



## **Incumbent Apprenticeship Program FAQ's**

---

**Q: Who is eligible for the program?**

A: Current full-time and part-time San Joaquin County staff who are in good standing and have not had any disciplinary action against them and have held a rating of satisfactory or better on all performance evaluations.

Staff must have permanent civil service status or 1,040 hours work in probationary part-time or temporary status.

**Q: How many apprentices will be appointed?**

A: In the first initial cohort for the 2019-2020 fiscal year, San Joaquin County will be looking to grant 2 staff the roles of Information Systems Specialist Apprentice through Information Systems Division (ISD). The idea of offering a buddy system of at least 2 individuals in any given program start year is ideal.

**Q: How long will the program last?**

A: Each cohort will last 3 years in the apprenticeship stage while they obtain their certificate and receive on the job training within ISD.

In year one, full time staff will operate on a 40 hour a week schedule with 32-hours a week in their regularly scheduled classification and 8-hours a week of paid in-class education time. If the amount of time required for staff to attend courses exceeds 8-hours a week, these hours for the additional time will be unpaid. If the amount of in class hours per week does not reach 8-hours, the employee is required to report to work for the hours not used. Part-time staff will not be paid to attend classes and will remain in their current classification through the first year.

After the first year of successful completion of the first 12 units of course work required to obtain the certificate program, full-time staff will operate under a 40 hour work week defined as; 20-hours a week in their regularly scheduled classification resuming their normal duties and schedule in their current position at their current classification step, 12-hours a week on the job training schedule shadowing a journey level or higher staff member in ISD and receive up to 8 paid hours a week to attend class. The 12-hours of on-the-job training will receive the apprenticeship supplemental pay in addition to regular wages. If the amount of time required for staff to attend courses exceeds 8-hours a week, these hours for the additional time will be unpaid. If the amount of in class hours per week does not reach 8-hours, the employee is required to report to work for the hours not used within the ISD classification hours.

Upon successful completion of the first 12 units of course work towards the certificate program, part-time staff will move into the ISD department apprenticeship role for 20 hours of their normal part-time hours per week. If a part-time staff works more than 20 hours, the remaining hours of their shift will be spent in their regular classification division at their regular salary. The hours spent in ISD will be compensated with the supplemental pay attached to their regular wages. Part-time staff will not be paid to attend classes.

In year three (3) of the program, after 24 units of coursework has been successfully completed, both full-time and part-time staff would shift their regularly scheduled hours 100% into the new apprenticeship duties within ISD. Full-time staff would still receive up to 8 paid hours per week to attend classes. These 8 hours are not paid as a supplement. If the amount of time required for staff to attend courses exceeds 8-hours a week, these hours for the additional time will be unpaid. If the amount of in class hours per week does not reach 8-hours, the employee is required to report to work for the hours not used within the ISD classification hours. Part-time staff will not be paid to attend classes.

**Q: Will San Joaquin County pay staff for in-class time?**

A: Full-time staff may receive up to 8-hours a week of paid time off to attend class at their current classification salary. If the amount of in class hours per week does not reach 8-hours, the employee is required to report to work for the hours not used. If the amount of time it takes for staff to attend courses exceeds 8-hours a week, these hours for the additional time will be unpaid. Part-time staff will not be paid to attend class in any of the three (3) years of the program.

**Q: What if I don't complete the correct amount of units within each semester?**

A: It is a requirement to have fulfilled the appropriate amount of units within each year of the program. Under special circumstances, participants will need to propose a plan that will get them caught up and seek authorization and approval from the subcommittee in order to remain a program participant.

**Q: What if I want to take a leave of absence from the program?**

A: The requirement for program participation is a consistent and uninterrupted 3-year process. In order to comply with state and federal regulations. The committee will allow for program leaves under covered state and federal leave laws.

**Q: What if I have already completed my education certificate for this field?**

A: By definition, an Apprenticeship is a two-part program that combines education components and on the job experience. If you already have a degree or certificate and you do not need the education component, you are not eligible for the position and you should apply for any vacancies in the industry assuming you meet other minimum qualifications.

**Q: What if I have already completed some of the courses for the program?**

A: By definition, and as outlined in the California Division of Apprenticeship Standards guidelines, an Apprenticeship is a two-part program that combines education components and on the job experience. If you already have units in the areas required for the degree program you may not be eligible. If you have completed 3 or more classes, you are ineligible for the program. If you

have completed 1 or 2 classes, you are eligible to apply. Specific regulations are set in place by both State and Federal guidelines for what constitutes an eligible apprentice.

**Q: How do I apply for the Incumbent Apprenticeship Program?**

A: In order to apply for the Apprenticeship program, an incumbent employee must submit the following documentation along with their application to [apprenticeships@sjgov.org](mailto:apprenticeships@sjgov.org):

1. Written approval or endorsement from the employee's current direct supervisor.
2. Submission of at least 2 letters of recommendation from county employees.
  - a. At least one needs to be from a current or former supervisor.

Both full-time and part-time staff will need clearance from their supervisors for schedule adjustments that will support their time in class and during the on the job training hours within ISD.

**Q: What education requirements are there?**

A: Employees will need to be eligible to sign up for courses with our Lead Education Agency, San Joaquin Delta College for courses in the information Technology field. San Joaquin County Human Resources has partnered with San Joaquin Delta College to offer a Computer Support Technician Certificate program to the incumbent staff who will participate in the apprenticeship program.

Upon successful completion of the Computer Support Technician Certificate, the student will demonstrate skills, knowledge, and training for employment in a computer support position. The student demonstrates the ability to use common business software applications in a working environment and create basic web pages

**Q: Who will pay for the education component?**

A: Under this program and in partnership with San Joaquin Delta College, all tuition costs associated with the Apprenticeship program for both full-time and part-time staff will be waived. Additionally, staff can request a reimbursement for expenses incurred from books and reference materials in accordance with San Joaquin County's Education Reimbursement Policy.

**Q: Am I guaranteed the job of Information Systems Specialist within ISD at San Joaquin County after completion of the program?**

A: Abiding by our Civil Service Rules, at the end of the 3-year program, staff who have gone through the Apprenticeship program will be eligible for the opportunity to compete for vacancies within the division. As program participants, they have the added advantage of on site, hands on experience in the division in which they are seeking employment.

**Q: What if I no longer want to participate in the program?**

A: An employee may, at any time, elect out of the program and move back to their original classification where available or any position throughout the County which has the same or lower salary range than their original classification, provided the employee meets the minimum qualifications of the class, requests the demotion, and the action is approved by the Director and the Appointing Authority of the department to which the demotion is made. Demotions which are not voluntary must be completed in accordance with Rule 18 or with Section 5 of this Rule.

**Q: What if I lose my County job for cause?**

A: In the event that the employment relationship between an individual in the apprenticeship program and San Joaquin County has concluded, the individual in the apprenticeship program will no longer be an eligible participant in the program and will lose all program benefits associated with San Joaquin County's affiliation in the on the job training and education components from the date of separation. Any additional information on the education component will need to be addressed with the education institution directly.

**Q: What classifications will apprenticeships be offered in?**

A: San Joaquin County will be offering a pilot apprenticeship program in the Information Systems Division for an Information Systems Specialist Apprentice. Depending on the success of the program, Human Resources will be looking to discuss other opportunities for apprenticeship programs within hard to staff positions and high need classifications in the future.

**Q: Who do I contact with questions?**

A: Please send an email with any inquiries regarding the program to [apprenticeships@sjgov.org](mailto:apprenticeships@sjgov.org). All questions regarding the recruitment process for internal candidates should be directed to the information on the job posting.