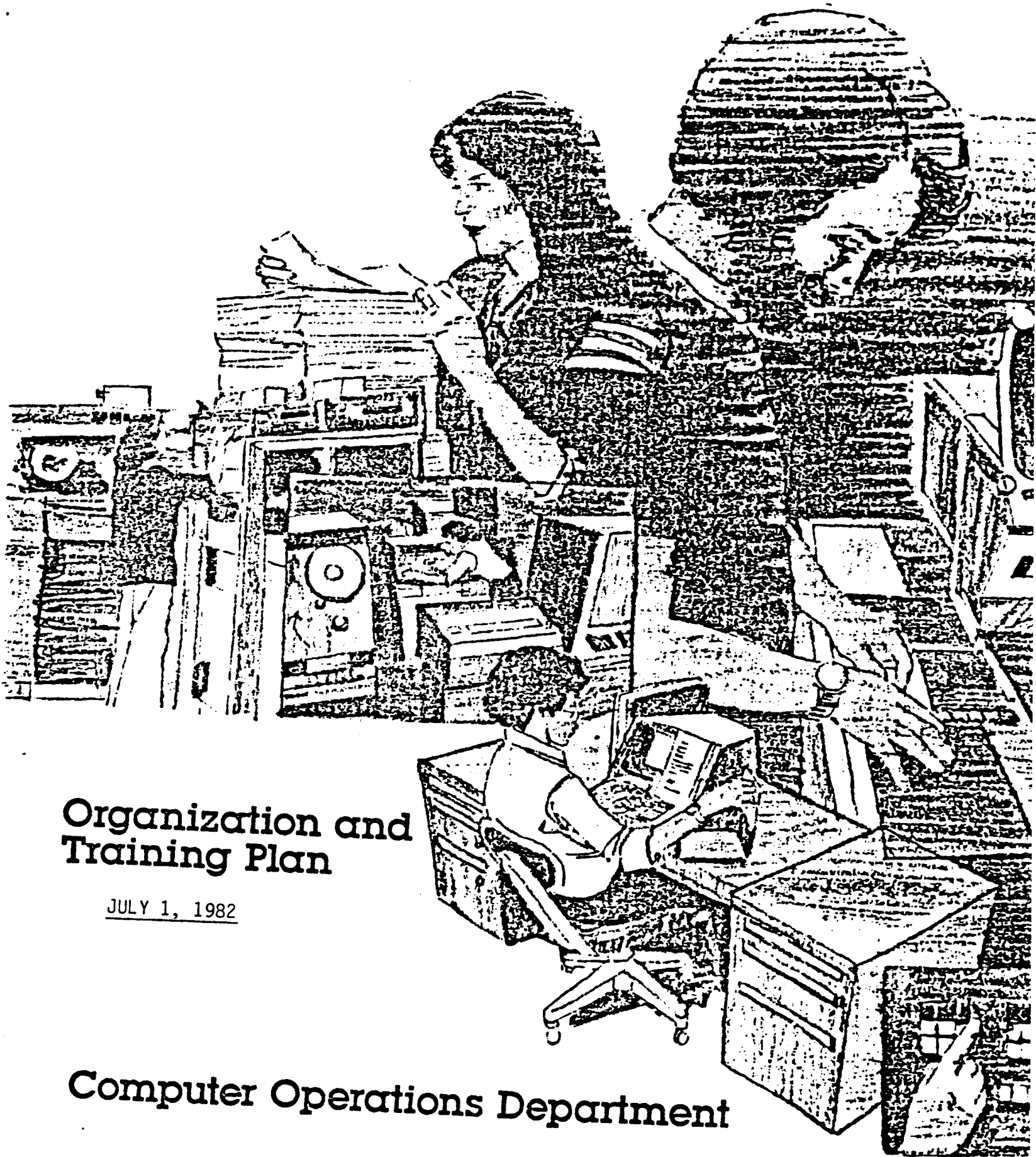
2876 COMPUTER OPERATOR III-A (UTILITY)

2875 COMPUTER OPERATOR III (UTILITY)

Beginning Classification

- (1) Eligible to prebid after reaching wage step at top of classification and successful completion of SCO course.
- (2) Computer Operator IIIs will progress automatically to Computer Operator II after six months at the top of the COIII classification and successful completion of the COII Training Course.
- (3) Computer Operator IIs will progress automatically to Computer Operator I after six months at the top of the COII classification and successful completion of the COI Training Course.

Pacific Gas and Electric Company



Organization and Training Plan

JULY 1, 1982

Computer Operations Department

Computer Systems and Services

COMPUTER OPERATIONS DEPARTMENT
CLASSIFICATIONS, WAGES AND TRAINING
IN PRODUCTION SERVICES/OPERATIONS SUPPORT AND PLANNING

JULY 1, 1982

TABLE OF CONTENTS

	<u>Page</u>
I. Introduction	2
II. Job Titles and Areas of Responsibility	2
III. Classifications and Rates of Pay	3
IV. Courses	4
V. Problem Resolution	6
VI. Administrative Plan	7
A. New Employees	7
B. Incumbents	8
C. Transferring Employees	11
D. Prebidding	11
E. Failures	12
F. Tutorials	13
G. Testing Procedures	13
H. Scheduling	15
I. Rescheduling	16
J. Consultation	16
VII. Joint Training Committee	17

I. INTRODUCTION

The effective date of this agreement is July 1, 1982. The development of this Training Program has been a joint management and labor undertaking and amends the Agreement between the Company and Union concerning the Computer Operations Department, effective July 1, 1979. Nothing in the July 1, 1979 Agreement, or this document, is meant to supersede provisions of the General Clerical Agreement. New Training Program criteria will be developed, and existing criteria modified or deleted, as changes in equipment and/or processes occur, which will be available for the Union to review and negotiate before the revised training criteria is implemented.

II. JOB TITLES AND AREAS OF RESPONSIBILITY

Computer Operator III

Will, under direction, perform the duties to operate input/output equipment and/or terminals and may perform related clerical duties. A Computer Operator III is not required to have prior experience.

Computer Operator II

Responsible for the operation of input/output equipment, alternate consoles and/or terminals and may perform related clerical duties.

Computer Operator I

Responsible for the operation of input/output equipment, alternate consoles and/or terminals, computer system consoles, and may perform related clerical duties.

Senior Computer Operator (New Classification)

Will assist in providing On-The-Job Training (OJT) and be responsible for the operation of input/output equipment, alternate consoles and/or terminals, computer system consoles, and perform related clerical duties.

Nine Senior Computer Operator positions will be established in Computer Operations Department: two on each shift in Production Section and one per shift in Scheduling and Control Section.

COMPUTER OPERATIONS DEPARTMENT
 PRODUCTION SERVICES/OPERATIONS SUPPORT AND PLANNING

III. CLASSIFICATION AND RATES OF PAY, 1982

				<u>Weekly Rate</u>
2879	Senior Computer Operator (SCO)	(6)	Start	\$529.00
			End 6 Mos.	540.75
2779	Computer Operator I-A (COI-A)		-	\$534.00
	(Incumbent Computer Console Operators only at prior wage rates of \$529 and \$540.75 and \$563.85, respectively)		-	545.75
				568.85
2878	Computer Operator I (COI)	(4)	Start	\$470.90
	(Incumbent Senior Computer Operators)		End 6 Mos.	482.45
			End 1 Yr.	493.95
			End 18 Mos.	505.95
		(5)	End 2 Yrs.	517.45
2778	Computer Operator I-B (COI-B)			\$529.00***
2877	Computer Operator II (COII)	(3)	Start	\$384.80
	(Incumbent Computer Operators)		End 6 Mos.	407.45
			End 1 Yr.	420.15
			End 18 Mos.	432.85
			End 2 Yrs.	445.60
			End 30 Mos.	458.50
2875	Computer Operator III (COIII)	(1)	*Start	\$291.25
	(Incumbent Computer Operators-In-Training)		*End 6 Mos.	303.20
			*End 1 Yr.	315.20
			*End 18 Mos.	327.35
			*End 2 Yrs.	339.30
			**End 30 Mos.	362.00
2876	Computer Operator III-A (COIII-A)	(2)		\$384.80

(1) All Computer Operator IIIs (new hires and transfers) must successfully complete the Computer Operator-In-Training Course (COIT) within 6 months.

* Hiring rates, based on experience.

** a) Maximum start rate for transfers into Department.

b) Range maximum in COIII classification for new employees.

(2) Computer Operator III range maximum for personnel who have transferred into classification from an equal or greater wage rate.

(3) Computer Operator IIIs will progress automatically to Computer Operator II after six months at the top of the COIII classification and successful completion of the COII Training Course.

(4) Computer Operator IIs will progress automatically to Computer Operator I after six months at the top of the COII classification and successful completion of the COI Training Course.

(5) Considered as top rate for bidding purposes.

*** Additional wage step of \$11.55 available after six months at prior wage step for SCOs and CCOs who were reclassified to COI at the \$517.45 wage step on July 1, 1982.

(6) Computer Operator Is may bid into the SCO classification after achieving the top rate of the COI classification and successful completion of the Senior Computer Operator Course.

IV. COURSES

A. OVERVIEW

The following courses of instruction comprise the Training Program for the bargaining unit personnel in the Production Services and Operations Support and Planning Sections of the Computer Operations Department:

1. Computer Operator-In-Training, Production Section
2. Computer Operator-In-Training, Scheduling and Control Section
3. Computer Operator II (formerly named "Introduction to Data Processing Course")
4. Computer Operator I (formerly named "Computer Console Operator Course")
5. Senior Computer Operator

Successful completion of the COIT course for the assigned Section is mandatory. These courses are offered on an on-going basis. Employees who enter the CO III classification are placed immediately into the appropriate COIT course.

The CO II, CO I, and SCO courses are offered at specific times of the year; each employee is required to submit a written request to participate in order to be scheduled into a class. An eligibility list shall be maintained and posted on the Training Bulletin Board. This list shall provide employees with information concerning their eligibility to request to participate in the CO II, CO I and SCO courses. The list shall be maintained by the COD Administrative Unit, under the direction of the COD Personnel Representative. Successful completion of the related course is required for progression into the CO II, CO I, and SCO classifications.

Employees in the CO II and CO I classifications who are assigned to the Operations Support and Planning Section will be required to successfully complete all training courses for their previously assigned Section or the Section elected pursuant to Section VI, B.3.a.2, to continue to progress to higher classifications in the Computer Operator line of progression.

B. COURSE DESCRIPTIONS

1. Computer Operator-In-Training - Production

A trained CO III in Production, under direction and given a control tag, guide and support references shall be able to operate equipment, perform routine operator maintenance, identify and correct minor problems, and perform related clerical duties. Training will encompass the work stations to which employees are normally assigned. At the present time these work stations include:

- a. Bursting Room
- b. Line Printers
- c. Tape Handling
- d. IBM 3800
- e. Troy T600
- f. COM Room
- g. Versatec Plotter

2. Computer Operator-in-Training - Scheduling and Control

A trained CO III in Scheduling and Control, under direction, will ensure that jobs are properly prepared for processing and that the correct output is produced and delivered. That includes handling job transmittals, tape disposition, output control tags, and the delivery of printouts. Training will encompass the work stations to which employees are normally assigned. At the present time these work stations include:

- a. Logging Control
- b. Output Control
- c. Input Control
- d. Tape Library
- e. Tape Management
- f. Delivery Control

3. Computer Operator II

The objective of the course is to prepare an employee to function as a Computer Operator II. At the completion of the course, the employee will be able to perform all tasks in the Computer Operator II Performance Requirements Guidelines for the section to which he or she is assigned. Areas on which the employees shall receive training include, but are not limited to, the following:

- a. DP Terminology
- b. Peripheral Equipment
- c. Installation Standards and Processes
- d. Central Processing Unit
- e. Operating Systems
- f. CRT Operation
- g. Problem Resolution
- h. Supplies
- i. Tape Management System Operation
- j. DPO2

IV. COURSES (Contd.)

B. COURSE DESCRIPTIONS (Contd.)

4. Computer Operator I

The objective of the course is to prepare an employee to function as a Computer Operator I. When the course is completed, the employee will be able to perform all standards in the Computer Operator I Performance Requirements Guidelines for his or her Section. Areas on which the employees shall receive training include, but are not limited to, the following:

- a. DP Terminology
- b. Central Processing Unit
- c. Installation Standards and Processes
- d. Operating Systems
- e. OSS
- f. UCCI and Octprint
- g. Problem Resolution
- h. Input/Output Control
- i. Reporting Control
- j. Production Job Scheduling
- k. Wylbur
- l. Computer Console Operator
- m. Workstations

5. Senior Computer Operator

The objective of the course is to prepare an employee to function as a Senior Computer Operator. When the course is completed, the employee will be able to perform all standards in the Senior Computer Operator Performance Requirements Guidelines. Areas on which the employees shall receive training include, but are not limited to, the following:

- a. Selecting on-the-job (OJT) Training Methods
- b. Maintaining OJT Training Records
- c. On-the-job Training
- d. Remedial OJT Training
- e. Communication Skills
- f. COD's Training Program

V. PROBLEM RESOLUTION

Nothing in this Section is intended to supersede the right of the employees to utilize the Grievance Procedure; however, the Company and Union recognize the value of using the COD Labor/Management Committee to attempt to mutually resolve problems arising from the administration of this Agreement.

- A. Regardless of Labor/Management Committee review, a grievance may be filed on any issue subject to the Grievance Procedure, as per the provisions of Title 9 of the Clerical Agreement.
- B. Issues involving disciplinary action or the discharge of an employee are not a proper topic for the Labor/Management Committee.
- C. Issues which do not involve disciplinary action or the discharge of an employee may be brought to the attention of the Labor/Management Committee through written notice to its Chairperson, by any member of the Committee or the Joint Training Committee.
 1. Placing such items on the agenda will be considered sufficient written notice.
 2. The Labor/Management Committee shall have 25 calendar days from receipt of the referral to find a mutually acceptable resolution.
 3. Labor/Management Committee members may mutually agree to extend the time limit to 60 days for the resolution of any issue which is not subject to the Grievance Procedure.

VI. ADMINISTRATIVE PLAN

A. NEW EMPLOYEES

1. An employee appointed to the Computer Operator III (CO III) classification shall start at the appropriate pay step as outlined in letter agreement dated July 1, 1979, as amended July 1, 1982, and shall receive the opportunity to meet the requirements to progress to Computer Operator II, to Computer Operator I and to Senior Computer Operator status upon successfully completing the courses of instruction outlined in this program. Each trainee shall be furnished a copy or be given the opportunity to study the course outlines prior to receiving training.
2. All employees entering the Computer Operations Department in the CO III classification shall be placed into the COIT course.
3. In Production Services each Computer Operator III shall successfully complete all formal and on-the-job instruction for all work stations in the section assigned, within six months of entering the Department.
4. After successfully completing the COIT course and having six months seniority in the CO III classification, the employee shall be eligible to participate in the CO II course.
5. After successfully completing the CO II course and six months at the top of the CO III wage progression, the employee shall automatically progress to the CO II classification. Employees having reached the top of the CO III wage rate will not be affected in progressing to the first wage rate in the CO II classification by the lack of an initial opportunity to complete the CO II course. Such employee shall receive the first wage rate in the CO II classification six months after reaching the top wage rate in the CO III classification. If such employee does not successfully pass the initial CO II training opportunity, this employee shall be reclassified as a CO III at his or her prior wage rate. Such employee shall remain in the CO III classification until he or she successfully completes the CO II course.
6. After successfully completing the CO II course and having six-months at the top of the CO III wage progression and automatically progressing to the CO II classification, an employee shall be eligible to put in a prebid to the Operations Support and Planning Section.
7. After successfully completing the CO II course and having six months in the CO II classification, the employee shall be eligible to participate in the CO I course.
8. After successfully completing the CO I course and six months at the top of the CO II wage progression, the employee shall automatically progress to the CO I classification.
9. After successfully completing the CO I course and having six months seniority in the CO I classification, the employee shall be eligible to participate in the Senior Computer Operator course.

VI. ADMINISTRATIVE PLAN (Contd.)

A. NEW EMPLOYEES (Contd.)

10. After successfully completing the prerequisite courses and the Senior Computer Operator course for a Section, an employee shall be eligible for upgrading into the Senior Computer Operator classification in same Section. Upon reaching the top of the CO I classification, such employee shall be eligible to bid into the Senior Computer Operator classification in the Section for which such employee has successfully completed the required course.

B. INCUMBENTS

1. Incumbents will be defined as any employee in the Computer Operator line of progression as of July 1, 1982.
2. Reclassification

All bargaining unit employees in the Computer Operator line of progression in the Production, Operations Support and Planning and Scheduling/Control Sections shall be reclassified in the appropriate new classifications.

a) The appropriate classifications are as follows:

1. Computer Operator-In-Training is equivalent to Computer Operator III.
2. Computer Operator is equivalent to Computer Operator II.
3. Senior Computer Operator and Computer Console Operator are equivalent to Computer Operator I.
4. Incumbent Computer Operators who, through accumulated upgrades to the former Computer Console Operator and Senior Computer Operator positions, have attained the maximum upgrade rate of pay for that position, shall be reclassified to the CO I classification.

- b) Except as provided for in Section VI, B.4, b.3, incumbent employees whose wages in their prior classification are greater than the wages for the assigned classification shall be red-circled until the incumbent leaves the position. They shall continue to receive all future negotiated general wage increases.
- c) Incumbents, who on July 1, 1982 are reclassified to the CO I classification at the top proposed wage step shall, after successful completion of the required courses and six months at that wage step, be allowed to progress one additional wage step. Such employees shall be red-circled until the position is vacated, but shall continue to receive all future negotiated general wage increases.

VI. ADMINISTRATIVE PLAN (Contd.)

B. INCUMBENTS (Contd.)

3. Required Courses

a. COIT

1. COIT pretests shall be administered to all incumbents.
2. Computer Operators in the Operations Support and Planning Section shall have the option of selecting to follow the training program for either Production or Scheduling/Control, and will be provided the opportunity to participate in the required training for the Section selected.
3. Incumbent COITs, COs and Senior COs who entered the Department prior to January 1, 1982 shall be required to participate in the formal and on-the-job instruction for those workstations which they did not successfully complete on the COIT pretest.
4. Incumbent COITs who entered the CO III classification on or after January 1, 1982 shall be required to successfully complete the formal and on-the-job instruction for those workstations which they did not pass on the pretest.
5. Incumbents who are reclassified to the CO I classification on July 1, 1982 shall be required to successfully complete the COIT pretests for their Section prior to submitting a bid for the SCO classification.

b. CO II (Formerly Introduction to Data Processing - IDPS)

1. Incumbent Computer Operators and Senior Computer Operators assigned to the CO II and CO I classifications are required to participate in the CO II (IDPS) course.
2. Incumbents who have progressed to the top wage step in the former CO or SCO wage progression are required to successfully complete the CO II (IDPS) course to retain that wage rate.

c. CO I (Formerly CCO)

1. Incumbents in the CCO classification immediately prior to July 1, 1982 are required to successfully complete the CO I course to remain in the CO I classification.
2. Incumbent SCOs, and any incumbent COs who are reclassified to the CO I classification through the provisions of Section VI, B.2, a.4, are required to successfully complete the CO I course to remain in the CO I classification.

VI. ADMINISTRATIVE PLAN (Contd.)

B. INCUMBENTS (Contd.)

4. Failures

a. COITS

1. If an incumbent Computer Operator-In-Training who was appointed to the classification after January 1, 1982 and had the opportunity to receive all required training does not successfully complete the COIT course for the Section to which he or she is assigned, such employee may transfer within COD under the provisions of Title 18. Such employee must successfully pass the COIT course for that Section to which he or she transferred. If such employee fails to successfully pass the COIT course for both the assigned Section and that to which he or she transferred, such employee must transfer out of the CO III classification in accordance with Title 19 of the Company and Union Agreement, or his or her employment will be terminated.
2. If an incumbent COIT appointed to the classification prior to January 1, 1982 does not successfully complete the COIT course for the assigned Section, he or she shall continue normal wage progression in accord with Section VI.B. If this employee transfers to another Section in COD, he or she must successfully pass the COIT course for the Section to which he or she transferred. If such employee does not successfully pass the COIT course for either the prior Section or that to which he or she transferred, he or she must, under the provisions of Titles 18 and/or 19, transfer out of the Computer Operator line of progression, or be terminated.
3. Preferential consideration will be given under Section 19.12 of the Clerical Agreement for such employee to be placed in any other bargaining unit position in COD for which/she is qualified, provided a vacancy exists.

b. Other Classifications

1. Incumbent CCOs, Senior COs, and any COs reclassified to CO I under the provisions of Section VI, B.2, a.4, who do not successfully complete the CO I course will be reclassified as CO IIs.
2. Incumbents who are reclassified to CO II and do not successfully complete the CO II course shall progress to the top wage step of CO II but will not be eligible to progress to higher classifications until successfully completing the required courses.
3. Incumbents reclassified to CO II and presently at the top step of the prior CO or SCO wage progression, who fail to successfully complete the CO II course will be reduced one pay step. Such employees who are above the CO II wage rate will be red-circled at their revised pay step until the incumbent leaves the position, but shall continue to receive all future negotiated general wage increases.

VI. ADMINISTRATIVE PLAN (Contd.)

B. INCUMBENTS (Contd.)

5. Progression

- a. Incumbents' progression from their assigned classification will be in accordance with Section VI. A, New Employees.
- b. Incumbents' progression to higher classifications shall not be delayed due to the lack of an initial opportunity to enroll in a required course.
- c. Incumbents who, after the effective date of the agreement, progress to a higher classification in lieu of an initial opportunity to enroll in a required course, and who subsequently fail to successfully complete such course, will be reclassified to the next lower classification but shall be red-circled at his/her current wage until such time as he/she successfully completes the required course or leaves the classification. Such employees shall continue to receive all future negotiated general wage increases.

C. TRANSFERRING EMPLOYEES

1. Employees not presently in the Computer Operator line of progression may transfer to the CO III classification in accordance with Title 18 of the Clerical Agreement.
2. An employee who is transferred to the CO III classification must successfully complete the COIT formal and on-the-job instruction for all work stations in the section assigned, within six months of entering the Department.
3. After successful completion of the COIT course for the section to which he or she is assigned, the employee shall be eligible to participate in the Computer Operator II, Computer Operator I, and Senior Computer Operator courses in accordance with Section VI A, New Employees, standards 4 through 10.

D. PREBIDDING

1. An employee who has prebid between the Production and Scheduling and Control Sections in Computer Operations must successfully complete the COIT formal and on-the-job instruction for the Section to which he or she transferred, within six months of the transfer date. Such employee must also participate in any phases of training which are unique to the classification and Section to which he/she transferred.
2. Employees who have prebid into the Planning Section will be required to continue to participate in and successfully complete the training courses which their counterparts in their former Section are required to pass, in order to continue to progress to higher classifications.

VI. ADMINISTRATIVE PLAN (Contd.)

D. PREBIDDING (Contd.)

3. Employees who bid into the COD Office Machine Repairman position from the CO II, CO I or SCO classification may request placement back into their former classification and Section, pursuant to the provisions of Section 18.12 of the Clerical Agreement.
 - a) Such requests shall be considered only in the event of a vacancy which the Company intends to fill in the appropriate Section.
 - b) Such requests shall be submitted in writing to the COD Personnel Representative.
 - c) Such requests need not be considered if received less than eight (8) days prior to the date of posting an award to fill a vacancy in the designated Section.
4. Upon reaching the top of the CO I classification and successfully completing the Senior Computer Operator course, an employee shall be eligible to bid into the Senior Computer Operator classification for the Section in which such employee has completed the required courses.

E. FAILURES

1. New Employees

If a new employee fails to successfully complete the Computer Operator-In-Training course within six months for the Section to which he or she is assigned, such employee's employment shall be terminated.

2. Transferring Employees

- a. If an employee who has transferred into the Computer Operations Department fails to successfully complete the COIT course within six months for the Section to which he or she is assigned, he or she must transfer out of the Computer Operator III classification in accordance with Title 19 of the Clerical Agreement or his or her employment will be terminated.
- b. If an employee who has transferred between the Production and Scheduling and Control Sections in Computer Operations fails to successfully complete the COIT course for the Section to which he or she transferred, within six months of the transfer date, he or she must, under the provisions of Titles 18 and/or 19, transfer out of that COD Section or be terminated. Preferential consideration will be given under Section 19.2 for such employee to be placed in any other bargaining unit position in COD for which he/she is qualified, provided a vacancy exists.

3. The Union's Business Representative shall receive a written notice on any regular employee who fails a test.

VI. ADMINISTRATIVE PLAN (Contd.)

F. TUTORIALS

1. Tutorial sessions have question and answer discussions, with unit/workstation/course testing. Also, material related to installation standards may be presented.
 - a. Time will be given for a question and answer discussion prior to and after the testing, to reinforce the learning process.

G. TESTING

1. Procedures

To assure satisfactory progress and ensure prerequisite material is successfully completed, testing will be used as a measuring device. Each course of instruction will include various areas of instruction denoted as "unit" or "workstation." For example, Computer Operator II is a course that has twelve units and the Computer Operator-In-Training course for Production has six workstations.

- a. There can be a test for each unit or workstation and comprehensive testing for an entire course. All testing will be administered during tutorial sessions.
- b. A "pretest" is a final test which is administered prior to completion of the related instruction material in the course.
- c. An employee shall have the right to challenge any course by taking the related pretest.
- d. Employees who challenge and pass a pretest shall be considered to have successfully passed that area and/or course of instruction. He or she shall not be required to participate in that area of instruction and/or course.
- e. Tests are open book, each having a time limit reflecting the number of questions and difficulty. Open book is limited to vendor manuals and/or procedural guides.
- f. Results of tests will be graded pass or fail and will be made known to the employee with a copy to his or her personnel file.
- g. An employee who has taken a test to determine if he or she has successfully completed a portion and/or an entire course of instruction shall receive written notification concerning the test results, and a review of incorrect answers.

VI. ADMINISTRATIVE PLAN (Contd.)

G. TESTING (Contd.)

2. Test Criteria

- a. A written and/or performance test may be given as a pretest and shall be given as a final test, to measure what was previously known and what has been learned.
- b. Tests will be administered by the Training Unit or by monthly exempt personnel who have been assigned this responsibility.
- c. Passing standards are determined using an on-going validation process. Based on the current validation results, the following standards apply.

1) COIT Courses

- a) Employees in the Computer Operator-In-Training course shall have to successfully complete all tasks for each workstation. Therefore, 100 percent is passing for all performance tests within the COIT course.
- b) An employee may take the performance tests as many times as it takes to achieve 100 percent. However, such employee must pass all COIT workstations in the assigned Section within six months.

2) CO II Course

- a) Seventy percent and above is passing for comprehensive written and performance tests.
- b) The CO II comprehensive test for Phase I must be completed within two hours.
- c) The CO II comprehensive test for Phase II must be completed within one hour and forty-five minutes.

3) CO I Course

- a) Seventy percent and above is passing for the CO I comprehensive written and performance tests.
- b) Each CO I comprehensive written test must be completed within two hours and 15 minutes.
- c) The CO I comprehensive performance test must be completed in two hours and forty-five minutes.

4) Senior Computer Operator Course

- a) A passing score will be determined based upon the results of the Pilot group.

VI. ADMINISTRATIVE PLAN (Contd.)

G. TESTING (Contd.)

3. Unit Quizzes

Unit quizzes are taken during the course and cover specific areas of instruction. Unit quizzes will be administered during a tutorial session on shift and on a group basis. When appropriate, quizzes can be administered on an individual basis.

4. Comprehensive Tests

Comprehensive Tests are taken after all areas and/or phases of instruction have been completed.

- a. A comprehensive written test will be administered to assess knowledge and retention. A comprehensive performance test will be administered to assess skill proficiency.
- b. Employees who do not take or pass a comprehensive test on their first attempt may retake the test within 72 hours (Monday-Friday) of the first testing opportunity. This test will be administered during day shift (7:30 a.m. - 4:30 p.m.).
- c. Such employee shall continue in the course until he or she does not take or pass the second testing opportunity within the time-limit described above (Section VI, G.4(b)).
- d. Employees who do not take or pass a comprehensive test the second time can request to be rescheduled according to Section VI H.

5. Validation

- a) Testing and validation results will be made available to the Joint Training Committee.
- b) The Joint Training Committee shall review testing and validation results and make recommendations concerning standards for passing and time limits.

6. Enabling Clause

By written agreement between Company Industrial Relations Manager and Union Business Manager, other provisions may be substituted for the provisions of Section VI.G.

H. SCHEDULING

COD has a contract with a multi-media educational vendor. To effectively use this contract, the following scheduling procedures will be followed:

1. Each course will be scheduled for specific times of the year, and within this constraint, on a needs basis.

VI. ADMINISTRATIVE PLAN (Contd.)

H. SCHEDULING (Contd.)

2. Course schedules for the year shall be posted not later than January 1.
3. The self-learner paced mode shall be used within a scheduled time frame. Where appropriate, other methodologies will be used (such as stand-up lecturing and computer based education). A trainer will be available for consultation.
4. Scheduling priorities are in the following order:
 - a. First priority - the most senior operator at the top rate of pay in the related classification who requests to enroll for the first time, and/or who chose to leave the course for reasons beyond his/her control.
 - b. Second priority - the most senior operator at the top rate of pay in the related classification who failed or was dropped from the requested course once.
 - c. Third priority - those employees at the top rate of pay in the related classification who failed and/or dropped the requested course two or more times within a 12 month period. Such employees shall have to wait one year before becoming eligible to be rescheduled.

I. RESCHEDULING

1. An excessive number of missed training hours indicates an employee is too far behind in the course to participate in the scheduled tutorial sessions for that course. If an excessive number of training hours are missed, the employee will be dropped. Such employee can request to be rescheduled.
2. Employees who are retaking a unit or course may reenter the course at the unit which was dropped or failed.
3. Employees who are retaking a unit or course must successfully complete the unit which was dropped or failed to continue in the remainder of the course.
4. Rescheduling priorities for the entire course or for a particular unit are in accordance with Section VI H.4 above.

J. CONSULTATIONS

1. Consultation services are provided as a coaching/training tool and are non-disciplinary in nature. Such services will be provided for an employee who:
 - a. has missed an excessive amount of training hours
 - b. has demonstrated marginal passing scores
 - c. is continually behind in a study assignment
 - d. declines to participate further
 - e. requests consultation.
2. The Training Staff will contact the employee's supervisor and present the problem and propose (a) solution(s).
 - a. The employee's supervisor will discuss the problem and option(s) with the employee.
 - b. The Training Staff will be available for further consultation.

VII. CHARTER
JOINT TRAINING COMMITTEE (JTC); COMPUTER OPERATIONS DEPARTMENT/IBEW LOCAL 1245

PURPOSE:

To review, discuss and recommend solutions on issues specifically relating to the Computer Operations Production Services Training Program for bargaining unit employees.

REPORTS TO:

Computer Operations Labor/Management Committee.

MEMBERSHIP:

Total membership limited to four active members. Two members shall be selected by and represent the Company and two members shall be selected by and represent the IBEW Local 1245.

APPOINTMENTS & CHANGES:

By the Labor/Management Committee at the Company or Union request.

FUNCTIONS:

- . Ensures that complete records of all training activities are maintained.
- . Makes suggestions on ways to improve the content, expresses opinions on the progress of the program and generally supports the program.
- . Reviews updates/changes to the Training Program and makes recommendations.
- . Documents all unreconciled controversies or differences that may arise and submits them to the Labor/Management Committee.

PROCEDURES:

1. The chair will alternate between the Union and Company on six-month intervals.
2. Meetings will be arranged by the chairperson. At minimum, meetings will be held once per calendar quarter; more frequently if needed.
3. The Company has the responsibility for recording and distributing meeting minutes.
4. Proceedings of each meeting will be documented and forwarded to the Labor/Management Committee.
5. Guests and/or advisors may attend meetings with prior consent/approval from the chairperson of either the JTC or Labor/Management Committee.

AUTHORITY:

The Committee submits recommendations to Labor/Management Committee.

COMPUTER OPERATIONS DEPARTMENT
ORGANIZATION AND TRAINING PLAN

JULY 1, 1982

CORRECTION ON PAGE 9 UNDER:

B. INCUMBENTS (Contd.)

3. Required Courses

a. COIT

For #3 and #4:

date used on second line of #3 and #4
should read January 1, 1982, not July.

COMPUTER OPERATIONS DEPARTMENT
ORGANIZATION AND TRAINING PLAN

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