



LETTER AGREEMENT NO. 20-36-PGE

IBEW



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TOM DALZELL
BUSINESS MANAGER

May 22, 2020

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

Dear Mr. Dalzell:

The Master Apprenticeship Agreement (MAA) requires the Joint Apprenticeship and Training Committee (JATC) to establish an Administrative Procedures Manual for each apprenticeship training program.

The Company and Union have agreed that the Administrative Procedures Manual shall consist of specific standards for all apprenticeship training programs. Variations within the program are represented below:

- Eligibility requirements for internal PG&E employees through job bidding.
- Length of apprenticeship training program.
- Successful completion of the training program.
- Failure to progress in the training program, (failure to meet the Standards of Achievement).
- Wage step progression structure.
- Other special provisions that may be applicable.

For each newly indentured apprentice, advancement to the next step requires successful completion of the Standards of Achievement as specified in the jointly agreed to Administrative Procedures Manual. The protocol for progression and failure to advance will be consistent with the specifics as identified in this agreement and in the Administrative Procedures Manual.

In no event shall the Administrative Procedures Manual supersede this letter of agreement or the Master Apprenticeship Agreement. Typographic errors and omissions or minor edits to the Administrative Procedures Manual that have no material effect shall be made and reported to the JATC.

The JATC has agreed that the curriculum and associated qualifications can be updated by the sub-committee as needed, to ensure the program reflects current work practices and procedures. These JATC approved updates will be documented and captured in an Apprentice Committee (AC) letter.

Pursuant to Section 109.2 of the Physical Collective Bargaining Agreement (CBA) and the Master Apprenticeship Agreement (MAA), the Company and Union established a joint training subcommittee to

update the Apprentice Distribution Gas System Operator Training Programs. On November 19, 2019, the JATC approved the Administrative Procedures Manual and training curriculum in AC Decision NOV-19-109.

Eligibility for Apprenticeship through Job bidding (Title 205)

- Pass applicable tests/test batteries as agreed-to by the Company and the Union for existing represented employees, which may include existing tests (e.g., Physical Test Battery, Industrial Skills Test, Console Operator Basic Requirements Assessment COBRA etc.) or new tests deemed appropriate.

Wage Rates

Apprentice wages per step are defined in the most recent [Exhibit X](#) of the [Collective Bargaining Agreement](#), located on the [Labor Relations Intranet webpage](#).

Specifics for the Apprentice Distribution Gas System Operator Training Program will include the Following:

1) Length of Training Program

- The duration of this program is 18 months, divided into 3, six month steps with step and wage progressions every 6 months. Step and wage progressions are contingent upon successful completion of program requirements per step.
- Section F.10.c. (or E.9.d of the GC MAA) of the Division Master Apprenticeship Agreement (MAA) will not apply to new apprentices who do not come from within the line of progression for this program.

2) Successful Completion of the Training Program

- The apprentice will become a Journeyman Distribution Gas System Operator upon successful completion of all the Standards of Achievement, including the length in program. No temporary upgrades, advanced placement, or early promotion permitted.

3) Apprentice Roles, Responsibilities, and Standards of Achievement

In order to be eligible to progress to the next step, the apprentice must meet the Standards of Achievement as defined below.

- Satisfy the required time in the each step (six months per step); and
- Accurately complete and record Self Reported Activities (SRA's) specified for each step; and
- Successfully complete all formal training specified for each step, to include all relevant qualifications; and
 - Successfully complete the Step Progression Test (SPT) specified for each step; and
 - Continually display positive attitude and behaviors; and
- Continually comply with safety rules and work procedures; and

- Satisfy the Apprentice Roles and Responsibilities as defined in the Administrative Procedures Manual.

4) Failure to Progress

If an apprentice does not meet the Standards of Achievement, and/or fails to follow the Apprentice Roles and Responsibilities as defined in the Apprentice Administrative Procedures Manual, he or she will be placed on an Action Plan. The Action Plan will:

- Begin on the day a deficiency is presented to the Apprentice and Supervisor by the Apprentice Coordinator and be scheduled to end no later than 30 consecutive days unless special provisions have been approved by the JATC.
- End on the day the Action Plan requirements are fulfilled.

All Action Plans must be submitted to the JATC for review and approval. The JATC has the final authority to:

- Approve / extend an Action Plan.
- Remove an apprentice from the program.

Time Period	Number of Action Plans Permitted	Subject to JATC Removal If:
First Step - Third Step (0 mo – 18 mo)	Up to 2, total Action Plans during the entire program, 3 steps.	If there is a need for a 3 rd Action Plan at any point in time during the five step program, the apprentice is subject to be removed by the JATC.

If an apprentice has exhausted his or her allotment of Action Plans, the apprentice will have their apprentice training program suspended by the Apprentice Distribution System Operator program leader/LRC committee members pending review by the JATC. All apprentice removals are subject to review and approval by the JATC.

The JATC will rely on PG&E leaders (Supervisors) to use the Positive Discipline (PD) process to address apprentices' attitude, behavior and attendance.

This proposed agreement has been reviewed by Assistant Business Manager Mike Adayan.

Mr. Tom Dalzell

May 22, 2020
LA 20-36-PGE

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: _____

Matthew Levy
Senior Director and Chief Negotiator

The Union is in agreement.

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



May 26, 2020
_____, 2020

By: _____

Tom Dalzell
Business Manager



**Pacific Gas and
Electric Company™**

IBEW



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BOB GERSTLE, SECRETARY

- DECISION
- LETTER DECISION

Apprentice Committee Case # NOV-19-109

The Joint Apprenticeship Training Committee reviewed the Apprentice Distribution System Operator Administrative Manual updates. Based on the information submitted and reviewed by the Committee, the JATC approves the content updates of the Administrative Manual effective November 14, 2019.

The following JATC members were present at this meeting: Nancy Arroyoavila, JATC Chair; David Sankey, JATC Secretary; Shawna Rodriguez, PG&E; Joe Minkstein, PG&E; Rick White, PG&E; Bob Gerstle, IBEW; Kyle Whitman, IBEW; Casey Salkauskas, IBEW.

NANCY ARROYOAVILA, Chairman
Joint Apprenticeship & Training Committee

DAVE SANKEY, Secretary
Joint Apprenticeship & Training Committee

11/14/19

Date

11/14/19

Date

cc: Field Training Coordinator

Admin Manual Update

NOV-19-109

Apprentice Distribution System Operator

Master Apprenticeship Agreement – Pg. 1 – Add Updated Agreement effective Jan. 11, 2018

Collective Bargaining Agreement – Pg. 4 – Add Updated Agreement effective Jan. 1, 2016

Step Progression Test and Formal Training Failure – Pg. 26 Suggested changes are in Red font.

Step Progression Test and/or Formal Training Failure & Remediation	<p>If an apprentice fails to successfully pass a step progression test (SPT), that apprentice:</p> <p>If an Apprentice fails to successfully pass a Formal Training Exam or a Step Progression Test (SPT), that Apprentice:</p> <ul style="list-style-type: none">• Will be placed on a <u>90-Day</u> an Action Plan. To begin on the date the deficiency is presented to the apprentice, scheduled to end no later than 90 consecutive days as explained in the "Advancement Procedures" section of this document; and• <u>Will Not</u> be permitted to progress to the next formal training course or Step Progression Test (SPT) as scheduled.; and• Will be released back to his or her respective headquarters; and• Must meet the requirements of the action plan, to be eligible to progress to the next step <p><u>Only one retest will be offered per SPT or formal training exam.</u></p>
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Apprentice Distribution Gas System Operator (ADGSO)

ADMINISTRATIVE PROCEDURES MANUAL



Version 2.0

1 June, 2016

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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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Department: Gas System Operations, Gas Control Center

AUTHORITY NAME AND SIGNATURE DATE

Frank Maxwell, Gas Control Senior Manager

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DOCUMENT APPROVAL

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

AUTHORITY NAME AND SIGNATURE DATE

Mel Christopher, Senior Director GSO

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Apprentice Distribution Gas System Operator Administrative Procedures Manual

Introduction

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).

Administrative Procedures

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.

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.

Continued on next page

Administrative Procedures, Continued

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 member of CRM Processes and Training who is also by definition your Apprentice Training Coordinator or immediate supervisor with any questions about the ADGSO program.
- A member of CRM Processes and Training 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.

Processing the Apprenticeship Agreement

Prior to entering the apprenticeship:

- The CRM Processes and Training Team will assist the new apprentice in completing the state apprenticeship agreement.
- The CRM Processes and Training Team 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 CRM Processes and Training Team that the signed form has been uploaded to the JATC SharePoint site. CRM Processes and Training Team will provide a copy of the fully executed agreement to the apprentice and file the agreement in the apprentice's personnel file.

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.

Continued on next page

Administrative Procedures, Continued

Resources The Gas System Supervisor and the CRM Processes and Training Team 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 Distribution Gas System Operator positions.

- After the Apprenticeship Is Complete** At the completion of the apprenticeship, the
- A representative of PG&E Academy will notify Labor Relations, CRM Processes and Training Team 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 CRM Processes and Training Team 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.

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)	
Senior Distribution Gas System Operator (SDGSO)	
Work & Resource Dispatcher Gas (Relief)	

General Information

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 CRM Processes and Training Team during the apprentice program or as you move forward within the line of progression.

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.

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

Training for Activities Not Available at Local Headquarters CRM Processes and Training Team will make reports available to the , 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 CRM Processes and Training Team, 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.

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.

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.

Continued on next page

General Information, Continued

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 CRM Processes and Training Team will manage mandatory and voluntary apprentice overtime to minimize any adverse impact on apprentice self-study and preparation for training classes.

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.

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 Gas System Supervisor and the CRM Processes and Training Team 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

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 CRM Processes and Training Team, 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 CRM Processes and Training Team 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.

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.

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.

Continued on next page

General Information, Continued

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

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.

Continued on next page

General Information, Continued

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 CRM Processes and Training Team, Gas System Supervisor, Senior Distribution Gas System Operators, journeymen DGSOs 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.

Training Requirements

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 and may be adjusted as needed by the supervisor or the CRM Processes and Training Team to ensure sufficient competency..

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.

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 Distribution Control Center Training Plan.

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.

Continued on next page

Training Requirements, Continued

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 CRM Processes and Training Team 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.

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.

Work Schedules and Supervision

Apprentices will assume a training schedule provided by the Gas System Supervisor and the CRM Processes and Training Team . 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.

Continued on next page

Training Requirements, Continued

**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.

Advancement

Failure to Advance due to Course Failure

If an apprentice fails any knowledge or skill assessments given during an AGSO course or module, the CRM Processes and Training Team and Gas System Supervisor will agree on an improvement plan to support additional training and a re-assessment. The apprentice will be required to meet the conditions of the agreed upon improvement plan.

Improvement Plans are to take place during the Apprentice's current step.

Action Plans can begin only once an Apprentices' natural step date has elapsed.

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 assessment retakes during the 18 months of the ADGSO program.

Time	Number of Assessment Retakes Permitted
Module	1
Program	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.

Continued on next page

Advancement, Continued

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, 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 CRM Processes and Training Team will:Develop and action plan to support additional training and a reassessment
- Notify the Gas System Supervisor that the apprentice is being held at the present wage rate and is not eligible for automatic wage progression. The 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	2

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

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.

Wage Progression

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; and
- Passing the wage progression test (knowledge and skills) specified for the apprentice's current step.

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.

Continued on next page

Wage Progression, Continued

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.

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	2

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.

Continued on next page

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.

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.

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.

Assessment Policy

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.

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.

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.

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.

Continued on next page

Assessment Policy, Continued

**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.

Test Schedule

Assessments are scheduled in advance for all apprentices. Apprentices will receive a notification from the CRM Processes and Training Team or the Gas System Supervisor informing you of your test dates.

**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.

**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.

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

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.

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.

Apprentice Role and Responsibilities

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 Gas System Supervisor, CRM Processes and Training Team, Senior Distribution Gas System Operator 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 during the Quarterly Review.

Continued on next page

Apprentice Role and Responsibilities, Continued

**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 CRM Processes and Training Team, 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 CRM Processes and Training Team 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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Apprentice Role and Responsibilities, Continued

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.

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 CRM Processes and Training Team who will enter a completion record.

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.

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), Gas System Supervisor, and CRM Processes and Training Team 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 CRM Processes and Training Team promptly if they find an error. A monthly review of records is required.. Omissions and errors in on-line training records may cause delays in wage progression.

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.*

Gas System Supervisor Role and Responsibilities

Safety First! The 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 Gas System Operator or qualified DGSO when the apprentice is performing tasks that need supervision as defined by the Apprentice Program.

Program Duties The 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 Gas System Operator Program.
 - The CRM Processes and Training Team and 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 CRM Processes and Training Team and 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 CRM Processes and Training Team and 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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Gas System Supervisor Role and Responsibilities, Continued

Documentation The Apprentice Training Coordinator and 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 CRM Processes and Training Team or the Gas System Supervisor. A Senior Distribution Gas System Operator 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 CRM Processes and Training Team and 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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Gas System Supervisor Role and Responsibilities, Continued

Reporting Progress and Problems

At a minimum of every two weeks, the CRM Processes and Training Team and Gas System Supervisor must complete a report documenting the apprentice's performance and behaviors in the quarterly report.

The CRM Processes and Training Team and 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 CRM Processes and Training Team and Gas System Supervisor should discuss these ratings with the apprentice. The CRM Processes and Training Team and 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 CRM Processes and Training Team and 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 CRM Processes and Training Team must notify their 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 Gas System Supervisor.
 - The CRM Processes and Training Team
-

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

Safety First! The Senior Distribution Gas System Operator 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 Gas System Operator or journeyman Distribution 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 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 Gas System Operator or journeyman DGSO 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 Gas System Operator or journeyman Distribution Gas System Operator will, after consultation with the Gas System Supervisor, initial and date the entry in the manual.

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

Reporting Progress and Problems As needed, the Distribution Gas System Operator is encouraged to complete an action plan or improvement plan documenting the apprentice's performance and behaviors.

Gas System Supervisor's Role and Responsibilities

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.

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 CRM Processes and Training Team 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 Gas System Operators, and journeypersons, in addition to field observations of the apprentice's performance.

Maintaining Records

Each supervisor, in collaboration with the CRM Processes and Training Team, 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 12 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 CRM Processes and Training Team, Senior Distribution Gas System Operator and/or journeyman mentor, the apprentice's progress before meeting with the apprentice.

The supervisor is responsible for ensuring the quarterly report documentation is complete and has been correctly filled out by the apprentice, and the CRM Processes and Training Team, Senior Distribution Gas System Operator, or journeyman DGSO, 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 Gas System Supervisor's Role and Responsibilities, Continued

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.

. 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.

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 CRM Processes and Training Team.

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Gas System Supervisor's Role and Responsibilities, Continued

Developing Corrective Action Plans

The supervisor, in cooperation with the CRM Processes and Training Team, 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, CRM Processes and Training Team, apprentice, and local business representative. The action plan is forwarded to Labor Relations JATC for review and documentation.

Implementing Corrective Action Plans

The supervisor, in conjunction with the, CRM Processes and Training Team 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.

CRM Processes and Training Team Role and Responsibilities

Managing the Training Process

The CRM Processes and Training Team and the Local Review Committee monitor and support the overall ADGSO training program. The CRM Processes and Training Team 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 CRM Processes and Training Team is the day-to-day resource for the administration of the apprentice training program.

Monitoring Progress

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

Supporting Role

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

Maintaining Records

CRM Processes and Training Team collects, verifies, inputs, and updates apprentice and supervisor information maintained in SAP

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CRM Processes and Training Team Role and Responsibilities, Continued

Developing Corrective Action Plans

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

Conducting Formal Evaluations

As required, the CRM Processes and Training Team performs formal evaluations of apprentice performance. The CRM Processes and Training Team also monitors and reports on the performance of mentors and trainers.

Suggesting Improvements

The CRM Processes and Training Team suggests changes and revisions to the training program when appropriate.

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

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 quarterly report.
- *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).

Providing Documentation

The Local Review Committee (LRC) is responsible for providing copies of all LRC apprentice-related documentation to all three, Supervisor, the CRM Processes and Training Team and PG&E Academy (Academy Operations).

LRC Composition

The LRC is composed of the following:

Role	Attendance
Gas Control Manager	Required
Gas System Supervisor	Required
CRM Processes and Training Team	Required
Senior Distribution Gas System and Senior Gas System Coordinator or Gas System 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 CRM Processes and Training Team is responsible for scheduling and facilitating the LRC meetings as necessary.

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Local Review Committee's Role and Responsibilities, Continued

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 CRM Processes and Training Team.

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.

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.

**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.

Training Activities

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.

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

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

Continued on next page

ADGSO Course Sequence, Continued

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.

Wage Step 1 Activities

Period 1 and Gas Control Training Plan

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

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 Gas System Operator or Journeyman DGSO Monitoring
 - Job shadowing tasks outside the control room under personnel appointed by management.
-

Continued on next page

Wage Step 1 Activities, Continued

**Prohibited
Tasks during
Wage Step 1**

**PROHIBITED
Unsupervised tasks not qualified for.**

Wage Step 2 Activities

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 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.

Prohibited Tasks during Wage Step 2

PROHIBITED

Unsupervised tasks not qualified for. .

Wage Step 3 Activities

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

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

Apprentice

Each apprentice maintains an individual training record. Entries are made by the apprentice, Senior Distribution Gas System Operator, Journeyman GSOs, Gas System Supervisor, the CRM Processes and Training Team, and other authorized persons.

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

Supervisor

The Gas System Supervisor, in collaboration with the CRM Processes and Training Team, 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 CRM Processes and Training Team for review. The review should be entered no later than 10 days after the scheduled review date.

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.

Access to the Training Record

Training records are available during the apprenticeship for review by the CRM Processes and Training Team, the immediate supervisor, or higher level of supervision, the apprentice, and representatives of the Union.

Apprentice Quarterly Performance Reviews

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.

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 Gas System Supervisor and the CRM Processes and Training Team).
-

Resolving Conflicts—the Appeals Process

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.

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.

Changes

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

Achieving a Harassment-free Workplace

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.

Appendix

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. Quarterly Report.

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

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

