

## Develop the Workforce You Need to Compete

*“A critical predictor of an employee’s success on the job in the Information Technology field is hands-on experience. Certifications and diplomas miss a substantial component of competency assessment. Hands-on experience is a basic tenet of apprenticeship and we’re using it as our training strategy for many IT career tracks.”*

**Neill Hopkins**

Vice-President, Workforce Development  
Computing Technology Industry Association  
(CompTIA)

*“Apprenticeship provides on-the-job learning in a cost effective manner and in a way that reflects the realities of today’s modern organizations.”*

**Alice Rowland**

Information Services Organization  
Development Manager, McDonald’s  
Corporation



**Constant change** defines the Information Technology (IT) industry. Many occupations in the industry that are commonplace today didn’t exist a decade ago. Those that did have changed and possess a new complexity. There is a gap between the education and skill levels of the existing IT workforce and the proficiency desired by employers. Education and credentials help individuals gain entry into many occupations; however, experience and training are essential for high performance.

**How do you keep up?** How do you fill the skills and experience gap and develop a workforce that sets you apart from the competition, a workforce aligned with your vision and prepared to compete in the 21st century?

**Registered Apprenticeship** is a strategy that has proven its worth time and again. It combines the concepts of on-the-job learning, mentoring, and classroom instruction. It offers the flexibility to train your workforce to meet your standards and needs, in keeping with today’s dynamic business needs. Competency levels increase rapidly; workers very quickly put their newly acquired knowledge and expertise to productive use.

Apprenticeship programs are designed to respond to real-world business goals, such as increased productivity/performance, greater efficiency, and improved customer retention. Employers in the Information Technology industry often partner with credentialing and licensing agencies to ensure that apprentices get the training and instruction needed to meet applicable requirements.



## Employment and Human Resource Development Practices That Drive Success

### Apprenticeship:

- Provides a catalyst for high performance and productivity
- Imparts the knowledge and skills of experienced workers to new employees
- Offers an excellent return on your training investment
- Develops processes for building partnerships with certification and licensing agencies
- Increases employee attentiveness to policies, procedures, safety issues, and security programs
- Adds a valuable inducement for recruiting and retaining a highly qualified workforce

## Registered Apprenticeship

Registered Apprenticeship is a highly flexible training model combining on-the-job learning and related classroom instruction in which paid employees receive technical and practical training in highly-skilled occupations. It offers a proven methodology that allows employers to establish the standards of proficiency required of its professionals.

The time requirements and substance of an apprenticeship training program are dependent on the occupation. Apprentices work and learn under the direction of personnel who are experienced in their professional field. Over time, apprentices are provided diverse and complex training that helps them become highly skilled in their chosen careers.

## Apprenticeable IT Occupations:

### Registered Programs:

- Computer Operator
- Computer Programmer
- Graphic Designer
- Internetworking Technician
- IT Project Manager

Programs are being considered for many other IT occupations, such as:

- Computer Repair Technician
- Computer Support Specialist
- Database Administrator
- Desktop Publishing Specialist
- Internet eCommerce Specialist
- Internet Security Specialist
- IT Generalist
- LAN Technician
- Multimedia Technician
- Network Engineer
- Operations Research Analyst
- Quality Assurance Specialist
- Software Designer
- Technical Writer
- Web Developer

To find out more about how to maximize your workforce potential, contact your state or regional apprenticeship representative.

For a listing of the contacts, visit:

[www.doleta.gov/atels\\_bat/contacts.asp](http://www.doleta.gov/atels_bat/contacts.asp)

We can provide you with expert support in program development and ongoing technical assistance.

