BUSINESS OPERATIONS ASSOCIATE
(Competency-Based)

APPENDIX A

O*NET CODE 11-1021.00

Competency/performance-based apprenticeship occupations are premised on attainment of demonstrated, observable and measurable competencies in lieu of meeting time-based work experience and on-the-job learning requirements. In competency/performance-based occupations apprentices may accelerate the rate of competency achievement or take additional time beyond the approximate time of completion.

This training outline is a minimum standard for Work Processes and Related Instruction. Changes in technology and regulations may result in the need for additional on-the-job training.

WORK PROCESSES

A. Organizational Structure and Procedures

1. Describe workplace organizational structure.

2. Describe workplace policies and procedures.

3. Demonstrate an understanding of general ideas regarding workplace ethics, interpersonal communication, and general management.

4. Practice active listening and complex problem solving when handling customer inquiries.

B. Project Plans and Scheduling Tools

1. Coordinate with internal teams to monitor project timelines, deliverables, work hours, budgets, and expenditures.

2. Demonstrate an understanding of how to effectively manage projects with internal teams.

3. Utilize project planners or trackers to ensure timelines are accurate and deadlines are met.

4. Monitor the quality of work from internal teams to ensure goals are met.

C. Data Analysis Interpretation and Communication

1. Utilize various data analysis and data visualization platforms such as Microsoft Office Excel, Tableau,

PowerBI and Salesforce to interpret data metrics for internal team members.

2. Communicate data-driven insights to various team members using effective data communication strategies such as data storytelling or memo creation.

3. Create reports or presentations on an ongoing basis to reflect the newest internal data.

4. Identify key internal and external datasets to be used to solve complex business problems (open-source, second and third-party datasets or internal data).

5. Create and edit data visualizations and dashboards to communicate ongoing business performance through Tableau, PowerBI, Salesforce or other data visualization platforms.

D. Market Trends and Insights

1. Initiate research studies to understand how company performance compared to others.

2. Understand how market trends change and affect the performance of the company.

3. Use specific market trends to innovate current company procedures and processes.

4. Coordinate with internal teams to strategize upcoming quarters based on information.

E. Interpersonal Relationships

1. Demonstrate knowledge of company's and internal team's needs.

2. Perform an assessment to determine the ongoing needs and evaluate internal team satisfaction.

3. Demonstrate effective communication and critical reasoning skills by answering inquiries and resolving problems, in person and in writing.

4. Present knowledge of new insights to client and staff.

Approximate Total Hours   1000-2000

Apprentices in Competency-Based Programs shall participate in no fewer than 1,000 documented hours of on-the-job training, and until they have demonstrated competency for each category in the Work Processes, with the understanding competency will be demonstrated reasonably proximate to the maximum on-the-job training hours.   Competency Assessment referenced in Appendix B.

Apprenticeship work processes are applicable only to training curricula for apprentices in approved programs. Apprenticeship work processes have no impact on classification determinations under Article 8 or 9 of the Labor Law. For guidance regarding classification for purposes of Article 8 or 9 of the Labor Law, please refer to https://dol.ny.gov/public-work-and-prevailing-wage

BUSINESS OPERATIONS ASSOCIATE

APPENDIX B

RELATED INSTRUCTION

Safety and the Workplace

1. Basic Workplace Safety
2. Sexual Harassment Prevention – must comply with section 201-g of the Labor Law

Trade Theory and Science

1. Introduction to Business Management
2. Introduction to Economics
3. Introduction to Accounting
4. Computer Literacy
5. Data Analysis
6. English Composition
7. Basic Arithmetic
8. Financial Modeling
9. Spreadsheets
10. Databases
11. Basic Computer Skills
12. Risk Management

Business Skills

1. Business Ethics
2. Oral and Written Communication Skills
3. Independent and Collaborative Working
4. Project Management
5. Customer Service Skills
6. Complex Problem Solving
7. Evaluating Risks
8. Active Listening

Other Related Topics As Necessary

Competency Assessment

    1. Test Prep

    2. Written/Practical Proficiency Examination(s)

A minimum of 144 hours of Related Instruction must be available to each apprentice.

Appendix B topics are approved by New York State Education Department.