



**Pacific Gas and
Electric Company.**

LETTER AGREEMENT NO. 12-28-PGE

IBEW



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TOM DALZELL
BUSINESS MANAGER

July 16, 2012

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:

A Company and Union subcommittee has worked collaboratively to revise the Gas System Operator-in-Training Program. In addition to necessary training program updates, the parties have agreed to establish the training as a State-certified apprenticeship program governed by the Division of Apprenticeship Standards. The recommended changes include modifications which align with the Company's standardized training format guidelines which comply with current requirements of updated programs. The detailed Apprentice Gas System Operator Administrative Procedures Manual document is included as a separate attachment to this proposed letter of agreement.

The subcommittee has concluded the revision process and presented their recommendations to the Joint Apprenticeship Training Committee. The proposed changes include detailed curriculum updates described in the attachment, modifying the existing 21-month program to an 18-month program, and wage progression changes all supporting enhanced rigor for this critical work. Upon successful completion of the revised 18-month training program, the apprentice will progress to Journey Gas System Operator

Based on current 2011 wages, the revised wage progression will be as follows:

Existing 2011 Gas System Operator-In-Training
SAP Code 50073138
Classification Code 1588
Start \$37.59
End 3 Mo \$37.95
End 9 Mo \$39.58
End 15 Mo \$41.06
End 21 Mo \$41.06

New Apprentice Gas System Operator
SAP Code 50073138
New Classification Code 1591
Start \$37.59
End 6 Mo \$38.77
End 1 Yr \$41.06

Gas System Operator \$43.79

The JATC recommends and approves the revised apprenticeship program to replace the existing Gas System Operator-in-Training (GSOIT) Program outlined in LA 07-38, and the associated wage steps agreed-to in LA 07-34. As part of the revision the Committee also reviewed and agreed-to implement the Console Operator Basic Requirements Assessment (COBRA) test as a pre-entry requirement for the apprentice classification. Additionally, the parties recognize that this training program is being phased-in to support future updates that are jointly developed by the standing subcommittee. In support of the on-going need to make related training updates including necessary curriculum modifications, updates will be provided to the JATC on an as-needed basis to ensure knowledge and understanding of those changes.

As a result of this change in classification and in accordance with Subsection 205.4(h) the Company will post a New Jobs at a Headquarters notice, "for informational purposes only", regarding the Apprentice Gas System Operator classification which remains a beginning level classification. Existing bidders to the Gas System Operator-In-Training classification will not be required to resubmit bids as a result of this change.

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

Very truly yours,

PACIFIC GAS & ELECTRIC COMPANY

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

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

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

July 25, 2012

By: Tom Datzell
Tom Datzell
Business Manager

GSO Training Curriculum

**Module # 1
 Orientation and
 HR Coverage**

Module Topics

Changes from Original GSOIT Curriculum

Module 1 Overview

Training Period 1 Outline
 Procedural changes due to consolidation of gas control centers to San Francisco

Clerical Duties

No changes

LAN Operation (Email)

Clearance Processing

Gas Clearance Process Training (WBT and ILT) under WP 4100-10. SCADA Workbook 1 PERIOD 1, SCADA Workbook Module 2 Intermediate PERIOD 2, SCADA Workbook Module 3 Period 3.

SCADA

Gas Event and Incident Communications Reporting reviewed/developed

Incident Reporting

Air patrol Reporting

Removed – no longer managed through Gas Control TD -4330P-07 (New work procedure), New Tailboard

Gas Quality

USA

Removed – managed locally in divisions

**Field Training
 Outlines**

Emergency Manuals and Procedures

Emergency Event Command Mode training to be reviewed/developed
 ICS 100 and 200 WBTs

Bomb Threat

Procedure

No changes

Theft Reporting

Procedure

No changes

Radio

New Radio Training program - consists of an IT reviewed/developed PowerPoint, and one on one training.

Work Requests

Updated Job-Aid and reviewed/developed a Gas Control Process supporting training

Winter/ Summer

Operations

Design Criteria PowerPoint training presentation

Job Aids

Currently being reviewed, revised, or incorporated into training workbooks

**Job Performance
 Measures**

Job Performance Measures are being replaced with knowledge and skills assessments by PG&E Academy

Written Tests

Written Tests are being replaced with knowledge and skills assessments by PG&E Academy

GSO Training Curriculum

Module # 2A	Module Topics	Changes from Original GSOIT Curriculum
	Module overview/outline	Being reviewed/developed and incorporated into workbook 11 Brtwd/Ant/SP3/SanPablo PERIOD 3
	Antioch HP Gas To Las Vinas	Being reviewed/developed and incorporated into workbook 11 Brtwd/Ant/SP3/San Pablo PERIOD 3
Field Training Outlines	Antioch Terminal & Brentwood Terminal Overview	Being reviewed/developed and incorporated into workbook 11 Brtwd/Ant/SP3/San Pablo PERIOD 3
	Antioch Terminal	Being reviewed/developed and incorporated into workbook 11 Brtwd/Ant/SP3/San Pablo PERIOD 3
	Brentwood Control Center	Being reviewed/developed and incorporated into workbook 11 Brtwd/Ant/SP3/San Pablo PERIOD 3
	Job Aids	Currently being reviewed, revised, or incorporated into training workbooks
Job Performance Measures		Job Performance Measures are being replaced with knowledge and skills assessments by PG&E Academy.
Written Tests		Written Tests are being replaced with knowledge and skills assessments by PG&E Academy

GSO Training Curriculum

Module # 2B	Module Topics	Changes from Original GSOIT Curriculum
	Module overview/outline	Being reviewed/developed and incorporated into workbooks below
	Pressure Limiting Stations	Being reviewed/developed and incorporated into workbook 3 L300 A/B and WB 4 L400/401 PERIOD 1
	Line Rupture Control Valves	Removed – No longer have LRCVs in gas system.
	Kern River Station	Being reviewed/developed and incorporated into workbook 3 L300A/B Topock to Kettleman PERIOD 1
	Kern River Station - Attachment #1	Being reviewed/developed and incorporated into workbook 3 L300A/B Topock to Kettleman PERIOD 1
Field Training Outlines	Kern River Rate Calculation	Being reviewed/developed and incorporated into workbook 3 L300A/B Topock to Kettleman PERIOD 1
	Bakersfield Tap	Being reviewed/developed and incorporated into workbook 8 Kern/Fresno/Bakersfield PERIOD 3
	Kettleman Compressor	Being reviewed/developed and incorporated into workbook 3 L300 A/B Topock to Kettleman PERIOD 1
	Estrella River PLS	Being reviewed/developed and incorporated into workbook 3 L300 A/B Topock to Kettleman PERIOD 1
	L-306	Being reviewed/developed and incorporated into workbook 3 L300A/B Topock to Kettleman PERIOD 1
	Panoche	Being reviewed/developed and incorporated into workbook 5 Kett/Panoche/Milpitas/L2/Brtd to Panoche PERIOD 2
Job Aids		Currently being reviewed, revised, or incorporated into training workbooks
Job Performance Measures		Job Performance Measures are being replaced with knowledge and skills assessments by PG&E Academy
Written Tests		Written Tests are being replaced with knowledge and skills assessments by PG&E Academy

GSO Training Curriculum

Module # 3A	Module Topics	Changes from Original GSOIT Curriculum
	Module Overview/Outline	Being reviewed/developed and incorporated into workbooks below
	Milpitas Mixer	Being reviewed/developed and incorporated into workbook 9 Mil/SF Penn/SF PERIOD 3
Field Training Outlines	Milpitas Line to Line	Being reviewed/developed and incorporated into workbook 9 Mil/SF Penn/SF PERIOD 3 PERIOD 3
	Milpitas Incoming Lines	Being reviewed/developed and incorporated into workbook 9, Mil/SF Penn/SF PERIOD 3
	Santa Cruz Holder	Being reviewed/developed and incorporated into workbook 7 Hollister/Central Coast PERIOD 2
Job Aids		Currently being reviewed, revised, or incorporated into training workbooks
Job Performance Measures		Job Performance Measures are being replaced with knowledge and skills assessments by PG&E Academy
Written Tests		Written Tests are being replaced with knowledge and skills assessments by PG&E Academy

GSO Training Curriculum

Module #3B	Module Topics	Changes from Original GSOIT Curriculum
	Module overview/outline	Being reviewed/developed and incorporated into workbooks below
	Brentwood Subsystem Overview	Being reviewed/developed and incorporated into workbook 1 Gas System Overview PER1, WB 5 Kett/Panoche/Brtwd Per2, WB 11 Brtwd/Ant/SP3/San Pablo PER3, WB 12 Mil/Brtwd/East Bay PER3
Field Training Outlines	Tionesta Compressor Station	Being reviewed/developed and incorporated into workbook 4 L400/401 PERIOD 1
	Burney Compressor Station	Being reviewed/developed and incorporated into workbook 4 L400/401 PERIOD 1
	Gerber Compressor Station	Being reviewed/developed and incorporated into workbook 4 L400/401 PERIOD 1
	Delevan Compressor Station	Being reviewed/developed and incorporated into workbook 4 L400/401 PERIOD 1
	Creed Station	Being reviewed/developed and incorporated into workbook 4, L400/401 PERIOD 1
Job Aids		Currently being reviewed, revised, or incorporated into training workbooks
Job Performance Measures		Job Performance Measures are being replaced with knowledge and skills assessments by PG&E Academy
Written Tests		Written Tests are being replaced with knowledge and skills assessments by PG&E Academy

GSO Training Curriculum

Module # 4A	Module Topics	Changes from Original GSOIT Curriculum
	Module overview/outline	Being reviewed/developed and incorporated into workbooks below.
	Napa "Y"	Being reviewed/developed and incorporated into workbook 6 SacRegionNorth PERIOD 2
	Sacramento Subsystem Overview	Being reviewed/developed and incorporated into workbooks 6, SacRegionNorth, and SacRegionSouth PERIOD 2
	Santa Rosa Compressor Station	Being reviewed/developed and incorporated into a new operating plan
	North Sacramento Holder	Being reviewed/developed and incorporated into workbook 6 SacRegionNorth
Field Training Outlines	Low Pressure Gas System	Being reviewed/developed and incorporated into workbook 2 Gas System Overview
	System Analysis	Being reviewed/developed and incorporated into workbooks
	Hershey Junction	Being reviewed/developed and incorporated into workbook 4 L400/401 PERIOD 1
	Diablo Division Subsystem Overview	Being reviewed/developed and incorporated into workbook 12 Mil/Brtdw/East Bay PERIOD 3, WB 11 Brtdw/Ant/SP3/San Pablo PERIOD 3
	North Coast Subsystem Overview	Being reviewed/developed and incorporated into workbook 10 North Bay and North Coast PERIOD 3
	Fresno Subsystem Overview	Being reviewed/developed and incorporated into workbook 8 Kern/Fresno/Bakersfield PERIOD 3
	Job Aids	Currently being reviewed, revised, or incorporated into training workbooks
Job Performance Measures		Job Performance Measures are being replaced with knowledge and skills assessments by PG&E Academy
Written Tests		Written Tests are being replaced with knowledge and skills assessments by PG&E Academy

GSO Training Curriculum

Module #4B	Module Topics	Changes from Original CSR Curriculum
	Module Overview/Outline	Being reviewed/developed and incorporated into workbooks below
	San Jose/Milpitas Subsystem Overview	Being reviewed/developed and incorporated into workbook 5 Kett/Pan/L2Brtwd/Mil PERIOD 2
Field Training Outlines	Irvington Station	Being reviewed/developed and incorporated into workbook 12 Mil/Brtwd/East Bay PERIOD 3
	Sheridan Road Pressure Limiting Station	Being reviewed/developed and incorporated into workbook 12 Mil/Brtwd/East Bay PERIOD 3
	East Bay Transmission Lines	Being reviewed/developed and incorporated into workbook 12 Mil/Brtwd/East Bay PERIOD 3
	Low Pressure System	Being reviewed/developed and incorporated into workbooks
	San Francisco Gas Load Center	Being reviewed/developed and incorporated into workbook 9 Mil/Penn/SF PERIOD 3
Job Aids		Currently being reviewed, revised, or incorporated into training workbooks
Job Performance Measures		Job Performance Measures are being replaced with knowledge and skills assessments by PG&E Academy
Written Tests		Written Tests are being replaced with knowledge and skills assessments by PG&E Academy

Apprentice Gas System Operator (AGSO)

ADMINISTRATIVE PROCEDURES MANUAL



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Gas Distribution Operations and PG&E Academy

DOCUMENT IDENTIFICATION SHEET

DOCUMENT DESCRIPTION

Document Title

Administrative Procedures for 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 Gas System Operator Program.

Keywords

Apprentice, Gas System Operator, Gas

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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

EVP Nick Stavropoulos

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Table of Contents

Introduction.....	8
Purpose.....	8
Administrative Procedures	9
Introduction	9
Eligibility for Apprenticeship.....	9
Required AGSO Orientation	10
Processing the Apprenticeship Agreement	10
Veterans Benefits	10
Resources.....	11
After the Apprenticeship Is Complete	11
What Happens If You Are Not Successful?.....	11
Next Steps	11
General Information.....	12
Requirements.....	12
Apprenticeship Duration	12
Training for Activities Not Available at Local Headquarters	12
Mandatory Self-study	12
Recommended Self-study	12
Workload Management.....	13
Appropriate Work Assignments	13
OJT, OJE and JPM Training Documentation	13
OJE and OJT Linked to Wage Steps.....	14
Supervision Requirements.....	14
Assignment to Higher Classifications	14
Notification of Classes	15
Pre-requisites.....	15
Failure to Meet Standards	16
Training Requirements.....	17
Achieving Competency	17
AGSO Divided into 3 Steps	17
OJE and OJT by Wage Step	17
Travel Time.....	17
Sequencing Training.....	18
Ensuring Opportunities for OJE.....	18
Work Schedules and Supervision.....	18
Other Training Assignments	19
Advancement	20
Failure to Advance because of Course Failure	20
Failure to Advance because of Not Meeting Requirements	21
Disputes	21
Wage Progression	22
Effective Dates.....	22
Extended Absences.....	23
Failure to Advance because of Failing a Wage Progression Test.....	23
Wage Progression after a Delay.....	24
Early Promotion	24
Completion of Apprenticeship.....	24
Assessment Policy	25

Purpose of Assessments.....	25
Assessment Content.....	25
Cumulative Assessments.....	25
Wage Progression Tests.....	25
Test Schedule.....	26
Photo ID Required.....	26
Mandatory Emergency Work.....	26
Late Arrival on Test Day.....	26
Illness.....	26
Cheating.....	27
Retesting Following a Failed WPT.....	27
Apprentice Role and Responsibilities.....	28
Safety First!.....	28
Core Attitudes and Behaviors.....	28
Program Requirements.....	29
Weekly OJT/OJE Reporting.....	30
Resolving Problems and Requesting Assistance.....	30
Correcting Errors in Training Records.....	31
Gas System Supervisor Role and Responsibilities.....	32
Safety First!.....	32
Program Duties.....	32
Documentation.....	33
Reporting Progress and Problems.....	34
Journeyman Gas System Operator's Role and Responsibilities.....	35
Safety First!.....	35
Program Duties.....	35
Documenting Task Completion.....	35
Reporting Progress and Problems.....	35
Gas System Supervisor's Role and Responsibilities.....	36
Scheduling Activities.....	36
Maintaining a Reservoir of Work.....	36
Monitoring Progress.....	36
Maintaining Records.....	36
Meeting Expectations.....	37
Developing Corrective Action Plans.....	38
Implementing Corrective Action Plans.....	38
Training Program Review.....	38
Senior Operations Specialist's Role and Responsibilities.....	39
Managing the Training Process.....	39
Monitoring Progress.....	39
Identifying OJE Opportunities.....	39
Supporting Role.....	39
Maintaining Records.....	39
Developing Corrective Action Plans.....	40
Conducting Formal Evaluations.....	40
Suggesting Improvements.....	40
Training Program Review.....	40
Local Review Committee's Role and Responsibilities.....	41
Purpose.....	41
Monitoring and Reviewing Progress.....	41
Providing Documentation.....	41

LRC Composition.....	42
Structure and Requirements.....	43
Authority and Decision Making.....	43
Assessment Tools/Structure.....	43
Removal Process.....	43
Training Program Review.....	44
AGSO Course Sequence.....	45
Overview.....	46
Working Conditions per CCR, Title 8.....	46
Direct Supervision.....	46
Supervision.....	47
Wage Step 1 Activities.....	48
Period 1 and Gas Control Training Plan.....	48
Wage Step 1—.....	48
Permitted Tasks during Wage Step 1.....	48
Prohibited Tasks during Wage Step 1.....	49
Wage Step 2 Activities.....	50
Continue to Perform Previous Duties and complete training period 2 Gas Control Training Plan.....	50
Wage Step 2—.....	50
Wage Step 2 Permitted Tasks.....	50
Wage Step 2 Prohibited Tasks.....	51
Wage Step 3 Activities.....	52
Continue to Perform Previous Duties and complete training period 3 Gas Control Training Plan.....	52
Wage Step 3—.....	52
Wage Step 3 Permitted Tasks.....	52
Wage Step 3 Prohibited Tasks.....	53
Permanent Training Record.....	54
Apprentice.....	54
Supervisor.....	54
PG&E Academy.....	54
Access to the Training Record.....	54
Apprentice Quarterly Performance Reviews.....	55
Purpose.....	55
Performance Review Sheet.....	55
Resolving Conflicts—the Appeals Process.....	56
Informal Resolution First.....	56
Formal Appeals.....	56
Changes.....	56
Achieving a Harassment-free Workplace.....	57
Standards.....	57
Appendix.....	58
Appendix Documents.....	58
Apprentice Gas System Operator Report/Request Form.....	59
AGSO Gas Control Training Records Examples To Be Developed.....	60

Apprentice Gas System Operator Administrative Procedures Manual

Introduction

Purpose

The *Administrative Procedures Manual* is the primary document for the Apprentice Gas System Operator (AGSO) 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 gas 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)
- Physical/medical screen
- 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 AGSO Orientation

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

- Complete the required AGSO Orientation Web-based Training (WBT).
- Contact the Senior Operations Specialist who is also by definition your Apprentice Training Coordinator or immediate supervisor with any questions about the AGSO program.
- A Senior Operations Specialist will meet individually with each apprentice candidate to provide a detailed orientation to the AGSO 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

Upon entering the apprenticeship, academy operations personnel, instructors or Senior Operations Specialists will assist the new apprentice in completing the State apprenticeship agreement. PG&E Academy will provide a copy of the signed agreement to the apprentice and will then forward the agreement to Labor Relations (LR) within three weeks of the official apprenticeship start date. Labor Relations will submit all completed apprenticeship agreements to the State of California Apprenticeship Board. When the form has been returned by the State, LR will forward a copy of the fully executed apprenticeship agreement to PG&E Academy or the training coordinator for filing 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 Gas Control personnel, including the Gas System Supervisor and the Senior Operations Specialist are available to answer your questions. There are additional resources available to you, including the Technical Information Library and Training Center resources. This information is provided to help you increase the knowledge and skills you must possess to be fully competent in your Apprenticeship and Gas Operator positions.

After the Apprenticeship Is Complete At the completion of the apprenticeship, the Senior Operations Specialist will notify PG&E Academy Operations. A representative of PG&E Academy will notify Labor Relations, Senior Operations Specialists, and supervisors that the training is complete. Labor Relations will notify the State of California that the training is complete. The state will return the Certificate of Completion of Apprenticeship to PG&E, and the certificate will be forwarded for presentation to the new Gas System Operator.

What Happens If You Are Not Successful? Apprentice 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 both 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 Gas System Operator (AGSO)	18 months
Journeyman Gas System Operator (GSO)	

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 program administrator 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 Gas System Operator program is 18 months long.

Training for Activities Not Available at Local Headquarters PG&E Academy will make reports available to the Senior Operations Specialist, Gas System supervisors, and apprentice gas system operators that show the completion of on-the-job training (OJT) requirements as well as OJT and OJE (on-the-job experience) requirements that remain. Apprentices will primarily work with supervisors and Senior Operations Specialists, 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 some time away from their headquarters to complete all training requirements.

Mandatory Self-study Both in-class and field training modules contain mandatory self-study assignments that apprentices must complete on their own time.

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

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 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 complexity and responsibility as the apprentice attains increased knowledge and capability. It must be remembered that the primary purpose of apprentice work is training. For that reason, work assignments will concentrate on the development of new skills and knowledge.

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

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

OJT, OJE and JPM Training Documentation

The on-the-job training (OJT) and on-the-job experience (OJE) requirements for the apprenticeship are documented in the *Gas Control Training Plan for Apprentice Gas System Operators* and *The AGSO Gas Control 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 Senior Operations Specialist are responsible for maintaining and managing all documentation for OJE, OJT, and Knowledge, Skill, and wage progression assessments during their 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 and or discharge.

Continued on next page

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 Control 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, and if both the immediate supervisor and the apprentice agree that the apprentice is ready for such training, these special training events may be completed out of the normal sequence. The apprentice and the immediate supervisor 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 each respective formal training requirement and successfully been Operator Qualified.

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 not performing work without oversight and that they are getting the necessary supervision and training to learn the proper work procedures and perform the work safely.

An apprentice may only perform supervised remote operations. The apprentice advances to Journeyman status, after successful completion of each respective formal training requirement and Operator Qualification.

Assignment to Higher Classifications

An apprentice will not be temporarily assigned to a higher classification.

Continued on next page

General Information, Continued

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

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.

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 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 Senior Operations Specialist, Gas System Supervisor, journeymen GSO and Local Review Committees.

All evaluations of the apprentice 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.

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 Apprenticeships and 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 AGSO 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 and Assessments on time.
- Maintain accurate records.
- Report to work on time.
- Pass Local Review Committee reviews.

Apprentice 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 wage step in these guidelines. The amount of time or units of work shown in the Gas Control Training Plan are considered sufficient to permit an apprentice to develop competency in the specified duties and work procedures; however, such time or work units should not be considered inflexible.

AGSO Divided into 3 Steps

During the apprenticeship, the apprenticeship training is divided into 3 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 on-the-job experience (OJE) activities for that wage step described in the Gas Control Training Plan.

Travel Time

Hours shown for training contained in the Gas Control 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.

Hours shown for experience in the Gas Control Training Plan include any travel time needed to reach the place where the work experience is provided. Thus, if the travel time to the job site is one hour, and the tasks take two hours to complete, the apprentice will report three hours in the appropriate OJE category (based on the nature of the work being done) in My Learning.

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. The type of on-the-job training and experience activities contained in the Gas Control Training Plan will apply if such duties and procedures are performed by a journeyman at an apprentice's headquarters. If the apprentice's supervisor anticipates the recommended on-the-job training or experience will not be available because of a lack of related work, the supervisor will notify the Senior Operations Specialist to determine if relevant training is available in other areas.

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

Ensuring Opportunities for OJE

An apprentice 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 Control 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.

Work Schedules and Supervision

Apprentices will assume a training schedule provided by the Gas System Supervisor and the Senior Operations Specialist. The Company and the Union will continue to monitor the mileage limitations and agree to meet and discuss it further should it impact operations. To facilitate a consistent and timely notification process, supervisors should use the notification form for all training assignments.

Functional supervision of the apprentice is assumed by the receiving supervisor.

Continued on next page

Training Requirements, Continued

**Other Training
Assignments**

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

Advancement

Failure to Advance because of Course Failure

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

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

A course is defined as a series of units taught as a block. A unit is a series of modules. The Gas Control Training Program modules are Gas System Workbooks, which require the successful passing of a Knowledge and Skill Assessment for progression to the next module.

Number of Module Retakes Permitted

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

Time	Number of Course 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 because of Not Meeting Requirements

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

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

Number of 30-day Extensions Permitted

Level	Number of 30-day Extensions Permitted
Program	1

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

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 in My Learning, 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. Because of 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. Because of poor performance, the JATC requires 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 (union contract). Apprentice Decision 86-26 also reinforces these provisions for employees who suffer an industrial injury. Section 204.2 states in part:

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

Failure to Advance because of Failing a Wage Progression Test

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

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

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

These extensions are not guaranteed, 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 are no provisions for early advancement to the next wage step. Both the training time and the training events must be completed as specified.

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 gas system operator.

Assessment Policy

Purpose of Assessments

The purpose of the AGSO 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 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 (for example, recall and application of rules, procedures, practices, problem-solving, knowledge of theory, etc.).
2. Open book knowledge application (for example, 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 (demonstrating the correct application of work procedures, Human Performance Tools and situational awareness, and safe work habits).

All assessments have a time limit.

Continued on next page

Assessment Policy, Continued

**Assessment
Location and
Timing**

All assessments are given at PG&E Gas Control. 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. You will receive a notification from Academy Operations or the Senior Operations Specialist or the Gas System Supervisor informing you of your test dates.

**Photo ID
Required**

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

**Mandatory
Emergency
Work**

Apprentices who miss a test because of 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.

Continued on next page

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 Gas Control. If the test date is beyond their 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 at all times:

- Consistent attendance at all training opportunities.
- Supporting other *line* workers 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, Senior Operations Specialist, and Journeyman.
- Correctly interpreting and applying work procedures and standards.
- Strengthening your competency in personal, worksite, and public safety.
- Consistently demonstrating the ability to make sound decisions within your progression.

Apprentice performance on the critical core attitudes and behaviors is documented by the journeyman mentor, or Senior Operations Specialist, every two weeks in the AGSO Gas Control Training Plan, and by the First Line Supervisor (FLS) every six weeks using the appropriate reporting form, and by the Local Review Committee (LRC) quarterly using the appropriate reporting form.

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Apprentice Role and Responsibilities, Continued

Program Requirements

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

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

- Meet with the Senior Operations Specialist or Gas System Supervisor 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 journeyman, and ensure that the journeyman documents 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 Senior Operations Specialist 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 perform, safely and correctly, the tasks you have been practicing in the control room (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). The knowledge assessment tests your knowledge of the information foundational to the tasks that you are performing.

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Apprentice Role and Responsibilities, Continued

Weekly OJT/OJE Reporting

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

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

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

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

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

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

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, Gas System Supervisor, and Senior Operations Specialist 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.

Continued on next page

Apprentice Role and Responsibilities, Continued

Correcting Errors in Training Records

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

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 include some or all of the following items:

- 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 test 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 qualified GSO 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 operator Program.
 - The Senior Operations Specialist 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 Senior Operations Specialist 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 Senior Operations Specialist 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.

Continued on next page

Gas System Supervisor Role and Responsibilities, Continued

Documentation Senior Operations Specialist 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 *AGSO Training Record*, two qualified persons must initial and date the entry in the book. One must be either the Senior Operations Specialist or the Gas System Supervisor. An Operator Qualified Gas Control employee may be the other approver, signing off (initial and date) these requirements. Apprentices may not make sign-off entries in this book. It is expected, however, that when the Senior Operations Specialist 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.

Continued on next page

Gas System Supervisor Role and Responsibilities, Continued

Reporting Progress and Problems

At a minimum of every two weeks, the Senior Operations Specialist and Gas System Supervisor must complete a report documenting the apprentice's performance and behaviors in the AGSO -the Critical Core Report (see page 57 for an example). The Senior Operations Specialist and Gas System Supervisor should also respond to 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 Senior Operations Specialist and Gas System Supervisor should discuss these ratings with the apprentice. The Senior Operations Specialist 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 Senior Operations Specialist 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 Senior Operations Specialist 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.
- AGSO 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 *AGSO Gas Control Training Records* is given to each of the following:

- The Gas System Supervisor
 - Senior Operations Specialist
-

Journeyman Gas System Operator's Role and Responsibilities

Safety First! The 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 AGSO is supervised by a qualified journeyman Gas System Operator when the apprentice is performing tasks that need supervision as defined by the Apprentice Program.

Program Duties The journeyman Gas System Operator is expected to do the following:

- Use personal observation and conversations with other knowledgeable workers to monitor the apprentice's progress.
- Notify the 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 journeyman GSO leads by example.
 - "Do as I say, not as I do" is not acceptable.

Documenting Task Completion When the apprentice satisfactorily completes a task listed in the apprentice's *Gas Control Training Plan*, the journeyman Gas System Operator will, after consultation with the Gas system supervisor, initial and date the entry in the manual. Only journeyman Gas System operators or other qualified persons may sign off (initial and date) these requirements.

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

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 Senior Operations Specialist 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 foreman, and field mentor, in addition to field observations of the apprentice's performance. The supervisor uses reports to track and monitor apprentice performance.

Maintaining Records

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

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

The supervisor discusses with the Senior Operations Specialist and/or journeyman mentor, the apprentice's progress before meeting with the apprentice.

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

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

Continued on next page

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.

If a supervisor is notified of or identifies that an apprentice has received ratings below "meeting expectations" for two reviews (four weeks) or more, they will notify their supervisor and the Senior Operations Specialist.

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

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

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

- Stored/filed with the supervisor.
- The Local Review Committee at LRC meetings
- The Senior Operations Specialist.

In addition to this formal process, the supervisor must also submit an ad hoc completion in SAP to document OJT completion as the apprentice completes the different OJT activities.

Every 90 days, the supervisor conducts a formal interview with the apprentice and completes an apprentice review document. Note: At some point in 2012, this process may transfer into an on-line version

One copy of the report is given to each of the following:

- The Senior Operations Specialist

Continued on next page

Gas System Supervisor's Role and Responsibilities, Continued

Developing Corrective Action Plans

The supervisor, in cooperation with the Senior Operations Specialist, 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, the apprentice and local business representative and forwarded to Labor Relations JATC.

Implementing Corrective Action Plans

The supervisor, in conjunction with the Senior Operations Specialist 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 Gas Control 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.

Senior Operations Specialist's Role and Responsibilities

Managing the Training Process

The Senior Operations Specialist and the Local Review Committee monitor and support the overall AGSO training program for their assigned geographic area. The Senior Operations Specialist monitors and tracks all phases of the AGSO training program and identifies and corrects conditions or situations that interfere with the efficient training and timely progression of all apprentices.

The Senior Operations Specialist is the day-to-day resource for the administration of the apprentice field training program.

Monitoring Progress

The Senior Operations Specialist and the Local Review Committee monitor the progress of all apprentices by reviewing written and electronic records, conducting telephone interviews, and by visiting field-training sites for personal observations of training activities. The Senior Operations Specialist 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 Senior Operations Specialist 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 Senior Operations Specialist provides training resources, guidance, and advice, and facilitates access to technical experts to support all persons who have a role in the apprentice training process.

Maintaining Records

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

Continued on next page

Senior Operations Specialist's Role and Responsibilities,

Continued

Developing Corrective Action Plans

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

Conducting Formal Evaluations

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

Suggesting Improvements

The Senior Operations Specialist 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 Control 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 Gas System Operator Critical Core Reports.
- *Training Report* documentation.

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

Providing Documentation The Local Review Committee (LRC) is responsible for providing copies of all LRC apprentice-related documentation to both the Operations Specialist 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
Senior Operations Specialist	Required
Senior Transmission Coordinators and Transmission Coordinators	Management Representation as required from the Training Committee Members
Journeyman GSOs	Union Representation as required from the Training Committee members
Local business representative, or any designee union member familiar with the AGSO program	Required

Senior Operations Specialist is responsible for scheduling and facilitating the LRC meetings as necessary.

Continued on next page

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.

The LRC is responsible for monitoring apprentice training assignments taking place outside the local area 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.

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 Gas Control 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.

AGSO Course Sequence

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

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

Training Activities

Overview

The goal of the AGSO program is the development of the skills and knowledge that represent the safe and effective performance of all work tasks. Each course in the AGSO 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 not performing work **without** oversight and that they are getting the necessary supervision and training to learn the proper work procedures and perform the work safely.

An apprentice may only perform supervised remote operations. The apprentice advances to Journeyman status, after successful completion of each respective formal training requirement and Operator Qualification.

Direct Supervision

Tasks with the potential to cause harm or injury to the apprentice, co-workers, or the public or damage to property must be performed under the **direct supervision** of a Qualified Gas System Operator.

"Direct supervision" means that the Qualified Journeyman must be close enough to the apprentice performing the task to intervene physically to prevent such harm or injury or damage to property.

An apprentice may only perform supervised remote operations. The apprentice advances to Journeyman status, after successful completion of each respective formal training requirement and Operator Qualification.

Continued on next page

AGSO Course Sequence, Continued

Supervision

Other tasks, those with little potential for risk or injury, can be performed under the **supervision** of the Qualified Journeyman. .

"Supervision" means that the Qualified Journeyman must be nearby, within earshot, and able to see the apprentice.

Wage Step 1 Activities

**Period 1 and
Gas Control
Training Plan**

Complete Gas Control Training Plan period 1, WBT's, ILT's, Workbooks, knowledge assessments, skills assessments and wage progression assessments.

Wage Step 1—

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

- Progress to wage step 2
-

**Permitted
Tasks during
Wage Step 1**

The apprentice *will* gain the general knowledge of :

PERMITTED

- Job shadowing tasks under the direct supervision of the Journeyman GSO
-

Continued on next page

Wage Step 1 Activities, Continued

Prohibited
Tasks during
Wage Step 1

PROHIBITED

- *An apprentice may only perform supervised remote operations. The apprentice advances to Journeyman status, after successful completion of each respective formal training requirement and Operator Qualification.*
-

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 and, in addition, will practice the training tasks described below. Complete Gas Control Training Plan period 2, WBT's, ILT's, Workbooks, knowledge assessments, skills assessments and wage progression assessments.

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
-

Wage Step 2 Permitted Tasks

- Job shadowing tasks under the direct supervision of the Journeyman GSO
-

Continued on next page

Wage Step 2 Activities, Continued

**Wage Step 2
Prohibited
Tasks**

PROHIBITED

- *An apprentice may only perform supervised remote operations. The apprentice advances to Journeyman status, after successful completion of each respective formal training requirement and Operator Qualification.*
-

Wage Step 3 Activities

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

An apprentice will continue to perform the training functions and duties of the previous wage step and, in addition, practice will include the training tasks described below. Complete Gas Control Training Plan period 3, WBT's, ILT's, Workbooks, knowledge assessments, skills assessments and wage progression assessments.

Wage Step 3—

- Progress to Operator Qualification Test
 - Successful Completion of Gas System Operator Apprenticeship Training Program and Operator Qualification, progress to Journeyman Gas System Operator
-

Wage Step 3 Permitted Tasks

- Job shadowing tasks under the direct supervision of the Journeyman GSO
-

Continued on next page

Wage Step 3 Activities, Continued

**Wage Step 3
Prohibited
Tasks**

PROHIBITED

- *An apprentice may only perform supervised remote operations. The apprentice advances to Journeyman status, after successful completion of each respective formal training requirement and Operator Qualification.*

Permanent Training Record

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

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

Supervisor The Gas System Supervisor, in collaboration with the Senior Operations Specialist, 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 Senior Operations Specialist 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 Senior Operations Specialist, 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 successful 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 Senior Operations Specialist).
-

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 Gas System Operator Report/Request Form.

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

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

Apprentice 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

AGSO Gas Control Training Records Examples To Be Developed

Continued on next page

AGSO Gas Control Training Records Examples To Be Developed, To Be Developed
