

Apprenticeship Program

SOP# 103

ELEVATOR & AMUSEMENT DEVICE BUREAU
North Carolina Department of Labor



STANDARD OPERATING PROCEDURE MANUAL

1. PURPOSE and SCOPE

1.1. Purpose

This SOP establishes the procedure that Bureau Management uses to enroll a new employ into the Apprenticeship Program. This procedure has the goal of ensuring that all new inspection staff are enrolled properly and with appropriate consideration given to prior experience. The Apprenticeship Program applies to new Elevator and Amusement Inspectors.

1.2. Scope

This procedure includes all actions required to enroll a new inspection employee into the Apprenticeship Program, and oversee training and evaluation of the employee under the auspices of the program. The program is tailored for each new employee, e.g. an Elevator employee may be grandfathered for a certain number of hours of experience depending on equipment and prior experience in the field.

1.3. Regulations

The following statutes, rules and/or codes must be followed while performing this SOP:

- 1.3.1. Elevator Safety Act
- 1.3.2. Amusement Device Safety Act
- 1.3.3. ASME A17.1, A17.2, A17.3, and A18.1
- 1.3.4. NFPA70, A72, A10.4, and A10.5
- 1.3.5. QEI1
- 1.3.6. ANSI
- 1.3.7. NC Building code

2. PERSONNEL RESPONSIBILITIES

The following is a list of each role who participates in the procedure and the overall responsibilities of each role.

Role	Responsibilities
New employee (Inspector)	<ul style="list-style-type: none">Fill out apprenticeship documentation
Office Manager	<ul style="list-style-type: none">Submit documentation to NC WORKS.
Supervisor	<ul style="list-style-type: none">Maintain competency logs.

3. HEALTH AND SAFETY ISSUES

The following health and safety issues may arise if this procedure is not followed correctly and in a timely manner. As available, related Health & Safety regulations and/or procedures are provided for each issue.

Potential Issue	Health & Safety Regulation / Procedure
N/A	

4. PROCEDURE

4.1. Trigger

This procedure is triggered when a new Inspector joins the bureau.

4.2. Primary Procedure

- 4.2.1. Office Manager fills out Apprenticeship documentation
- 4.2.2. Office Manager files documentation with the NC WORKS
- 4.2.3. NC WORKS approves employee for the program
- 4.2.4. Employee's supervisor begins to maintain competency logs
- 4.2.5. Employee acquires relevant experience
- 4.2.6. Elevator Inspectors
 - 4.2.6.1. Employee demonstrate competency to perform an inspection per guidelines that describe the competency
 - 4.2.6.2. Employee demonstrates competency by showing their supervisor that they can follow bureau procedures (e.g. correct use of computer system)
- 4.2.7. Amusement Inspectors
 - 4.2.7.1. Supervisor gives employee a ride specific guide that shows all key points of inspection
 - 4.2.7.2. Supervisor gives employee bulletins, manuals and ride-specific modules that show employee how they should perform an inspection on each type of amusement device.
 - 4.2.7.3. When employee is finished studying they take a written test
 - 4.2.7.4. Employee demonstrates competency with each amusement device by passing a written exam and giving their supervisor a hands-on practical demonstration of their skill
- 4.2.8. Based on evaluation, supervisor signs off that employee is certified per device
- 4.2.9. End of procedure

5. CUSTOMER SERVICE REQUIREMENTS

The following table lists the customer service requirements that must be satisfied for each Customer of the procedure.

Customer	Requirements
Employee	Past experience is adequately considered in tailoring of the program

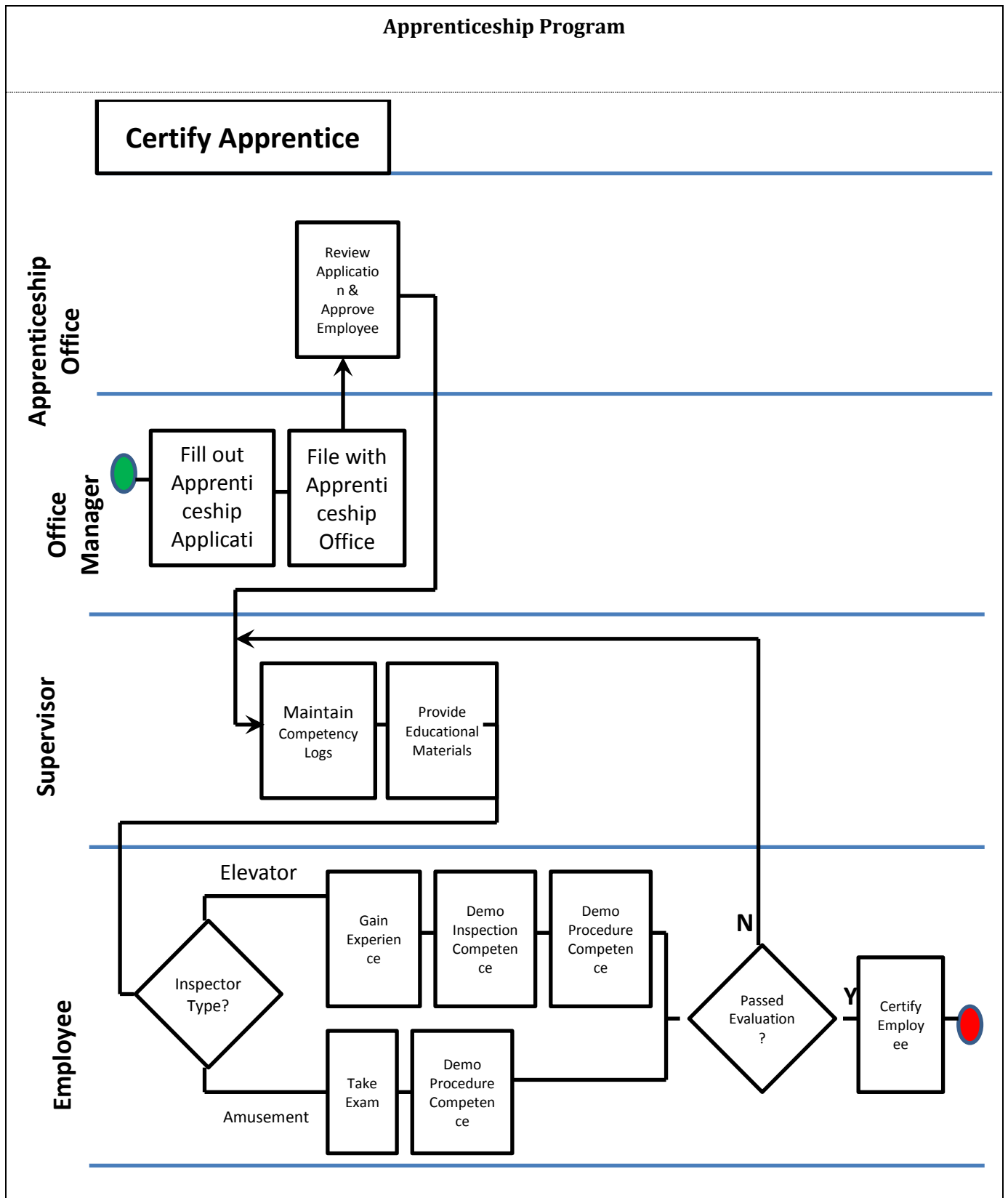
6. DATA AND RECORD MANAGEMENT

6.1. Reports run as part of this procedure

6.1.1. N/A

6.2. Storage locations of saved materials

6.2.1. Records are maintained by the Office Manager and a copy is kept by NC WORKS



7. Glossary

A glossary of terms used in this SOP is available on the SOP website. It contains acronyms, abbreviations and special terms used in this document.