

# Commonwealth of Massachusetts

Division of Apprentice Standards



**Welcome to the Division of Apprentice Standards'**

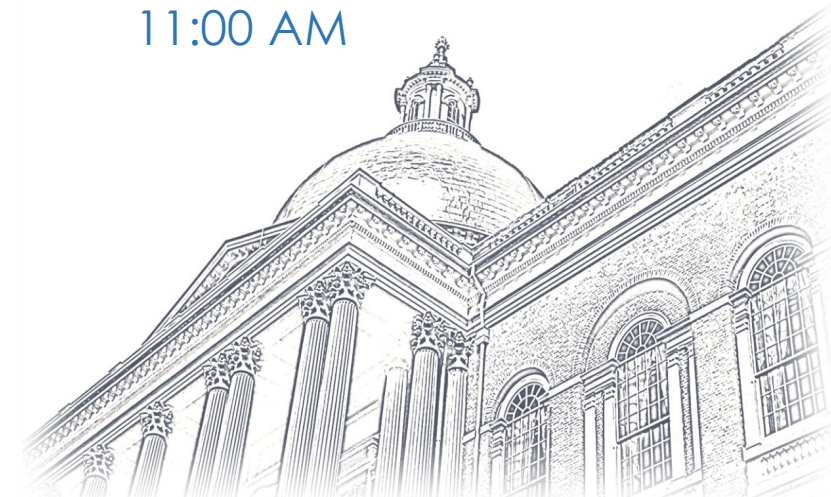
Introduction to

**Registered Apprenticeship 101**

**National Apprenticeship Week Edition**

Monday, November 14, 2022  
11:00 AM

*This project is partially funded by the United States Department of Labor. Additional information can be furnished upon request.  
Please visit [mass.gov/das](https://mass.gov/das)*



# Registered Apprenticeship Start to Finish

Approval> Management> Oversight



## Presenters

- **Registered Apprenticeship Sponsorship Overview**  
Dennis Collins  
*Apprenticeship Liaison*
- **Division of Apprentice Standards Operations Team**  
Debbie Cassano  
*Senior Operations Coordinator*
- **Division of Apprentice Standards Quality Assurance Team**  
Celina Pendexter  
*Quality Assurance Manager*

Division of Apprentice  
Standards (DAS)



# What Is Apprenticeship?

Apprenticeship is an industry-driven, high-quality career pathway where employers can develop and prepare their future workforce, and individuals receive:

## PAID JOB

That includes hands-on, mentored, On-the-Job Training (OJT).



## EDUCATION

Classroom learning for Related Technical Instruction (RTI).

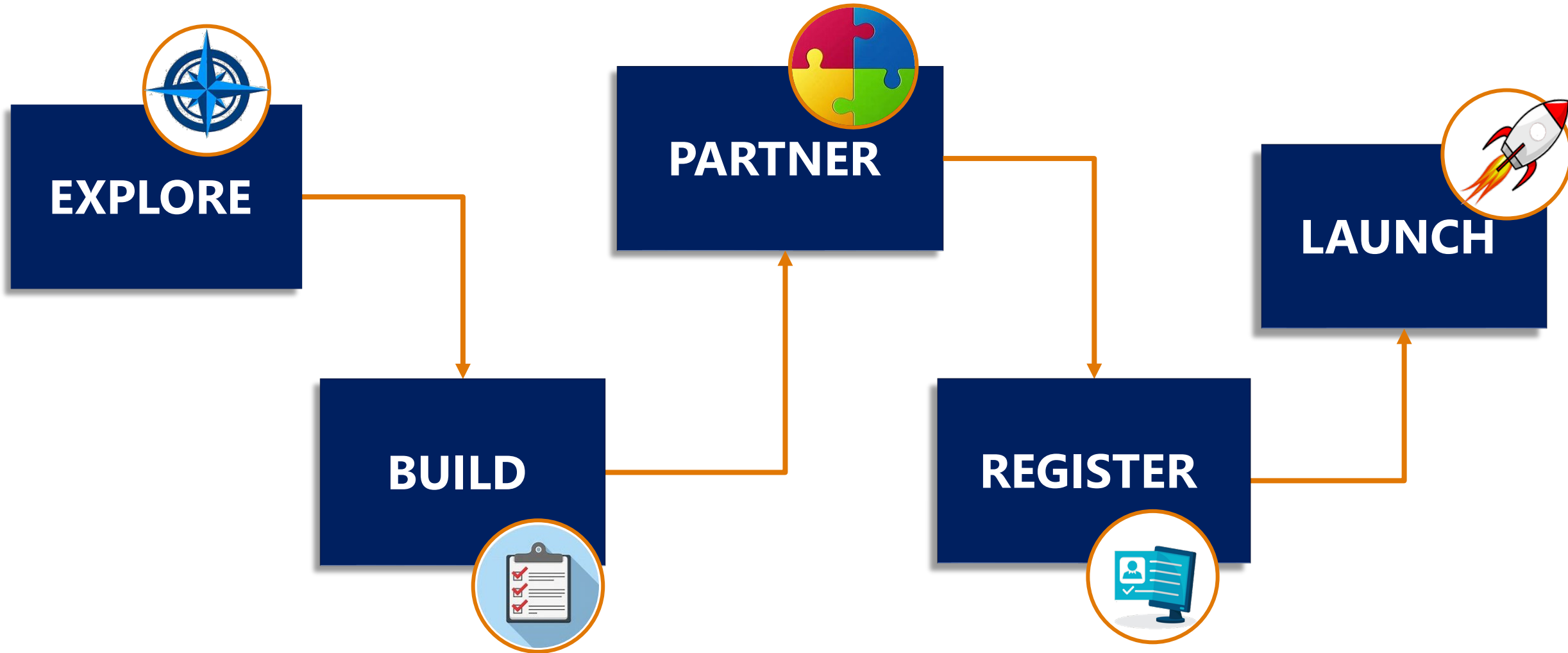


## CREDENTIAL

Resulting in an industry recognized credential in addition to DAS Certificate.



# How Apprenticeships Work



# Key Components



EARNING WHILE LEARNING



**Employer** Engagement/Involvement



**Structured** On-the-Job Training (OJT)



**Related** Technical Instruction (RTI)



**Progressive** Wage Increases for Skills Gained



**Industry** Credential



# Registered Apprenticeship Tax Credit



## POTENTIAL TAX CREDIT

Eligible Industries

- ✓ **Information Technology**
- ✓ **Healthcare Technologists & Technicians**
- ✓ **Healthcare Support Occupations**
- ✓ **Manufacturing Production**



# How Apprenticeship Benefits the Employer



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## **Skilled Workforce**

Recruit and develop a diverse and highly-skilled workforce



## **Improve Productivity**

Improve profitability and positive impact to your bottom line



## **Reduced Turnover**

Minimize cost with reduced turnover and liability



## **Customizable Training**

Create flexible training options that ensure workers develop the right skills



## **Retain Workers**

92% of apprentices continue employment after completing an apprenticeship



## **Diversity**

Foster a diverse and inclusive culture



## **Return On Investment**

**\$1.46**



for every **\$1** investment

Source: NATIONALAPPRENTICESHIP.ORG

# A Diverse Range of Industries



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**Healthcare**



**Cybersecurity**



**Biotechnology**



**Life Sciences**



**Construction**



**Energy**



**Hospitality**



**Financial  
Services**



**Information  
Technology**



**Advanced  
Manufacturing**



**Critical  
Supply Chain**



**Infrastructure**



**Telecommunications**

...there's a RAP for that.  
*Registered Apprenticeship Program*



# Diversity, Equity, Inclusion & Accessibility (DEIA)

As an integral part of the Commonwealth's [Apprenticeship Expansion in Massachusetts Strategic Plan](#), the Division of Apprenticeship Standards' goal is to ensure increased participation of underrepresented groups by working with Apprenticeship Sponsors to target, identify and encourage underrepresented recruits for apprenticeship opportunities in the Commonwealth.

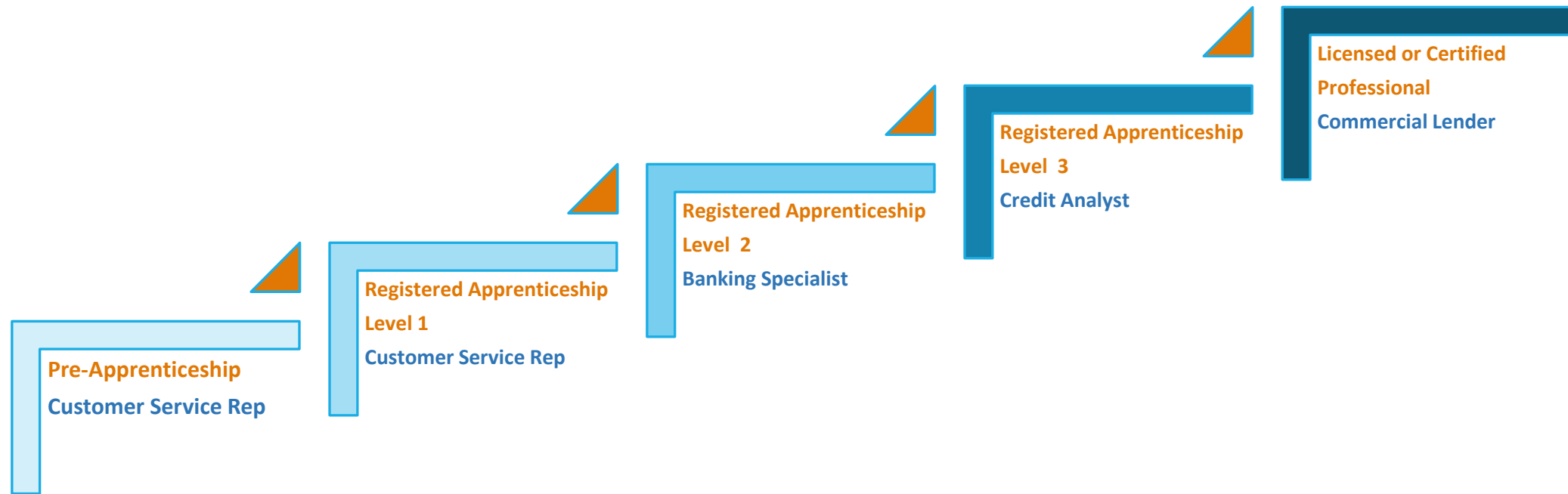
- ✓ People of Color
- ✓ Women
- ✓ People with Disabilities
- ✓ Veterans
- ✓ Returning Citizens



# Pathway to Success



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Creating mutually beneficial career pathways specific to the employer's needs as well as the employee's professional goals lead to greater success.

# Successful Partnerships



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The path, the plan, your career in tech.

**Registered Apprentices as Cybersecurity Analyst, IT Business Analysts, IT Support, Systems Analysts, and Software Developers**

**Employers include** Cengage, CGI, CVS, Harvard, MGB, MIT Lincoln Laboratory, PTC, Vmware, and Wayfair



**Registered Apprentices as Clinical Trial Associates and Biomanufacturing Technicians**

**Employers include** AbbVie, Alnylam, Apellis, ArrantaBio, Blueprint, Bristol Myers, Corning Life Sciences, Covis, Ginkgo Bioworks, Halloran, Jounce, Magenta, MassBiologics, Pfizer, Praxis, Rentschler, Replimune, Surface Oncology, Takeda, Thermo Fisher, and Vertex



**Credit Analyst Registered Apprentices**

**Employers include** Abington, Bank Gloucester, BayCoast, Bluestone, Cape Cod Cooperative, Centreville, ESB, Hometown, Needham, North Easton Savings, North Shore, Reading Cooperative, Rockland Trust, Salem Five Cents, South Shore, Stoneham, UniBank, and Westfield



**Child Care Specialist Registered Apprentices**

**Employers include** 123 Grow Child Center, ABC Childcare Bilingual Program, Children's Corner, Children's Nest Academy, The Cottage, The Goddard School, Guild of St. Agnes-Webster, Kiddie Time, Little Sprouts, Pakachoag Acres, Strawberries ELC, Webster Square, Worcester Comprehensive, Worcester Head Start, and YWCA

# Registered Apprenticeship Start to Finish



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Management



Presenter

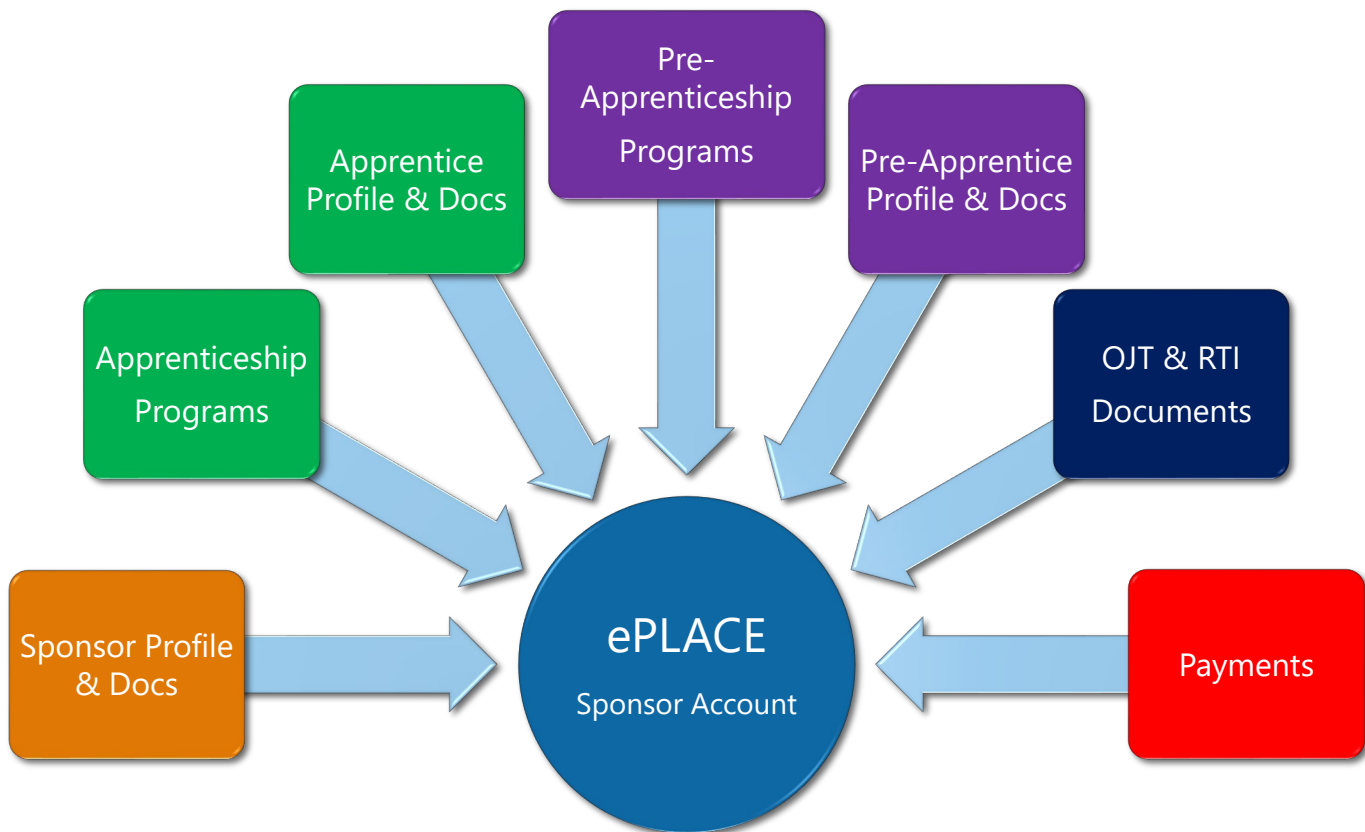
- **Division of Apprentice Standards Operations Team**  
Debbie Cassano  
*Senior Operations Coordinator*

Division of Apprentice  
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# ePLACE One Stop Management



## Please Note:

Only one **Sponsor Account Profile** is required to manage your Registered Apprenticeship Program and company profile.

The screenshot shows the ePLACE Portal interface. At the top, there's a navigation bar with links like "State Offices & Courts", "State A-Z Topics", "State Forms", and "Accessibility FAQs". Below this, the "ePLACE Portal" header is visible. A search bar and links for "Register for an Account" and "Login" are present. A "Need Help?" section provides contact information for the ePLACE Help Desk Team. A "Convenience Fee" notice is also displayed. The main content area includes a "Home" button and a link to "Manage Sponsor Profiles, Apprentices, or Requests". A "Welcome to the Division of Apprentices Standards ePLACE Portal" message is shown, along with a list of services for sponsors and public options. A login section on the right includes fields for "User Name or E-mail" and "Password", a "Remember me" checkbox, and a "Login" button. A link for "New Users: Register for an Account" is also provided.

[elicensing21.mass.gov/lwd/](https://elicensing21.mass.gov/lwd/)



# Operations

Sponsors must properly submit all required information and documentation upon application and throughout the term of the apprenticeship, including:

- ✓ Program and Apprentice Registrations.
- ✓ Sponsor and Apprentice status updates.
- ✓ Document submission and storage.
- ✓ Annual program and apprentice Renewals.
- ✓ Creating accounts/linking established programs.
- ✓ Registering apprentices and entering agreements.
- ✓ Processing fee transactions.

## Training

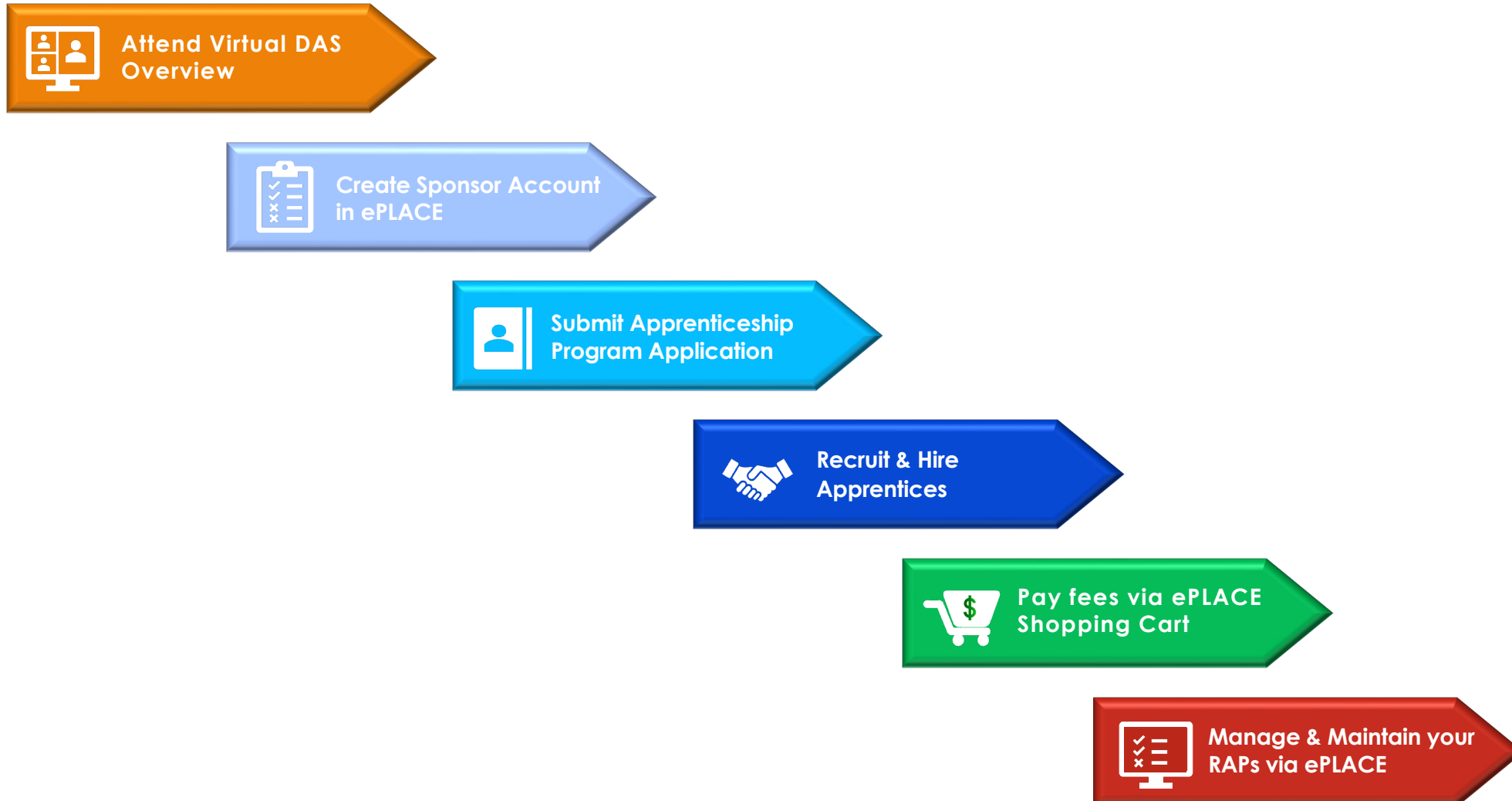
Regularly scheduled, interactive ePLACE trainings are conducted on system functionality.

**User Guides** have been created for each process and can be sent to any authorized contact.





# Registered Apprenticeship Program Experience



# Registered Apprenticeship Start to Finish



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Oversight

Presenter



- **Division of Apprentice Quality of Assurance Team**  
Celina Pendexter  
*Quality Assurance Manager*

**Division of Apprentice  
Standards** (DAS)



# Quality Assurance

The Division of Apprentices Standards staff is here to help you successfully launch and manage your Registered Apprenticeship by guiding you through the process, supporting ongoing needs, and overseeing your Registered Apprenticeship Program.

Our main role is to ensure you are compliant with the requirements of Registered Apprenticeships as set forth by the US Department of Labor and the Commonwealth of Massachusetts EOLWD.

## **As part of that oversight, the Division of Apprentices Standards:**

- ✓ Provides Sponsor Technical Assistance
- ✓ Conducts on-site and/or remote visits
- ✓ Request verification of records, including, but not limited to: Related Technical Instruction and One-the Job hours, active licenses, wage and steps, and related information.



# Talent Pipelines



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# Thank you for your time...



If you are interested in applying for Sponsorship, the first step is to attend one of our regularly scheduled virtual ***Introduction to Registered Apprenticeship Sponsorship*** overview presentations found here:

[DAS ePlace Portal Training Schedule for Sponsors | Mass.gov](#)

This presentation will provide an overview and understanding what a Registered Apprenticeship Program (RAP) is, its value proposition, and the role and responsibilities of both the Sponsor and the Division of Apprenticeship Standards. There is time for Questions and Answers (Q & A) throughout the presentation.



Division of Apprenticeship  
Standards (DAS)

# Division of Apprentice Standards Contacts

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# Useful Links & Related Resources

## APPRENTICESHIP PROGRAM RESOURCES

- [DAS ePLACE Portal](#) - Create a new, and manage, your DAS Sponsorship Account.
- [O\\*Net Online](#) - Online portal to find Occupational Titles and Codes and download Work Processes.
- [APPRENTICESHIP.gov](#) – Online portal to identify an Occupation for your Program and download Work Processes.
- [ePlace Portal Training Schedule for Sponsors](#)

## DAS & PARTNERS' LINKS

- [DAS Home Page](#) – for ongoing updates, specific information and further guidance.
- [MassHire BizWorks](#) - Online portal to access range of business services and resources, including grant opportunities (if available).
- [MassHire Career Centers](#) - serve as a vital link between workers and employers to bring about economic opportunity.

## GRANTS

- [COMMBUYS](#) – Grant opportunities are listed as they become available.

## VETERANS RESOURCES

- [Employer Support of the Guard and Reserve](#)
- [VA Certifying Official Handbook](#)
- [Veterans Contact](#)

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