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| OFFICE OF APPRENTICESHIP  BULLETIN | **NO.**  2024-117 |
| **DATE**  August 07, 2024 |

**TO:** NATIONAL APPRENTICESHIP SYSTEM STAKEHOLDERS

OFFICE OF APPRENTICESHIP STAFF

STATE APPRENTICESHIP AGENCIES

**FROM:** JOHN V. LADD /s/

Administrator, Office of Apprenticeship

**SUBJECT:** New National Standards of Apprenticeship for the United States Help Desk Academy

1. **Purpose.** To inform the staff of OA, State Apprenticeship Agencies (SAA), Registered Apprenticeship program sponsors and other Registered Apprenticeship partners of the New National Standards of Apprenticeship for the United States Help Desk Academy.
2. **Action Requested.** This bulletin is being provided to OA staff for informational purposes only. The OA National Office will be responsible for maintenance and technical assistance regarding this program.
3. **Summary and Background.**
   1. Summary – These new National Standards of Apprenticeship, submitted by Ms. DeMeasa Heard, Human Resources Specialist, on behalf of the United States Help Desk Academy, were processed by Kirk Jefferson and approved by the OA Administrator on August 6, 2024.
   2. Background –

***NPS Background -*** National Program Standards of Apprenticeship are programs that are registered by OA on a national basis and that consist of occupational standards which: (1) are developed and sponsored by an employer, national trade or industry organization, labor organization, educational institution, or consortium; (2) are demonstrably national or multi-State in their design, suitability, and scope based on consideration of the National Program Standards criteria (detailed below); and (3) comply with the regulatory requirements contained in 29 CFR Part 29 and 29 CFR Part 30.

1. **New Program Standards.** These new National Standards of Apprenticeship for the United States Help Desk Academy for the following occupations will be serviced by OA National Office:

Digital Marketing Specialist

Existing Title: Digital Marketer

O\*NET-SOC CODE: 13-1161.01

RAPIDS CODE: 2077CB

Training type: Competency-based

Computer User Support Specialist: Help Desk Technician

O\*NET-SOC CODE: 15-1232.00

RAPIDS CODE: 2018CB

Training type: Competency-based

Cybersecurity Support Technician

O\*NET-SOC CODE: 15-1212.00

RAPIDS CODE: 2050CB

Training type: Competency-based

1. **Inquiries.** If you have any questions, please, contact Kirk Jefferson, Apprenticeship & Training Representative at 202-693-3399.
2. **Attachments.** None.