Committee Policies and Procedures

INTRODUCTION

Welcome to the Renewable Energy Technician apprenticeship program. You have chosen a worthwhile, creative, and rewarding occupation and it is our desire to offer the best possible training program so that you can become the finest technician you are capable of being.

The Renewable Energy Technician Joint Apprenticeship and Training Committee (JATC) is responsible under Oregon law for the apprenticeship program; however, training agents and apprentices share a part of this responsibility. An understanding of the information contained in these policies and procedures is critical in ensuring that all legal requirements are met and that the training provided is effective.

Rules and Regulations that Govern Apprenticeship

Apprenticeship in the state of Oregon is governed through state law and administrative rule by the Oregon State Apprenticeship and Training Council (OSATC). Apprenticeship programs training for an electrical license are also subject to Oregon Electrical and Elevator Board approval.

For information on specific requirements please refer to the program standard. Additional information is located in the Oregon Revised Statutes (ORS 660 and ORS 479) and Oregon Administrative Rules (OAR 839-011-xxxx and OAR 918-282-xxxx).

Apprenticeship Committee (JATC)

Apprentices are registered to the committee, not to individual employers. The committee is approved by the Oregon State Apprenticeship and Training Council and is composed of an equal number of management and labor representatives. Committee meetings are regularly scheduled throughout the year.

General Apprentice Requirements

Apprentices are required to sign an apprenticeship agreement, and to comply with these policies and procedures, the program standard, and applicable rules and regulations. They are expected to apply themselves on the job and in the related training program, and to continually strive to become skilled technicians.

General Employer (Training Agent) Requirements

The employer must take all steps necessary to see that each apprentice works under the supervision of a competent, licensed journeyman. Tasks should be assigned to assist them in mastering OJT and related training elements. The employer must also comply with the provisions of these policies and procedures, the program standard, and any applicable agreement.

If you have questions regarding the apprenticeship program, please contact:

Michelle Maher, Administrator support@solarapprenticeship.org Website: www.solarapprenticeship.org

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Committee Policies and Procedures

Policy 1: Committee Operation

Policy statement: The committee will operate under Oregon law and administrative rule, the approved program standard, and these policies and procedures.

Date adopted: February 28, 2003
Date revised: July 25, 2024

Procedures

- 1.1 Membership The committee consists of an equal number of principal employer and employee representatives.
 - a. Elected positions The positions of chair and secretary are held by opposite representation (employer and employee) for a term of two years. Board members shall attend quarterly meetings, missing no more than two a year, conduct at least two interview sessions a year, do irregular committee work as needed, and maintain the integrity of the profession through maintaining educational and program standards.
 - b. Removal of committee members Committee members will be removed for inactivity or failure to abide by the policies and procedures of this committee.
 - 1. A member who fails to attend <u>three</u> consecutive committee meetings will be considered inactive.
- 1.2 Meetings The committee meets quarterly. Meetings can be changed as needed. Meetings are conducted under Roberts Rules of Order.
 - a. Agenda Items must be submitted to the committee Administrator at least five days prior to the scheduled meeting date for placement on the agenda.
 - b. Quorum Transaction of business and/or committee action requires the presence of at least two employer and two employee representatives.

Policy 2: Training Agents

Policy statement: The committee will recognize an employer as an approved training agent when (and as long as) the employer demonstrates that it meets all qualifications established by the committee.

Date adopted: <u>January 14, 2004</u> Date revised: <u>April 20, 2024</u>

<u>Procedures</u>

- 2.1 Training agent approval: An employer wishing to train apprentices must obtain committee approval as a training agent.
 - a. Qualifications A contractor applying for training agent status must:
 - Be licensed as an electrical contractor with experience in PV or renewable energy electrical contractor in Oregon for a period of 1 year
 - Possess, or employ full time, the holder of an Oregon renewable energy technician license or higher license, as substantiated by copies of license(s) and payroll records. Licenses cannot be employed by someone other than the company employing the Apprentice(s).
 - Be registered with Oregon Construction Contractors Board (OCCB).
 - b. Application Upon request, an application packet containing the following information will be provided:
 - Apprenticeship standard
 - Committee policies and procedures
 - Sample monthly progress report
 - Application forms, including: Training Agent Application, Ratio Verification Form, and Payment Agreement

Committee Policies and Procedures

- c. Submission and approval
 - 1. All application forms must be completed and submitted to the committee Administrator with a \$250 application fee along with the following information:
 - Signed acknowledgement of policy and procedures
 - Copy of electrical or renewable energy electrical contractor license and applicable electrical journeyman or renewable energy technician licenses
 - Copy of OCCB registration
 - Training Agent Application
 - Training Agent Agreement
 - Ratio Verification Form
 - Upon review of the information submitted, a committee member will contact the employer
 to discuss training agent responsibilities and answer questions. A recommendation will
 then be presented to the committee at the next meeting for consideration of training agent
 approval. Depending upon the circumstances, an employer representative may need to
 attend the meeting.

2.2 Training agent responsibilities

- a. Apprentice employment Training agents are expected to cooperate with the committee to keep apprentices employed and must strive to offer each apprentice a full spectrum of training as defined in the apprenticeship standard. If unable to do so, they must notify the committee so that alternative training can be developed.
 - When requesting a new apprentice, training agents must submit an updated Ratio Verification Form.
 - 2. Apprentices cannot be placed in work situations that would cause them to miss scheduled related training classes. Training agents must contact the committee immediately if a conflict arises so that other related training options can be identified.
 - 3. Every apprentice and direct supervisor within a Training Agent's company will complete a BOLI approved anti-harassment training. Every Training Agent will post the Equal Opportunity Employment poster in an area easy to view by all employees within 60 days of being approved as a Training Agent.
- b. Apprentice supervision Each apprentice employed by the training agent must be properly supervised by a licensed journey worker (see Section VI of program standard). Training agents must maintain the ratio of one Subject Matter Expert: two apprentices when at least one apprentice has reached second term. (If the apprentice has not reached the second term, the ratio remains 1:1). While doing licensed activities, the apprentice must be supervised within ratio by a licensed journeyworker capable of legally performing the task. If the apprentice is performing non-licensed activities, the apprentice must be supervised by a Subject Matter Expert (SME), however, the SME need not be licensed. Training Agents must maintain ratio when the apprentice is performing work.
 - An authorized representative of the training agent is required to sign Monthly Progress Reports (MPRs) for each apprentice employed, verifying the amount and type of work performed. Training Agents are required to have <u>full-time</u> or part-time or supervising or journey-level electrician on staff.
- c. Communication Training agents must report any changes affecting its apprentices or training agent status to the committee administrator within five business days.
 - 1. Discontinuing employment If an apprentice's employment is terminated for cause, written documentation must be submitted to the committee Administrator within <u>five business</u> <u>days</u> for committee review

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- 2. The committee will notify the training agent in a timely fashion of any committee actions affecting the training agent or an apprentice employed by the training agent.
- d. Program costs The committee and its training agents are responsible for the costs and expenses associated with the operation of the program. Apprentices cannot be charged for administrative, clerical, or organizational costs.
 - 1. Training Agent fees: Application fee: \$250.00 for new Training Agents
 - 2. Payment of Apprentice and Training Agent fees: T/A's more than 60 days past due will be notified to Appear at the next scheduled Committee meeting. If they are current by the meeting no action will be taken on the first notice, T/A presence will still be required. If the T/A is not current at the time of the meeting they will be put on a 3 month probation. During the probation period the T/A will be required to make payment by the due date of the 15th of the month, if during this time the T/A payment is late, with no contact with the Administrator, at the next Committee meeting that T/A will be Terminated as an Approved Training Agent with this Committee.

If after receiving a first notice and becoming current, should the T/A become 60 days past due again, the Committee at the next meeting will put the T/A on probation, with the above consequences. Probation will only be afforded the T/A twice in a 24 month period.

- 2.3 Traveling training agents Out-of-area employers will be recognized as traveling training agents in accordance with the following requirements:
 - a. A letter from the out-of-area apprenticeship program must be submitted verifying that the employer is an approved training agent and is currently in good standing with that committee.
 - b. The traveling training agent may bring apprentices from its home jurisdiction with approval by that committee, if appropriate arrangements have been made for related training with this committee.
 - c. If the traveling training agent does not bring apprentices from its home jurisdiction, it must hire apprentices from this committee's out-of-work list. If there are no unemployed apprentices, the traveling training agent may request applicants from this committee's applicant pool in accordance with the approved selection procedure.
- 2.4 Disciplinary action The committee will review any information it receives indicating that a training agent may be in violation of the apprenticeship standard, policies, or procedures.
 - a. If the committee determines that a violation did occur, the training agent will be directed to attend the next committee meeting to discuss the issue(s). Revocation of training agent status may be considered depending upon the circumstances.
 - b. An employer whose training agent status is revoked for cause will not be considered for readmission into the program until it develops and submits an action plan to ensure that future violations will not occur.

Policy 3: Apprentices - General Information

Policy Statement: While the committee is responsible under Oregon State law and administrative rule for the apprenticeship program, a part of this responsibility is shared by apprentices, who are expected to cooperate with the committee during the development of their career.

Date adopted: <u>January 14, 2004</u> Date revised: <u>April 20, 2023</u>

Procedures

3.1 Registration – Apprentices are registered to the committee, not to individual training agents.

- a. The effective date of registration is the day the completed and signed apprenticeship agreement is received at the Apprenticeship and Training Division (ATD) with minutes. The LRT Apprenticeship Program Administrator has authority to register apprentices.
- b. Upon receipt of Agreement by BOLI, an apprentice card will be mailed to the apprentice, which must be carried on the job at all times, along with photo ID (see Policy 9)
- c. The RE-JATC will accept up to 2,000 hours of qualified OJT from a person who has earned those hours as an apprentice in an electrical trade, on a case-by-case basis.
- 3.2 Expectations Along with the specific requirements outlined in the program standard and in these policies and procedures, apprentices are expected to:
 - Conduct themselves at all times in a neat and professional manner.
 - Diligently perform the work assigned, develop and practice safe working habits, and comply with the training agent's environmental, health, and safety programs.
 - Keep the committee informed of current address and telephone number and submit all requested information to the committee administrator in a timely manner.
 - Every apprentice and direct supervisor within a Training Agent's company will complete a BOLI approved anti-harassment training. Every Training Agent will post the Equal Opportunity Employment poster in an area easy to view by all employees within 60 days of being approved as a Training Agent.
- 3.3 Withdrawal Apprentices may withdraw from the program at any time by submitting a written request to the committee. The apprenticeship agreement will be canceled and the apprentice will receive a letter from ATD listing the number of OJT hours recognized by the committee at the time of withdrawal.
- 3.4 Suspension Apprentices who are unable to fulfill the responsibilities of their apprenticeship can request suspension (leave of absence) by submitting a written request to the committee. Supporting documentation may be required.
 - a. The apprentice must contact the committee administrator within <u>six months</u> to provide information on their return. If additional time is needed, a written extension request must be submitted and supporting documentation may be required.
 - b. The apprentice must notify the committee in writing when ready to return. The committee will then take action to reactivate the apprenticeship agreement at its next meeting. Any electrical work performed prior to the reactivation action is not considered to be legal and cannot be applied to the apprenticeship program.

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Policy 4: OJT (On-the-Job) Training

Policy Statement: Apprentices can work only for approved training agents as assigned by the committee and must record and submit OJT training hours.

Date adopted: <u>January 14, 2004</u> Date revised: <u>October 31, 2024</u>

Procedures

- 4.1 Approved employment Apprentices must make every effort to maintain employment in the trade and can only work for employers approved as training agents. Hours worked for a non-approved contractor are not considered legal and will not apply toward advancement or completion.
 - a. Work process rotation Apprentices must receive training in each of the work processes outlined in the program standard to ensure that they are fully-trained and will qualify for the electrical license (see Section VIII of program standard).
- 4.2 Monthly progress reports (MPRs) Apprentices are responsible for maintaining a daily record of OJT training completed in each work process, and must submit an MPR form each month whether or not they are working.
 - a. MPRs must be completed and submitted to the committee administrator by the <u>tenth</u> day of each month for the prior month.
 - b. Failure to submit MPRs as required will result in disciplinary action.

Late MPR Policy: The number of times late, the apprentice will:

1st late MPR: Apprentice receives a warning. Staff informs Training Agent

2nd late MPR: Apprentice receives a second warning and a Notice to Appear in front of the RE-JATC. Staff informs the Training Agent.

3rd late MPR: Apprentice is terminated with Notice to Appear in front of the board for appeal. Staff informs the Training Agent. (MPRs may not be counted as late given extenuating circumstances approved by the Administrator). Apprentice cannot reenter the program for a year if terminated for late MPRs. (see Policy 10).

- 4.4 Placement of out of work apprentices All unemployed apprentices in good standing with the committee will be given the opportunity for re-employment as soon as possible and prior to indenturing new apprentices.
 - a. Any apprentice who becomes unemployed must contact the committee administrator within <u>five</u> business days. They will be provided a current training agent list at that time.
 - 1. Training agents are also required to contact the committee administrator within <u>five</u> business days of terminating an apprentice's employment to provide information regarding the circumstances.
 - b. The committee will refer unemployed apprentices in good standing with the committee to training agents requesting apprentices, in order of contact date. However, apprentices on temporary lay-off will have first opportunity for rehire when the training agent recalls laid off employees.
 - c. Unemployed apprentices who refuse an offer of employment must contact the committee to provide additional information.
 - 1. Apprentices who are unavailable for reemployment must contact the committee administrator to request a suspension (leave of absence); supporting documentation may be required.

Committee Policies and Procedures

Policy 5: Related Classroom Training

Policy statement: Apprentices must attend and satisfactorily complete classroom instruction as directed by the committee.

Date adopted: <u>January 14, 2004</u> Date revised: <u>January 25, 2021</u>

- 5.1 Schedule and tuition Apprentices are responsible for tuition and/or book costs associated with the related training classes. They are generally expected to begin related training in the term following their indenture, and must complete a minimum number of classroom hours each year they are in the program (see program standard for specific requirements).
- 5.2 Classes and grades The committee is responsible for establishing and/or approving the content and curriculum of all related training classes.
 - a. All classes must have prior committee approval. Apprentices are expected to follow the approved related training pathway. Apprentices who identify a class, course, or seminar they wish to attend must submit a written request to the committee administrator prior to attending. Upon completion, they must provide documentation (completion certificate, letter written on company letterhead, etc.) detailing the topics covered and the number of hours attended in order to receive credit for the class.
 - b. A term grade of 'C' or 'Pass' is required for successful completion. Apprentices receiving a lower grade will be required to repeat the class or make arrangements with the instructor for make-up work. Advancement will be held until the grade has been brought up to the minimum.
 - c. Apprentices that pass the NABCEP PVIP exam prior to taking PVOL101/RE100/PVOL202 do not have to take those courses and gain related training hours for those courses.
- 5.3 Attendance Related training hours are based on instruction contact hours for activities such as classroom lectures, lab projects, and testing, and each apprentice must meet the minimum hourly requirement (see Section IX in program standard).
 - a. Apprentices who miss class must submit written notification to the committee administrator identifying the date and reason for the absence. Supporting documentation may be required.
 - b. Apprentices with excessive absences will be required to appear before the committee and disciplinary action may result.

Committee Policies and Procedures

Policy 6: Credit for Prior Experience

Policy statement: The committee will grant credit for previous experience based on the knowledge, skills, and abilities of the apprentice.

Date adopted: <u>January 14, 2004</u> Date revised: <u>July 27, 2023</u>

Procedures

6.1 Requesting credit – Apprentices can request credit for previous work and related classroom experience by submitting a request form and supporting documentation to the committee administrator. Requests received at least <u>ten days</u> prior to the committee meeting will be placed on the agenda; those received later will be addressed at the next committee meeting.

If an applicant/apprentice has completed renewable energy, trade-related, unlicensed work that would otherwise count in the apprenticeship program (an example would be installation and removal of PV racking and non-electrical system removal) with a licensed contractor, the applicant/apprentice must provide a signed letter from the contractor stating the OJT hours worked, with the contractor's license number, on company letterhead.

Applicants may be granted up to a maximum of 1000 hours OJT credit. There will be a max of 500 hours to the Work Processes Category A found in Appendix F: Work processes and a max of 500 hours to the Work Processes Category C found in Appendix F Work processes.

The RE-JATC will accept up to 2,000 hours of qualified OJT from a person who has earned those hours as an apprentice in an electrical trade.

- 6.2 Documentation requirements Written information verifying the experience must be submitted with the request:
 - a. OJT experience Supporting documentation may include:
 - A letter on company letterhead detailing the type of work done and the amount of time spent in each work process
 - Home-owner or customer letters
 - Permits or invoices containing contact name and telephone number
 - Military records (if applicable)
 - 1. The committee cannot grant OJT credit for the following:
 - a) Renewable energy electrical work done in Oregon after January 1, 2001 without an appropriate electrical license
 - b) Other electrical work done in Oregon at any time without an appropriate electrical license
 - c) Unlicensed out-of-state experience that required an electrical license
 - d) Work that doesn't apply to the renewable energy technician license
 - e) Classroom training
 - b. Related training experience Documentation can include:
 - Transcripts
 - Completion certificates
 - Military records (if applicable)
 - Seminar/workshop certificates
 - c. Previous apprentices Individuals who have participated in a registered electrical apprenticeship program will be considered at the pay period and related training level indicated on official documents supplied by the previous program, provided that the transferring program standard is similar to that of this committee.
 - 1. Apprentices who were terminated for cause must provide a satisfactory explanation that the earlier problem(s) have been resolved.

Committee Policies and Procedures

6.3 Committee review – The committee will verify information provided prior to granting credit, and the apprentice may need to meet with the committee to answer questions and provide any additional information needed.

Policy 7: Apprentice Review and Evaluation

Policy Statement: The committee will regularly review and evaluate the progress of each apprentice as to job performance and related classroom instruction.

Date adopted: <u>January 14, 2004</u> Date revised: <u>August 1, 2021</u>

- 7.1 Schedule Apprentices must progress in job performance and related training, and the committee will review the progress of each apprentice at its <u>quarterly</u> meetings.
 - a. Apprentices may be reviewed more frequently if they appear to be having any difficulty in the program. Depending upon the circumstances, apprentices may need to meet with the committee to provide additional information.
- 7.2 Components The committee will review the following information to determine whether apprentices are progressing in accordance with the program standard:
 - a. OJT training MPRs will be reviewed for the following requirements:
 - Minimum number of total OJT hours
 - Work process distribution
 - Current MPRs
 - Employer comments regarding job attendance and punctuality, quality and quantity of work, and safety practices
 - b. Related classroom training Term results and other pertinent documentation will be reviewed for the following requirements:
 - Attendance and minimum classroom hours
 - Passing grade
 - MPRs will be reviewed for instructor comments regarding class attendance and punctuality, quality and quantity of work, and safety practices
 - c. Other relevant information will be reviewed as needed.
- 7.3 Committee action After review, the committee will take one of the following actions, note the action taken in the meeting minutes, and communicate it in writing (see *Policy 8 and/or 10*). Evaluation and committee action information will also be maintained in each apprentice's file.
 - a. Advancement If all requirements for advancement to the next period have been met, the apprentice will be rerated to the next period. If all of the program components outlined in the standard have been satisfied, the apprentice will be completed (see program standard and Policy 8).
 - b. Non-disciplinary hold If any of the requirements for advancement have not been met, the apprentice will be held at their current level. The committee will track the apprentice's progress and will take rerate action when all requirements are satisfied.
 - c. Exam referral Electrical apprentices will be referred to take the Oregon state license exam when all license requirements have been satisfied (see program standard and Policy 9)
 - d. Disciplinary action If the apprentice has failed to progress in job performance and/or related training, they will be cited to appear before the committee (see Policy 10).
 - e. Suspension The committee may take action to suspend an apprenticeship agreement if the apprentice is unable to fulfill the responsibilities of their apprenticeship for a period of time (see *Policy 3*).

Committee Policies and Procedures

Policy 8: Advancement and Completion

Policy Statement: The committee will advance apprentices to the next level in the wage progression when they have demonstrated the required knowledge, skills, and abilities.

Date adopted: <u>January 14, 2004</u>
Date revised: <u>August 1, 2021</u>

- 8.1 Criteria: Apprentices are expected to progress in both on-the-job and related classroom training:
 - a. OJT training
 - 1. A minimum number of OJT hours must be completed prior to advancement to the next period (see Sections VII and VIII of program standard for specific information).
 - 2. Job attendance and punctuality, quality and quantity of work, and safety practices must be satisfactory.
 - 3. Apprentices with missing MPRs will not advance until the reports have been submitted.
 - b. Related training attendance and grade requirements
 - 1. A minimum number of classroom hours must be completed prior to advancement (see Section VII and IX of program standard for specific information).
 - 2. Apprentices must successfully complete related training classes with a 'C' or better for graded classes or 'Pass' for non-graded classes.
 - c. Apprentices who do not satisfy all advancement criteria will be held until all requirements have been met (see *Policy 7*).
- 8.2 Committee action The committee will advance and/or complete apprentices in accordance with Policy 7.

Committee Policies and Procedures

Policy 9: Electrical License Requirements

Policy Statement: The committee will ensure that all apprentice training satisfies the requirements of the appropriate license.

Date adopted: <u>January 14, 2004</u> Date revised: <u>January 25, 2024</u>

- 9.1 Apprentice license Apprentices must be registered by the committee and registered with the Oregon Apprenticeship and Training Division (ATD) in order to receive an electrical apprentice license.
 - a. The license must be available for inspection by authorized persons at any time on any job and must be accompanied by photo ID.
 - b. Each license expires after <u>six months</u> and is reissued automatically as long as the apprentice remains active and in good standing with the committee. Please contact ATD if the license is lost, or if it expires prior to receiving a new license.
 - c. Electrical licenses are not issued to apprentices on suspension.
- 9.2 License exam referral Apprentices must have committee approval to take the license exam and all license requirements must be satisfied prior to referral (see Sections VIII and IX of the program standard for specific information).
 - a. Upon verification of all requirements, the committee will approve the apprentice for referral to the exam and note the action in its meeting minutes. ATD will then generate and submit the exam referral letter to the Oregon Building Codes Division (BCD).
 - b. Upon receipt of the referral letter, BCD will mail an application packet to the apprentice, who will select a test location/date from the list provided and return the application to BCD.
- 9.3 Exam results Apprentices are expected to take the license exam within <u>three months</u> of the exam referral and must provide a copy of the exam results to the committee:
 - a. Pass Apprentices who pass the exam will be completed from the program at the next committee meeting.
 - b. Fail Apprentices who fail the exam must meet with the committee to determine an appropriate course of action; this may include additional OJT and/or related classroom training prior to retesting. Failure to appear or to complete this course of action will result in completion from the apprenticeship program without benefit of license.
 - c. Retest Effective October 1, 2002, the Oregon Electrical and Elevator Board implemented the following retesting restrictions:
 - Applicants must wait at least <u>30 days</u> after first failure before they can retest
 - At least 90 days upon second failure
 - At least <u>one year</u> for third and subsequent failures

Committee Policies and Procedures

Policy 10: Disciplinary Action

Policy statement: The committee will take corrective action for any failure to satisfy program requirements.

Date adopted: <u>January 14, 2004</u>

Date revised: N/A

Procedures

10.1 Hold – This action delays advancement in wage progression.

- a. Non-disciplinary Advancement (rerate) is delayed until all advancement requirements have been satisfied.
- b. Disciplinary Advancement is delayed for failure to make satisfactory progress.
- 10.2 Notice to appear This action requires the apprentice to attend the next committee meeting to discuss the issue(s). If the apprentice cannot appear as directed, they must contact the committee administrator to discuss other options.
- 10.3 Disciplinary probation The committee and the apprentice will establish an action plan to correct the problem(s), with appropriate timelines. This may coincide with a proposed cancellation action.
- 10.4 Cancellation This action terminates the apprentice's agreement and electrical apprentice license.
 - a. Cancellation during initial probationary period The agreement and license may be canceled upon written notice to ATD (see Section V in program standard).
 - b. Cancellation after probationary period can occur only for a specified reason and only after the apprentice has been notified (Notice to Appear) and has had sufficient time to correct the problem (Disciplinary Probation, Proposed Cancellation, or both).
 - 1. Proposed cancellation This action requires the apprentice to appear at the next committee meeting to show cause why their apprenticeship agreement and license should not be canceled.
 - a) The committee must provide at least <u>22 days</u> written notice to the apprentice prior to the date their agreement will be considered for cancellation.
 - b) Failure to appear at the committee meeting will result in cancellation from the program.
 - 2. Final cancellation The committee will consider all information provided in making its decision.
- 10.5 Communication The committee will notify training agents of any disciplinary action taken, and copies of all notices and related correspondence will be maintained in the apprentice's file. All actions taken by the committee will be noted in the minutes of the meeting and submitted to ATD.

Committee Policies and Procedures

Policy 11: Complaint Resolution

Policy Statement: The committee will promptly and fairly resolve any complaints brought to its attention.

Date adopted: <u>January 14, 2004</u>

Date revised: N/A

Procedures

- Submitting complaint Any applicant, apprentice, or training agent who has a problem is encouraged to bring it to the committee's attention promptly. All alleged violations will be reviewed.
 - a. All complaints must be submitted in writing to the committee at least <u>ten days</u> prior to the next committee meeting for placement on the meeting agenda. Complaints received after that time will normally be addressed at the following committee meeting.
- 11.2 Evaluation The committee chair and administrator will evaluate all complaints to determine the action needed.
 - a. If the issue can be addressed without additional investigation, it will be forwarded to the committee for review and/or action at its next meeting.
 - b. Investigation If additional information is needed before the issue can be resolved, a specific timeline will be established and communicated in writing.
- 11.3 Committee Review and Action The committee will review all information presented in making its decision. Depending upon the circumstances, the complainant may need to meet with the committee to provide additional information.
 - a. If the committee determines that the program standard, policies, or procedures have been violated, it will cite the violator to appear at the next committee meeting to discuss their continued status in the program.
 - b. Participants failing to adhere to the committee's standard, policies, and procedures will be subject to disciplinary action in accordance (see Policy 10).
 - c. The committee's decision and resulting action(s) will be noted in the meeting minutes and communicated in writing.

<u>ACKNOWLEDGEMENT OF RECEIPT - APPRENTICE</u>

I acknowledge receipt of the Renewable Energy Technician JATC Policies and Procedures and the apprenticeship standard. These documents contain information that applies to me and by which I agree to be bound. I further agree to be bound by any amendments legally adopted by the committee and communicated to me.

Apprentice Signature		
Print Name		
Date		
Enc: Apprenticeship standard		
ACI	KNOWLEDGEMENT OF RECEIPT - TRAINING AGEN	<u>1T</u>
apprenticeship standard. These c	ewable Energy Technician JATC Policies and Proced documents contain information that applies to me a bund by any amendments legally adopted by the cor	nd by which I agree to
Training Agent Signature		-
Company Name		-
Date		
Enc: Apprenticeship standards		