

If your Training Coordinator has determined that your issue is a complaint rather than a grievance, he will guide you on taking steps to address the issue with your employer. Following are some steps he will discuss with you.

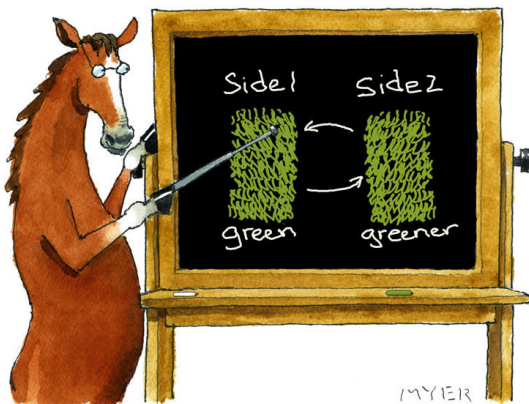
On the job experience: Requesting a change in employer.

For example, you work for a small contracting firm and want to work for a larger company.

Your on-the-job training is important. Let's talk about this and see what we can do to make it better for you.

Schedule a meeting with the Training Coordinator.

Here are some things he will discuss with you:
He will review your OTJ reports to see the work you have reported. He will talk with you about your experience working for your current employer, your expectations, and why you desire a change in employers.



While a few limited situations warrant a change in employers, following are a few examples of reasons that typically do not result in approval for a change:

- You are performing work that is appropriate for your year of apprenticeship, but want to work on even bigger, more complicated equipment.
- Your employer is not paying over-scale wages.
- Your employer is not providing additional benefits, above and beyond what is in the CBA.
- You've heard it's "better" at another company.
- Your friend / relative works at the company and you'd like to work with them.
- Your instructor has talked with you about coming to work for "their" company.
- You were approached by another company and offered a "signing bonus", higher wages, benefits, or any other financial promise above and beyond what is in the labor contract.
- You work for a small company and want to work for a bigger company or you work for a bigger company and want to work for a smaller company.
- You don't like your supervisor / coworker etc.
- You're a service tech but haven't been given a van.

If your reason for requesting a change is any of the above, you should schedule a meeting with the Training Coordinator.

Poaching – being solicited by another employer – is forbidden by the labor contract. If we determine that you have been solicited by another employer, you will be banned from working for that employer for at least one year, even if you are on the out of work list.

Soliciting – asking another employer to hire you – is forbidden by the labor contract. If we determine that you have solicited another employer to hire you, you will be banned from working for that employer for at least one year, even if you are on the out of work list.

Rotation: I've heard about apprentice "rotation". Why doesn't ARPEC do that?

- Rotation of pipefitter apprentices amongst contractors performing new construction is not uncommon.
- On the service side, it becomes more challenging. Service-oriented employers tend to focus on specific areas, such as market refrigeration, light commercial, etc. These employers are investing in training apprentices; Employers pay entry level apprentices to learn on the job, even when these incoming apprentices likely have little or no relevant skills. Throughout your apprenticeship, your employer will continue to invest in you by helping you develop your skills. Depending on the size of the company, service employers typically plan their staffing development by having a number of apprentices in various years of apprenticeship. Rotation in the middle of apprenticeship creates disruption and makes it difficult for the employer to assign work appropriate for each team members' skill level.

After you talk to the Training Coordinator he will let you know if you can, or cannot, be rotated. If you can't be rotated, we recommend that you discuss this with your supervisor and try to look for ways you can contribute to making your current position better.



Apprentice Employment Issues: Guidance on complaint resolution

Here are some steps you should follow:

Use good judgment when talking with your supervisor.

- For example, don't approach him when he is busy.
- Ask your supervisor to let you know when he will be available to talk.
- If you aren't sure how to ask that, you might say "Joe, please let me know when you are available to talk. I'd like to discuss something with you."

Initiate the conversation professionally. Let your supervisor know that:

- You would like to be rotated to another employer.
- Explain what your expectations are.
- You may not negotiate for higher wages or benefits.
- You may not threaten your employer or attempt to blackmail them. Doing so would call into question your ethics.

Potential outcomes:

- Your employer may say that they cannot release you at this time. If that is their position, we recommend that you accept that and instead find ways to make the best out of your current job assignment.
- Your supervisor may tell you that he will attempt to reassign you to more complex work, if that is desired. Be patient -- that may take some time.

Keep in mind that:

- Change is not always better. In your current role, you've gained some stability. Customers know you and your team knows you. Changing jobs means you are moving into the unknown, which entails some risk. Consider instead how you might work with your supervisor to make your current work environment better.
- The way you approach your work plays the biggest role in how satisfied you are. Work relationships take time and patience, but investing in weathering the storm typically pays off in the long run.
- Maintain good communication with your supervisor.
- When in doubt, ask questions and see each interaction as an opportunity to learn about the trade. Your supervisor was, very likely, once an apprentice just like you and chances are he experienced what you are experiencing now.
- Use critical thinking skills when comparing your work environment to your peers. Things are not always as they may seem.
- Do not make emotion-based decisions. Don't rush to ask to be rotated to another employer. The grass is not always greener; other employers may be assigning entry level work to your peers, too.

You, at your best:

- As you grow in your career, look at challenges as opportunities to handle yourself professionally.
- **Professional goals:** Aim to move from reactive, automatic thinking to more thoughtful, rational thinking. This will allow you to challenge your assumptions, assess the situation more accurately, and find solutions.
 - o **Reactive / victim mentality:** "They don't appreciate me so I'm going to quit."
 - o **Rational / accountable mentality:** "I want to make sure I am gaining the experience I need to succeed in my career. I'll ask my supervisor if there's anything I can do to help improve the situation."

If your Training Coordinator has determined that your issue is a complaint rather than a grievance, he will guide you on taking steps to address the issue with your employer. Following are some steps he will discuss with you.

On the job experience: Inadequate (too remedial) OTJ experience.

For example, you are regularly assigned repetitive tasks that provide little to no opportunity to learn new skills.

Your on-the-job training is important. Let's talk about this and see what we can do to make it better for you.

Schedule a meeting with the Training Coordinator.

Here are some things he will discuss with you:

He will review your OTJ reports to see the work you have reported. He will review that with your employer, too, and will discuss that with you. He will ask you if any issues have occurred on the job that may have resulted in your employer assigning specific work to you. If he determines that a skill gap exists, he may require you to attend some additional training to help strengthen your skills.

Every employee experiences periods in which he or she performs work that may not be challenging, and that is ok. Very often, the situation is temporary and will change soon. Our goal is not to eliminate "easy" work completely, after all, our customers require regular preventative maintenance that must be performed. Instead, let's make sure you are being given adequate opportunities to expand your skills. We want you to discuss this with your supervisor.

Here are some steps you should follow:

Use good judgment when talking with your supervisor.

- For example, don't approach him when he is busy.
- Ask your supervisor to let you know when he will be available to talk.
- If you aren't sure how to ask that, you might say "Joe, please let me know when you are available to talk. I'd like to discuss something with you."

Initiate the conversation professionally. Let your supervisor know that:

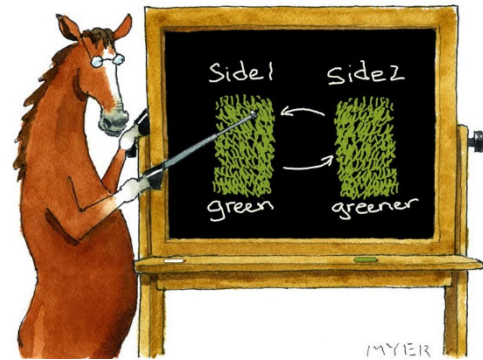
- You noticed that you are regularly assigned work that doesn't provide you with an opportunity to practice the new skills you've learned at ARPEC
- You would like to be assigned more challenging work, if possible.

Potential outcomes:

- Your supervisor may tell you that he will need to reassign work to accommodate your request. Be patient -- that may take some time.
- He may explain that your team is in the process of hiring pre-apprentices or apprentices who are not as advanced as you are, and once that happens, they'll begin assigning more challenging projects to you.

Keep in mind that:

- Paying an advanced apprentice to perform entry-level work is costly for your employer. If you are performing that work regularly, there is a reason.
- Maintain good communication with your supervisor.
- When in doubt, ask questions and see each interaction as an opportunity to learn about the trade. Your supervisor was, very likely, once an apprentice just like you and chances are he experienced what you are experiencing now.
- Use critical thinking skills when comparing your work environment to your peers. Things are not always as they may seem.
- Do not make emotion-based decisions. Don't rush to ask to be rotated to another employer. The grass is not always greener; other employers may be assigning entry level work to your peers, too.



You, at your best:

- As you grow in your career, look at challenges as opportunities to handle yourself professionally.
- **Professional goals:** Aim to move from reactive, automatic thinking to more thoughtful, rational thinking. This will allow you to challenge your assumptions, assess the situation more accurately, and find solutions.
 - o **Reactive / victim mentality:** "They assign the worst remedial jobs to me. They don't think I can handle other work so I'm going to quit."
 - o **Rational / accountable mentality:** "I'm performing lots of entry-level work. I'll ask and find out why and see if there's anything I can do to help improve the situation."

If your Training Coordinator has determined that your issue is a complaint rather than a grievance, he will guide you on taking steps to address the issue with your employer. Following are some steps he will discuss with you.

On the job experience: Excessive (too advanced) OTJ experience.

For example, you are regularly assigned work that you do not know how to perform without any guidance.

Your on-the-job training is important. Let's talk about this and see what we can do to make it better for you.

Schedule a meeting with the Training Coordinator.

Here are some things he will discuss with you: He will review your OTJ reports to see the work you have reported. He will review that with your employer, too, and will discuss that with you. He will ask you if any issues have occurred on the job that may have resulted in your employer assigning specific work to you. If he determines that you are being asked to perform work you cannot reasonably do, he may ask your employer to provide more supervision.

Every employee experiences periods in which he or she is asked to perform work that is challenging, and that is ok. Very often, the situation is temporary and will change soon. Our goal is not to eliminate "challenging" work, after all, when you're feeling a little in over your head, that's when you are learning. Instead, let's make sure you are given adequate support. We want you to discuss this with your supervisor.

Here are some steps you should follow:

Use good judgment when talking with your supervisor.

- For example, don't approach him when he is busy.
- Ask your supervisor to let you know when he will be available to talk.
- If you aren't sure how to ask that, you might say "Joe, please let me know when you are available to talk. I'd like to discuss something with you."

Initiate the conversation professionally. Let your supervisor know that:

- You noticed that you are regularly assigned work that is advanced far beyond or doesn't compliment what you are taught at ARPEC.
- You would like to be assigned work more appropriate to your skill level, if possible.
- Or, you need a little more hands-on training.

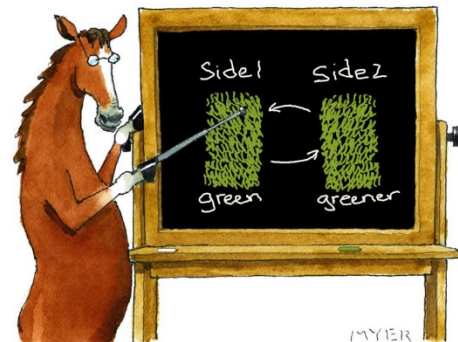
Potential outcomes:

- Your supervisor may tell you that he will need to reassign some work to accommodate your request. Be patient -- that may take some time.

He may explain that your team is in the process of hiring an employee with more-advanced skills, and once that happens, they'll reassign work to you.

Keep in mind that:

- Feel proud when asked to perform advanced work; your employer has faith in your ability. If you are performing that work regularly, there is a reason.
- Maintain good communication with your supervisor.
- When in doubt, ask questions and see each interaction as an opportunity to learn about the trade. Your supervisor was, very likely, once an apprentice just like you and chances are he experienced what you are experiencing now.
- Use critical thinking skills when comparing your work environment to your peers. Things are not always as they may seem.
- Do not make emotion-based decisions. Don't rush to ask to be rotated to another employer. The grass is not always greener; other employers may be assigning entry level work to your peers, too.



You, at your best:

- As you grow in your career, look at challenges as opportunities to handle yourself professionally.
- **Professional goals:** Aim to move from reactive, automatic thinking to more thoughtful, rational thinking. This will allow you to challenge your assumptions, assess the situation more accurately, and find solutions.
 - o **Reactive / victim mentality:** "They assign the hardest jobs to me. They are too hard on me so I'm going to quit."
 - o **Rational / accountable mentality:** "I'm performing lots of advanced work. I'll ask and find out why and see if there's anything I can do to help improve the situation."
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If your Training Coordinator has determined that your issue is a complaint rather than a grievance, he will guide you on taking steps to address the issue with your employer. Following are some steps he will discuss with you.

Work hours: Inadequate (not enough) work hours.

For example, you regularly work 35 or fewer hours per week.

Your on-the-job training is important. Let's talk about this and see what we can do to make it better for you.

Schedule a meeting with the Training Coordinator.

Here are some things he will discuss with you:
He will review your OTJ reports as well as work hours reported by your employer and will discuss that with you.
He will ask you if you have requested time off or have rejected opportunities to work overtime.

Keep in mind that while full-time employment is in the best interest of both you and your employer, you are not guaranteed 40 hours per week. Every employer experiences periods in which there is more or less work to be completed. Oftentimes the situation is temporary and changes soon. We want you to discuss this with your supervisor.

Here are some steps you should follow:

Use good judgment when talking with your supervisor.

- For example, don't approach him when he is busy.
- Ask your supervisor to let you know when he will be available to talk.
- If you aren't sure how to ask that, you might say "Joe, please let me know when you are available to talk. I'd like to discuss something with you."

Initiate the conversation professionally. Let your supervisor know that:

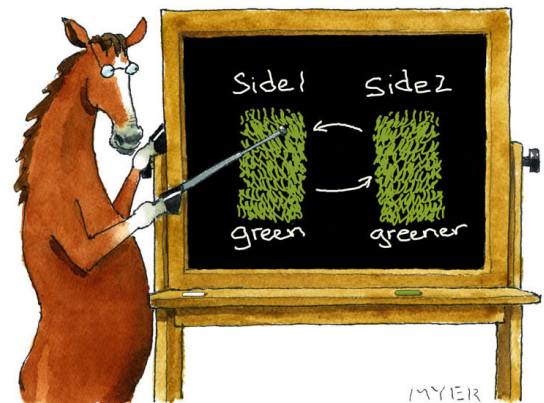
- You have noticed that you've been working significantly fewer than 40 hours per week on a regular basis.
- You would like to work more hours, if possible.
- You would like to take on overtime work, when available.

Potential outcomes:

- Your supervisor may tell you that work will be picking up soon, which would be good.
- Or he may tell you that work is slowing down and you may be laid off. If that occurs, don't panic. Your Training Coordinator will work with Local 725 to coordinate your next assignment. Job security is one of many benefits of working as a union member and an employee of the many signatory employers.

Keep in mind that:

- Your employer wants you to work full-time, too. If you aren't working full time, there is a reason.
- Maintain good communication with your supervisor.
- When in doubt, ask questions and see each interaction as an opportunity to learn about the trade. Your supervisor was, very likely, once an apprentice just like you and chances are he experienced what you are experiencing now.
- Use critical thinking skills when comparing your work environment to your peers. Things are not always as they may seem.
- Do not make emotion-based decisions. Don't rush to ask to be rotated to another employer. The grass is not always greener; other employers may have a slow-down on the horizon, too.



You, at your best:

- As you grow in your career, look at challenges as opportunities to handle yourself professionally.
- **Professional goals:** Aim to move away from reactive, automatic thinking to more thoughtful, rational thinking. This will allow you to challenge your assumptions, assess the situation more accurately, and find solutions.
 - o **Reactive / victim mentality:** "I'm getting less than 40 hours. They don't like me, so I'll quit."
 - o **Rational / accountable mentality:** "I'm working way less than 40 hours. I'll ask and find out why and see if there's anything I can do to help improve the situation."

If your Training Coordinator has determined that your issue is a complaint rather than a grievance, he will guide you on taking steps to address the issue with your employer. Following are some steps he will discuss with you.

Work hours: Excessive (too many) work hours.

For example, you regularly work an excessive amount of overtime that interferes with your studies.

Your on-the-job training is important. Let's talk about this and see what we can do to make it better for you.

Schedule a meeting with the Training Coordinator.

Here are some things he will discuss with you:

He will review your OTJ reports as well as work hours reported by your employer and will discuss that with you. He will ask you if you requested overtime, which led to the increase in work hours. He will also ask if your work hours are interfering with your ability to prepare for your classwork.

Every employer experiences periods in which there is more or less work to be completed. Oftentimes the situation is temporary and changes soon. We want you to discuss this with your supervisor.

Here are some steps you should follow:

Use good judgment when talking with your supervisor.

- For example, don't approach him when he is busy.
- Ask your supervisor to let you know when he will be available to talk.
- If you aren't sure how to ask that, you might say "Joe, please let me know when you are available to talk. I'd like to discuss something with you."

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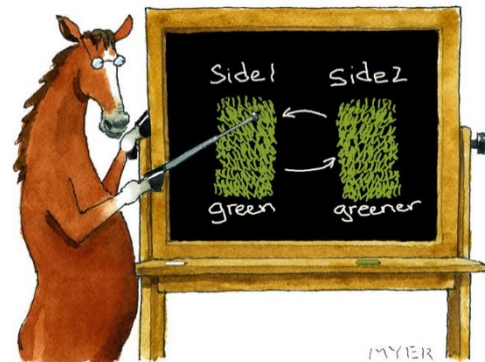
- You have noticed that you've been working significantly more than 40 hours per week on a regular basis.
- You would like to work closer to 40 hours, at least while school is in session.

Potential outcomes:

- Your supervisor may tell you that work will be slowing down soon -- perhaps a big project is about to end.
- He may explain that your team is in the process of hiring an additional person which will help defray the workload.

Keep in mind that:

- Overtime is costly for your employer. If you are working more than 40 hours, there is a reason.
- Maintain good communication with your supervisor.
- When in doubt, ask questions and see each interaction as an opportunity to learn about the trade. Your supervisor was, very likely, once an apprentice just like you and chances are he experienced what you are experiencing now.
- Use critical thinking skills when comparing your work environment to your peers. Things are not always as they may seem.
- Do not make emotion-based decisions. Don't rush to ask to be rotated to another employer. The grass is not always greener; other employers may be requiring their employees to work more than 40 hours, too.



You, at your best:

- As you grow in your career, look at challenges as opportunities to handle yourself professionally.
- **Professional goals:** Aim to move away from reactive, automatic thinking to more thoughtful, rational thinking. This will allow you to challenge your assumptions, assess the situation more accurately, and find solutions.
 - o **Reactive / victim mentality:** "I'm working too much. They don't care so I'm going to quit."
 - o **Rational / accountable mentality:** "I'm working way more than 40 hours. I'll ask and find out why and see if there's anything I can do to help improve the situation."