

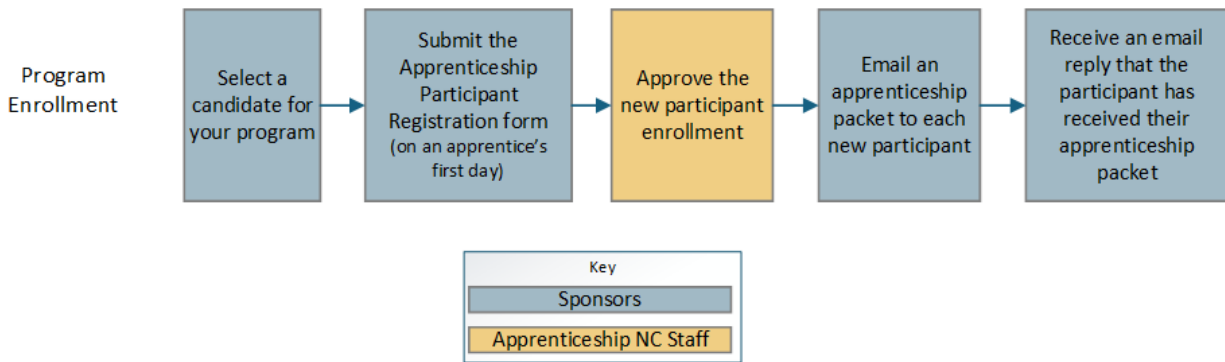
No.	SOP 002
Name	Submitting an Apprenticeship Participant Registration Form in the NCRAN Internal Site
Audience	ANC Consultants
Purpose	To walk consultants through creating and submitting a program enrollment on behalf of a sponsor, who does not have access to NCRAN.
Effective Date	11.19.24
Last Reviewed By	Jen Vogelsberg, Dale Yarborough, Julie Carpenter, James Yarley
Date of Last Review	11.19.24
Key Terms	<ul style="list-style-type: none"> • Apprenticeship Participant Registration Form (“the participant form”): This is the apprenticeship agreement; this form will be signed by the sponsor, consultant, and the participant to register the participant in a registered apprenticeship program. It must be submitted for approval <i>within 21 days</i> of the participant’s start date. • North Carolina Registered Apprenticeship Network (NCRAN): The database for ANC and sponsors (with more than 5 participants) to track new participants and make changes to sponsored programs. • Webmerge: The process of taking information you have entered in NCRAN and using it to autofill a form. • Formstack: A third-party that provides sponsors, participants, and consultants with a secure way to digitally sign documents. • Prior Credit: The amount of credit that a sponsor determines they should award a participant for their previous on-the-job learning (OJL) or supplemental education (SE). The amount awarded is up to the sponsor’s discretion, but it is also limited. It <i>cannot exceed 50% of the total OJL hours</i> in the program, regardless of how many OJL hours the participant logged during their previous participation in the program.

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Introduction

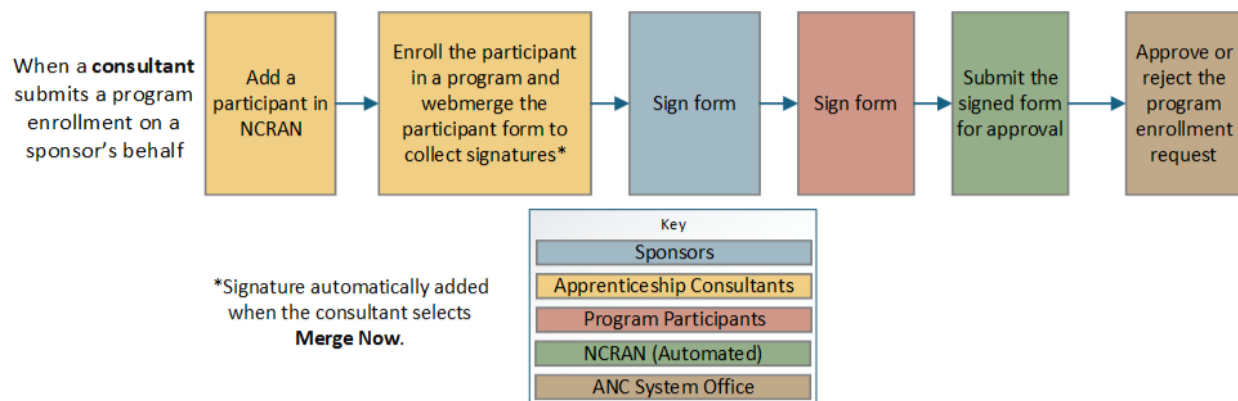
First off, let's start with some context. Creating and submitting an Apprenticeship Participant Registration Form is the second step in the Program Enrollment process. Usually, this is handled by the sponsor, but in the case of sponsors who do *not* have access to NCRAN, you will need to complete this step on the sponsor's behalf:



In this document, we will focus on the individual sub-steps that you will take as a consultant to complete the Apprenticeship Participant Registration Form for a sponsor. In this SOP, we'll refer to this form by a shorter title: **the participant form**.

The consultant will complete the participant form using the NCRAN internal system. NCRAN access is only given to sponsors with 5 or more participants, so if a sponsor *does have* NCRAN access, please refer them to **SOP 003 - Submitting a New Participant Registration Form in NCRAN's Community Site**.

Here is the process flow for enrolling a participant in an RAP:



In this guide, we will discuss the data you should collect for this process and walk through these steps:

- Collecting data for the program enrollment request
- Adding a participant to NCRAN
- Enrolling the participant in a program by creating the participant form
- Collecting signatures for the participant form
- Recalling a participant form with errors in it
- Communicating rejections to the sponsor

Collecting Data for the Program Enrollment Request

When a sponsor informs you that they have a new participant, it would be helpful to copy and paste the information on the following page in an email to the sponsor. This explains what information you need from the sponsor to complete a new participant's participant form. For security reasons, the sponsor may not wish to send this information by email. In that case, send them this information to collect and schedule a call with them to manually enter the information in the system after they have collected it.

Note: The start date must be the day the sponsor contacts you; it cannot be backdated. The sponsor has **21 days from the time a participant joins their program** to have all signers sign the participant form and for you to submit the form for approval. If the document is not signed within 21 days, NCRAN will *automatically* reject the program enrollment request. **Please communicate this to sponsors when you are collecting the information for their program enrollment.**

Data to Collect from Sponsors

Program Information

Sponsor: _____ Sponsored Program Name: _____

Target Occupation (what job will the participant be training for): _____

Participating Employer: _____

Program Supplemental Education (SE) Provider (mark all that apply):

Employer Sponsor

Third-Party

Community College

Participant Information

Participant First and Last Name: _____

Birthdate: _____

Social Security Number (must be valid): _____

Gender: _____

Race: _____

Military Veteran? _____

Individual with a Disability? _____

Highest Degree Obtained: _____

Phone: _____

Email: _____

Mailing Address: _____

Initial Hourly Pay Rate for the Participant (optional): _____

High School (if applicable): _____

Guardian/Parent's Name and Email Address (if participant is 16 or 17): _____

Prior Credit Awarded

Prior Credit that You Will Give the Participant for Supplemental Education (SE)*:

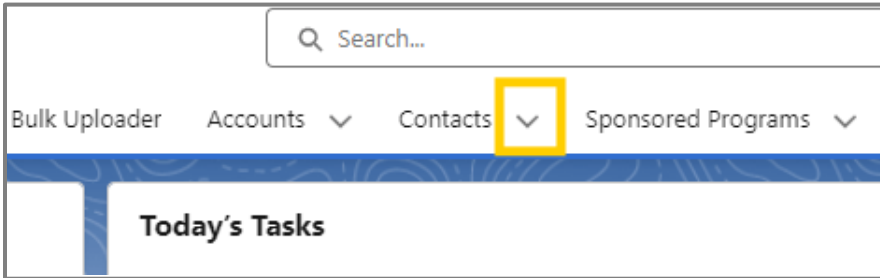
Prior Credit that You Will Give the Participant for On-the-Job Learning (OJL)**:

**As a sponsor, you must store supporting documentation (proof of work or supplemental education) for any prior credit you decide to give participants.*

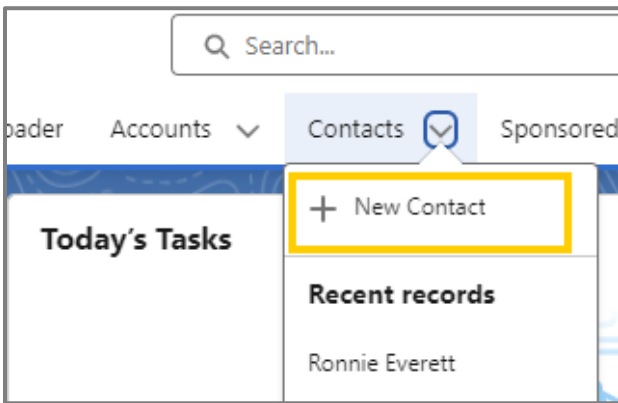
***The prior credit for OJL is **limited to 50% of the total OJL hours for your program** (ex. 4,000 for an 8,000-hour program). If you exceed that limit, we will have to reject your program enrollment request.*

Adding a Participant in NCRAN

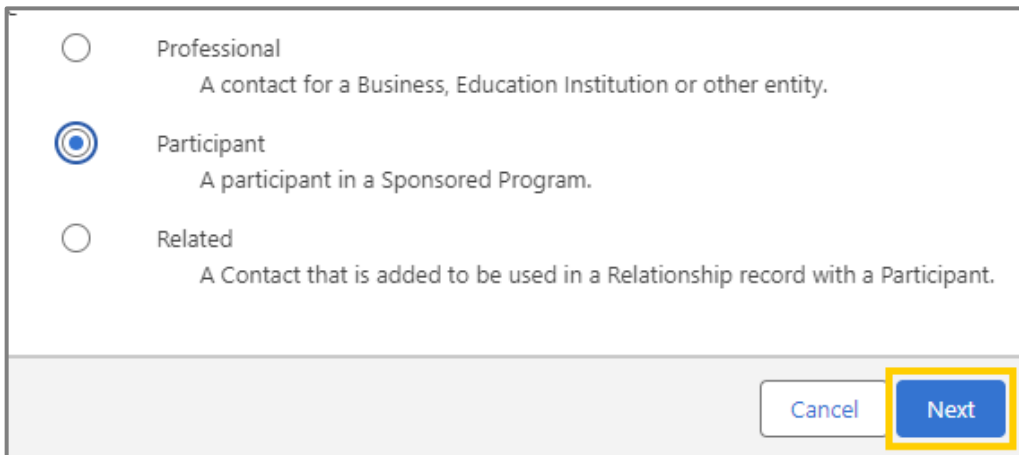
1. To add a participant, on your NCRAN home page, select the **Contacts drop-down menu** icon.



2. Use the Contacts menu icon to select **New Contact**.




3. Select **Participant**.
4. Select **Next**.

A screenshot of a dialog box for selecting a contact type. It features three radio button options: "Professional" (with a description: "A contact for a Business, Education Institution or other entity."), "Participant" (with a description: "A participant in a Sponsored Program."), and "Related" (with a description: "A Contact that is added to be used in a Relationship record with a Participant."). The "Participant" option is selected, indicated by a blue target icon. At the bottom right of the dialog are two buttons: "Cancel" and "Next". The "Next" button is highlighted with a yellow rectangular box.

5. Enter the required information in the **Contact Details** section:

- a. First and Last Name
- b. Primary Business Affiliation (Sponsor)
- c. Birthdate
- d. Social Security Number

Contact Details

* Name ↻	* Birthdate
Salutation --None-- ▾	9/2/1997
First Name Cedric	* Social Security Number
Middle Name Middle Name	987654322
* Last Name	Award Count
Washington	Total Fin Aid Distributed
Account Name	Student ID ⓘ
* Primary Business Affiliation ⓘ ↻	
 Everett Family Builders ✕	

6. Complete the information in the **Additional Information** section:

- a. Gender
- b. Race
- c. Military Veteran?
- d. Individual with a Disability?
- e. Highest Degree
- f. Expected Sponsored Program

Additional Information

*** Gender** ↶

Male ▼

*** Race** ↶

Available

- American Indian or ...
- Asian
- Hispanic or Latino
- Native Hawaiian or ...
- White
- Other/Multiple

Chosen

- Black or African Ameri...

Veteran? ⓘ


Disability

*** Highest Degree** ⓘ

Associate's Degree

Completed Pre-Apprenticeship




Expected Sponsored Program

 Everett Family Builders

7. Complete the **Contact information** and **Address Information** sections.

- a. Phone
- b. Email
 - i. Although not required, please include the email address because that is the only way the participant will be able to sign their participant form.
- c. Mailing Address

Contact Information

* Phone 	Email
<input type="text" value="919.818.2223"/>	<input type="text" value="jwashington0098@gmail.com"/>
Is Locked  <input type="checkbox"/>	Digital Signature Exempt  <input type="checkbox"/>

Communication Preferences

Address Information

Mailing Address

<input type="text" value="3901"/>	
Mailing Country <input type="text" value="United States"/>	
Mailing Street <input type="text" value="3901 Capital Hills Drive"/>	
Mailing City <input type="text" value="Raleigh"/>	Mailing State/Province <input type="text" value="North Carolina"/>
Mailing Zip/Postal Code <input type="text" value="27616"/>	

8. Select **Save**.

The screenshot shows a form titled "System Information" with two sections: "System Information" and "Description Information". The "System Information" section contains fields for "Last Modified By", "Created By", and "Contact Owner". The "Contact Owner" field is populated with a profile picture and the name "James Yarley". At the bottom of the form, there are three buttons: "Cancel", "Save & New", and "Save". The "Save" button is highlighted with a yellow border.

9. Once you save that information, the system will take you to your new participant's **Contact** page.

The screenshot shows the "Contact" page for "Cedric Washington". The page header includes the NCRAN logo and navigation links: Home, Ticket Sharing User View, Ticket Sharing Consultant View, Bulk Uploader, and Account. A search bar is located in the top right corner. The main content area displays the contact's name "Cedric Washington" and a table of details:

Contact No	Primary Business Affiliation	Email	Phone
CO-0164050	Everett Family Builders	jwashington0098@gmail.com	919.818,2223

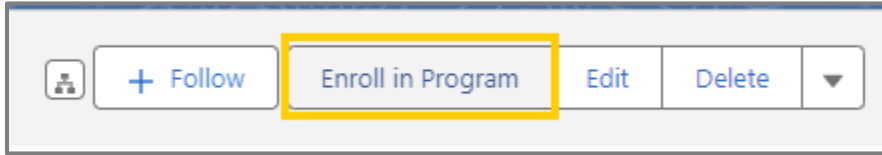
Below the table, there are two tabs: "Related" (selected) and "Details". Under the "Related" tab, there are two sections:

- We found no potential duplicates of this Contact.**
- Affiliated Accounts (0)**

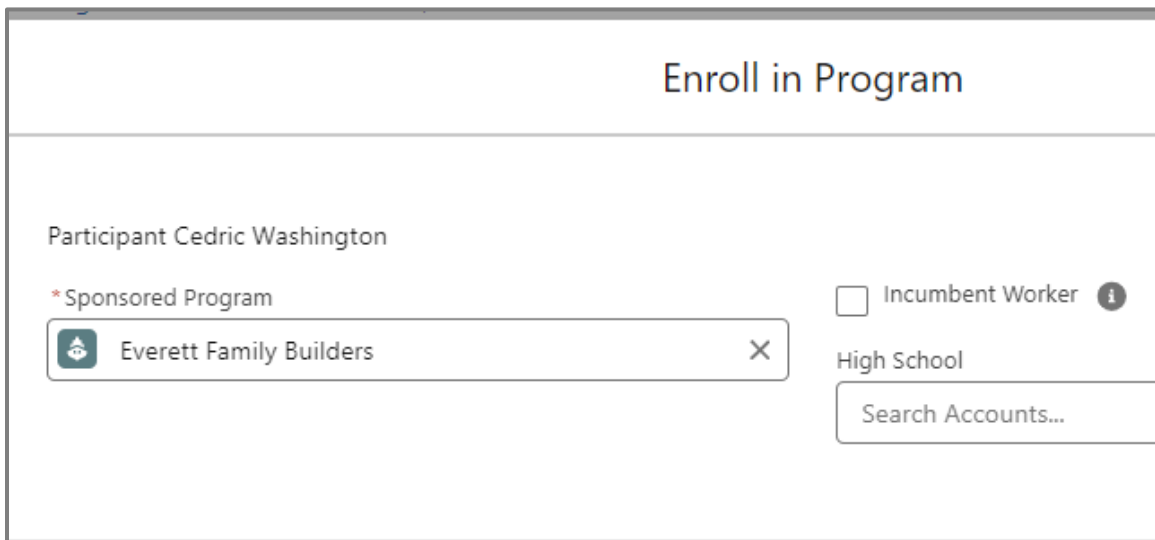
Enrolling the Participant in a Program

Now you must enroll the new participant in a sponsored program:

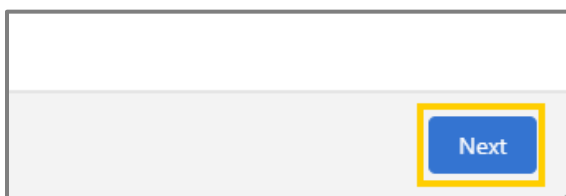
1. Select **Enroll in Program**.



2. Select the **Sponsored Program**.
 - a. If the participant is a high school student, search and select the high school in North Carolina in which they are enrolled.

A screenshot of a form titled 'Enroll in Program'. The form shows the participant name 'Participant Cedric Washington'. Below that, there is a section for '* Sponsored Program' with a dropdown menu currently showing 'Everett Family Builders'. To the right of this is a checkbox labeled 'Incumbent Worker' with an information icon. Below the sponsored program dropdown is a search box labeled 'High School' with the placeholder text 'Search Accounts...'. The form has a light gray background and a white border.

3. Select **Next**.

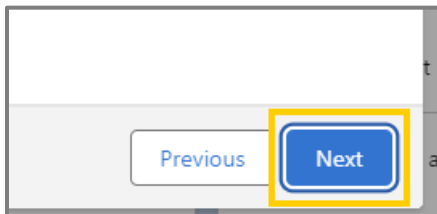


4. All three fields in the next screen are required (even if only one of them has the red asterisk indicating it is required):
- a. Select the participant's target occupation in the **Select Occupation** field.
 - b. Select a participating employer in the **Select Participating Employer** field.
 - c. Use the **Provider Type** menu to select the SE provider/s for the program.
 - Supplemental education (SE) is also referred to as related instruction (RI).


The screenshot shows a form titled "Enroll in Program". The "Sponsored Program" field is set to "Everett Family Builders". The "Select Occupation" field, marked with a red asterisk, contains "Drywall Applicator Specialist". The "Select Participating Employer" field contains "Everett Family Builders". The "Provider Type" field is open, showing a dropdown menu with options: "--None--", "Employer", "Community College", "Third-Party Provider", "Multiple RI Providers", and "Other".

d.

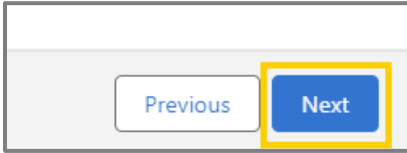
5. Select Next.



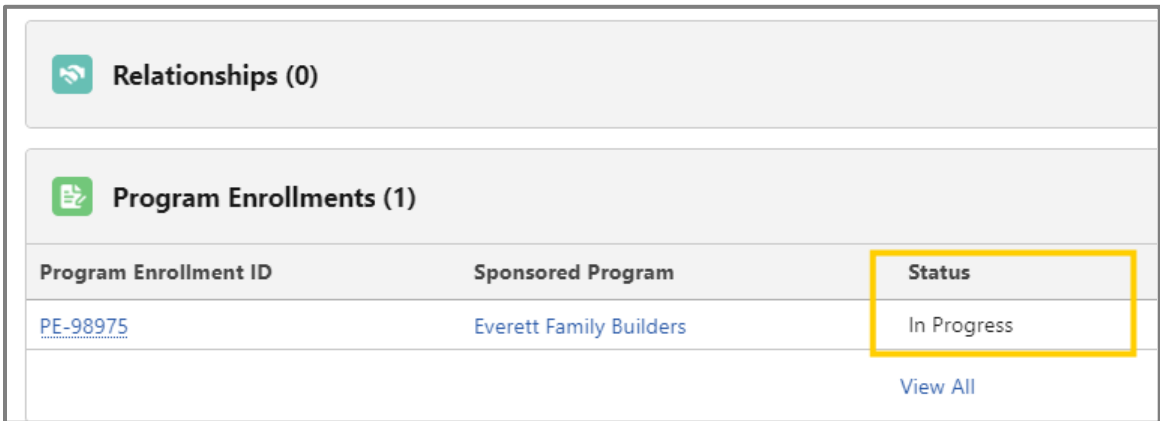
6. Select the **Wage Scale**. Often there will only be one wage scale associated with each program’s occupation, but if there is another option, you can reach out to the sponsor for clarification.
 - a. The **Initial Wage Scale** field is for reporting the participant’s starting hourly rate if the sponsor has provided that information. This information is not required to complete this form.
7. Enter the **Start Date**. This should be the date the sponsor contacted you. Do *not* add a start date that is earlier than the date the sponsor contacted you.
8. If the sponsor is granting **prior credit** for supplemental education (SE) or on-the-job learning, enter those amounts here.
 - a. When you enter the on-the-job learning (OJL) prior credit, **the system will automatically adjust the expected completion date** to account for the new hours (2,000 OJL hours = 1 year).
 - b. The sponsor may **add a maximum amount of 50% of the program’s total OJL hours** in prior credit (“Prior Work Process Credit” in the below screenshot; you will also see the total OJL hours in the field that reads “Required WP Hours”).
 - c. If the sponsor exceeds 50% of the Required Work Process (WP) Hours in prior credit, the system will **not** catch this; but after all signatures have been collected, the ANC System Office processors will not be able to approve the form. They will reject it, and you will need to rewrite and resubmit the form for the sponsor. Don’t do that to yourself! Check to make sure this amount is 50% or less.
 - d. Prior credit for SE is not capped, but the sponsor must have documentation for the hours it awards the participant for supplemental education (just like it does for OJL).

Selected Occupation is: Drywall Applicator Specialist	
*Select Wage Scale	
Standard	
Initial Wage Scale	
*Start Date	Expected Completion date
Oct 24, 2024 	Oct 24, 2027
Required RI Hours 400	Required WP Hours 8,000
Prior Related Instruction Credit	Prior Work Process Credit
	2,000
Remaining RI Hours	Remaining WP Hours 6,000

9. Select **Next**.



10. This will return you to the participant’s **Contact** page. From this page, you will see the program enrollment has been added to the **Program Enrollments** section. It is listed as “In Progress.”



A screenshot of the 'Program Enrollments (1)' section. It shows a table with the following data:

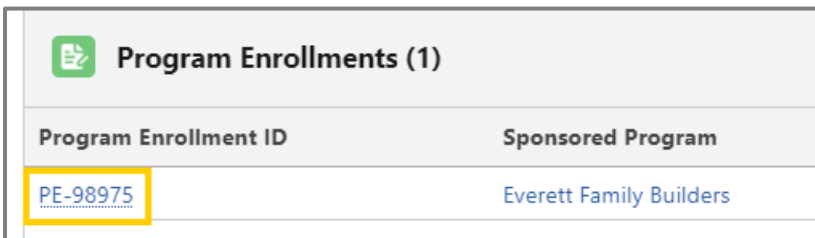
Program Enrollment ID	Sponsored Program	Status
PE-98975	Everett Family Builders	In Progress

Below the table is a 'View All' link.

11. At this point, you will need to webmerge the participant form (the Apprenticeship Participant Registration Form). This webmerge process will:

- a. autofill this form
- b. attach your signature as the consultant
- c. send it to sponsor first and the participant second for their signatures
 - A third-party service we use, **Formstack**, distributes emails to signers and allows them to digitally sign their forms.

12. To webmerge the participant form, click the **Program Enrollment ID**.



A screenshot of the 'Program Enrollments (1)' section. It shows a table with the following data:

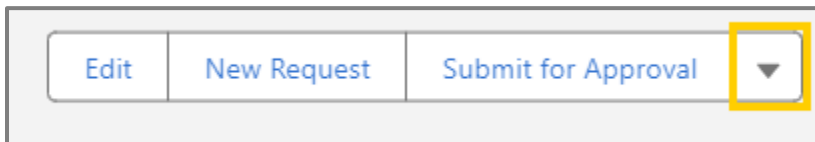
Program Enrollment ID	Sponsored Program
PE-98975	Everett Family Builders

13. On the Program Enrollment page, the status bar indicates an **Entered** status. You will need a completely signed participant form before you can submit the program enrollment for approval.

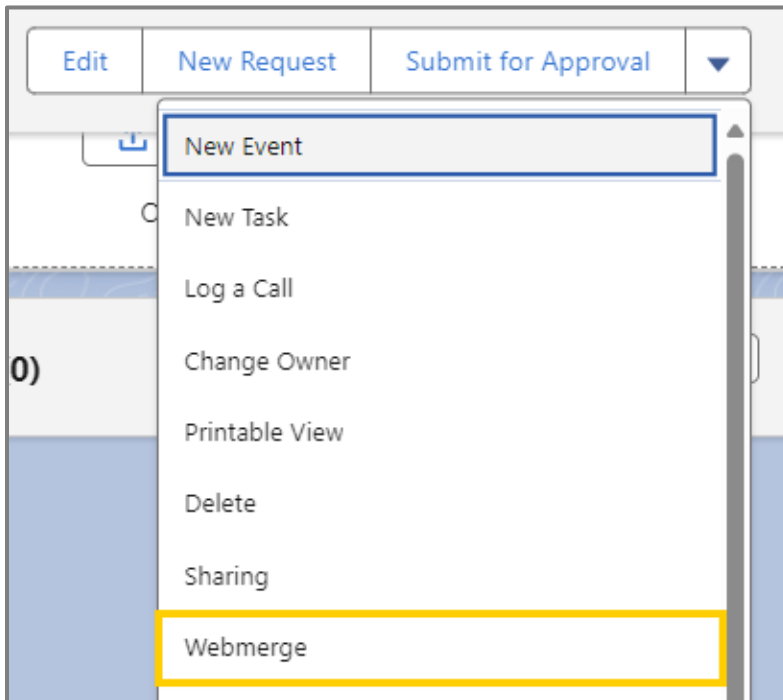
Enrolled Program	Occupation	Start Date	Expected Completion Date
tt Family Builders	Drywall Applicator Specialist	10/24/2024	10/24/2027

New Enrollment	
Entered	Submitted For Approval

14. On the toolbar on the top-right corner of the Program Enrollment page, click the **More Options** icon (beside the “Submit for Approval” button).



15. Use the More Options drop-down menu to select **Webmerge**.



16. On the *PE Registration – Dig Signatures* row, select **Merge Now**. You need to use this document because both the sponsor and participant will need to sign the participant form.
- Clicking the Merge Now button will automatically add your signature to the form and email the form first to the sponsor and then to the participant.
 - If you do not see this form in your Active Documents folder, please contact IT.

The screenshot shows a section titled "Active Documents (Enrollment)". It contains three rows of document information. Each row includes a document icon, a title, a subtitle, a "Preview" button, and a "Merge Now" button with a right-pointing arrow. The "Merge Now" button for the first document is highlighted with a yellow border.

Document Title	Subtitle	Preview	Merge Now
PE Registration - Dig Signatures	Program Registration - Dig Sign for Sponsor and Participant	Preview	Merge Now →
PE Registration - Download - Appr Only	Program Registration - Download - Participant Sig Only	Preview	Merge Now →
PE Registration - Download for Signatures	Program Registration - Download for Signatures	Preview	Merge Now →

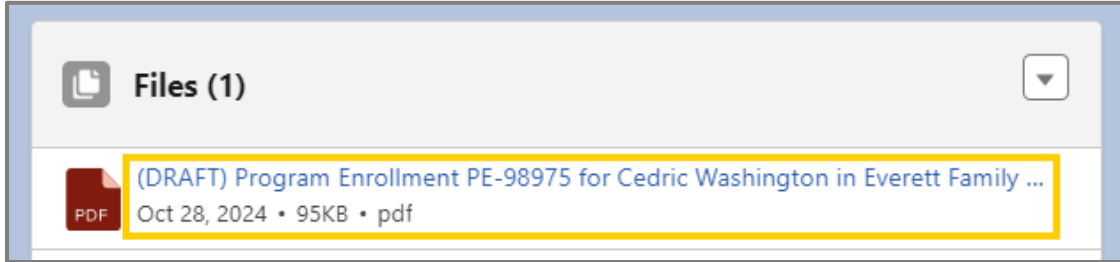
Note for Participants Aged 16 or 17: In our example, the participant is 18 years or older. However, if they are under 18, you will need to choose the **PE Registration – Download for Signatures** document to download the form. Participants, aged 16 or 17, must have their parent or guardian sign their participant form, and currently there is not a way to attach the parent or guardian’s digital signature using our Formstack service.

Clicking **Merge Now** on the Download for Signatures document will add the participant form to the Program Enrollment page’s **Files** section (it will automatically attach your signature to the form as well). From the Files section, you can download the form and email it to the sponsor, participant, and the participant’s parent or guardian. They may either:

- Handwrite their signatures and scan the form into a digital copy.
- Use Adobe Acrobat to sign the form digitally, ensuring all three signatures are attached to the same copy of the participant form.

The sponsor will email the signed form to you. After you receive it, you can upload it to the **Files** section.

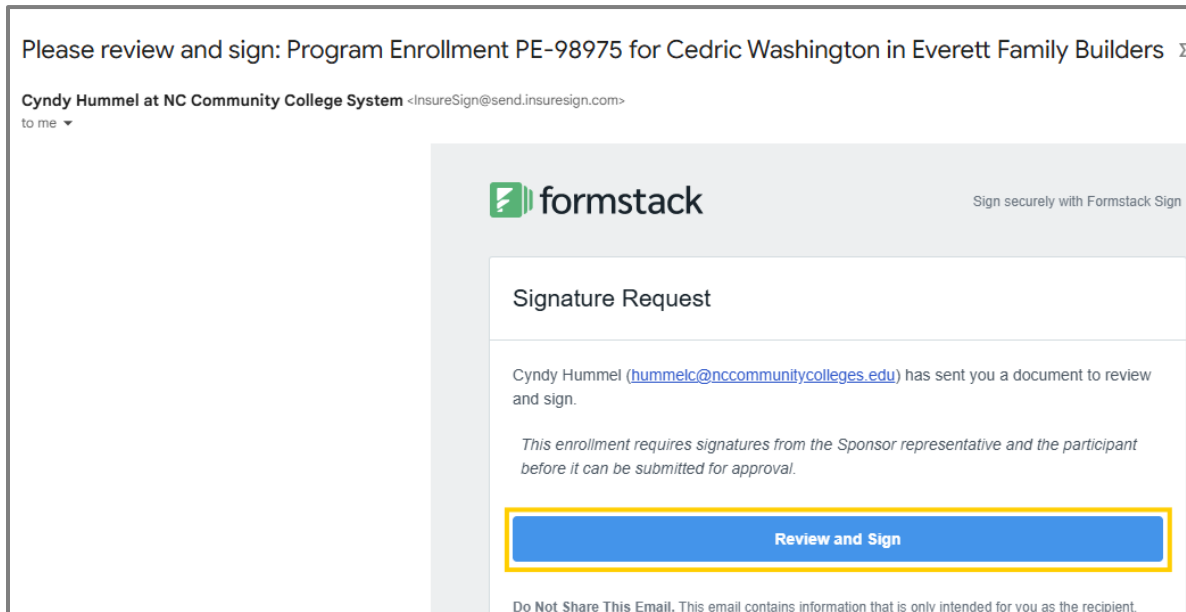
17. Clicking Merge Now will return you to the participant's Program Enrollment page. You will see the form you created in the **Files** section, with DRAFT in parentheses before the title. It will remain in Draft status until both the sponsor and participant have signed the form.





Collecting Signatures for the Participant Form

This next phase is essentially a waiting game for the consultant. However, you may receive questions from new sponsors about this process, so this section will show you:

- How the sponsors and participants will sign their participant forms
 - How you will be alerted when all signatures have been completed
1. Both the participant and sponsor will receive an email like this from Formstack. They will click the **Review and Sign** button to open the participant form.



2. Within the form, they will scroll to the bottom to add their signature (“Click to Sign”).

<p>document may be executed in counterparts, each of which will be deemed an original and all of which will constitute the same document. The parties may exchange signature pages electronically or by facsimile, and such signatures will be deemed to bind the parties to all the terms contained in this document.</p>		
<p>Signature of Participant [sig req signer2] Cedric Washington [date req signer2]</p>	<p>Signature of Sponsor or Representative  Ronnie Everett Chief Financial Officer Date: 10/28/2024 06:17 PM UTC</p>	<p>Signature of Program Consultant  James Yarley Program Consultant Date: 10/28/2024</p>
<p>Signature of Parent/Guardian, if under 18</p>	<p>Date:</p>	

3. They will select **Submit Document** within the form and on the *Consent to do business* pop-up window that appears next.

Program Enrollment PE-98975 for Cedric Washington in Everett Family Builders

Submit document

Apprenticeship Participant Registration

The program Sponsor and the Apprenticeship Participant agree to the terms of the Program Standards as amended, incorporated as part of this Registration Agreement

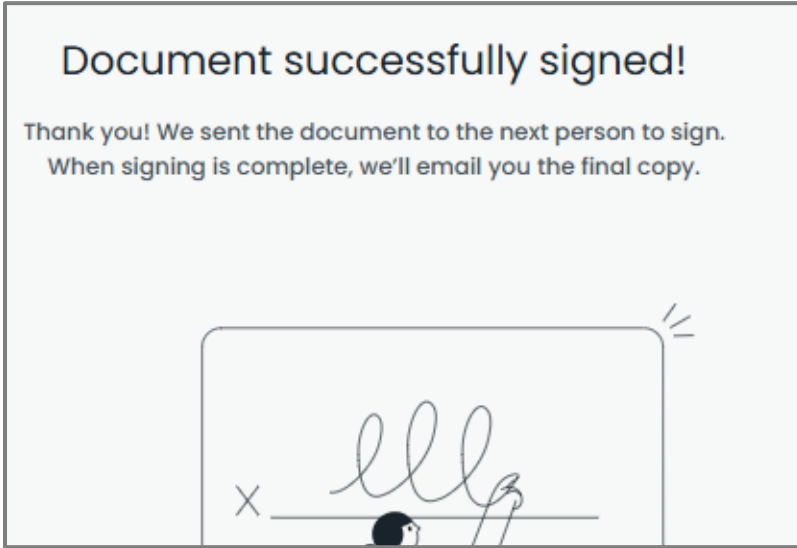
Sponsored Program: **RA-002561** Participating Employer: **AC-0160852**
Everett Family Builders **Everett Family Builders**
 Address: **2100 South Maple Street**

Consent to do business ✕

I agree to do business electronically with all parties to this document and with Formstack Sign and agree that I have reviewed the [consumer disclosures](#) related to electronic signatures.

Cancel Submit document

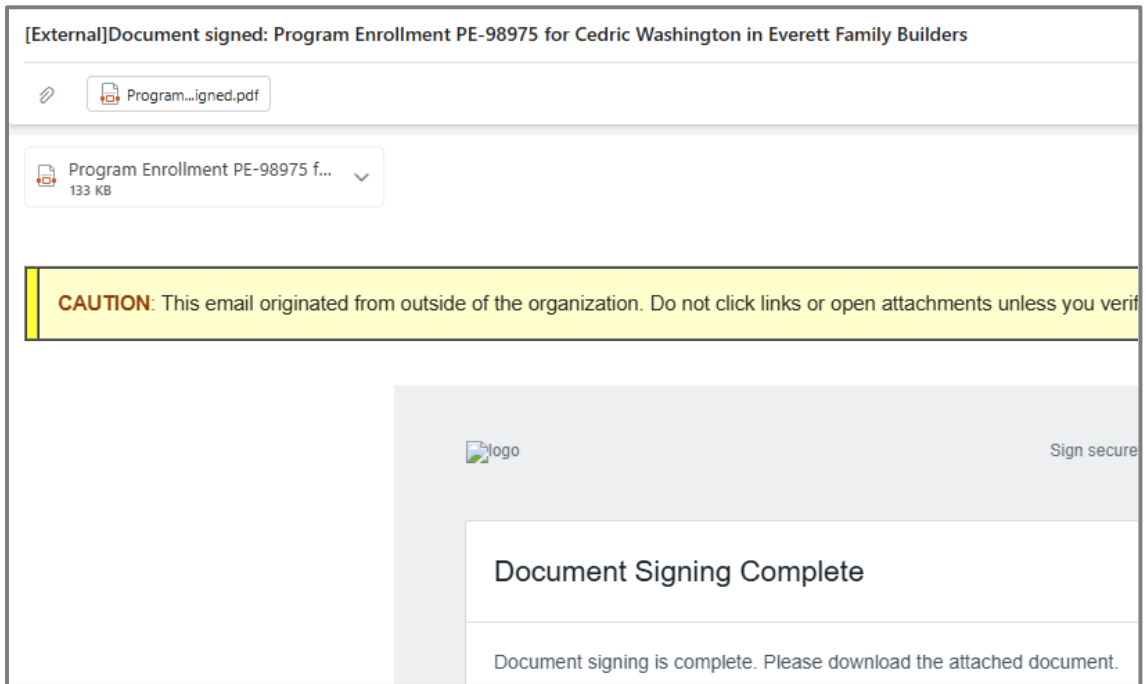
- They will see a confirmation screen that they have successfully signed their document.



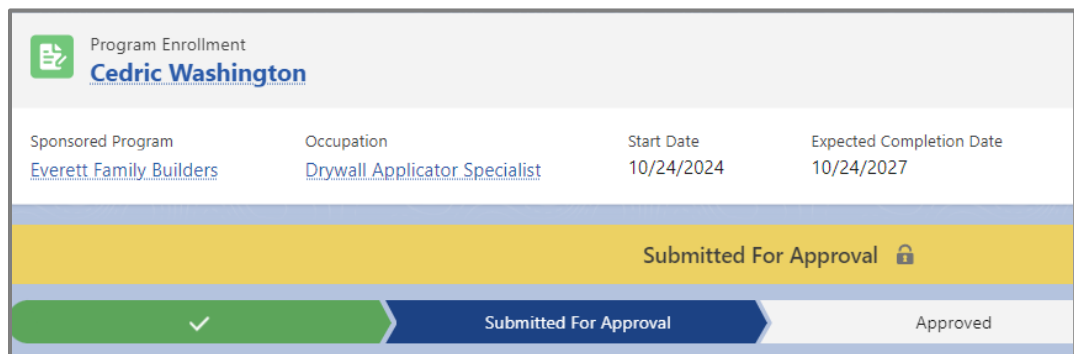
Note: Formstack will add a timestamp to the participant form when the sponsor representative and participant sign it.

<p>This document may be executed in counterparts, each of which will be deemed an original and all of which will constitute one and the same document. The parties may exchange signature pages electronically or by facsimile, and such signatures will be effective to bind the parties to all the terms contained in this document.</p>		
<p>Signature of Participant</p> <p><i>Cedric Washington</i></p> <p>Cedric Washington</p>	<p>Signature of Sponsor or Representative</p> <p><i>Ronnie Everett</i></p> <p>Ronnie Everett Chief Financial Officer</p>	<p>Signature of Program Consultant</p> <p><i>James Yarley</i></p> <p>James Yarley Program Consultant</p>
<p>Date: 10/28/2024 06:26 PM UTC</p>	<p>Date: 10/28/2024 06:25PM UTC</p>	<p>Date: 10/28/2024</p>

5. When all signatures have been completed, **you, the participant, and the sponsor representative will receive an email** informing you that all signatures have been completed for the form. The email will also include an attachment of the finished signed document. Lastly and most importantly, when all signatures are completed, NCRAN will automatically upload the completed form within the **Files** section of the Program Enrollment page and send it to the ANC System Office processors to approve the program enrollment request.



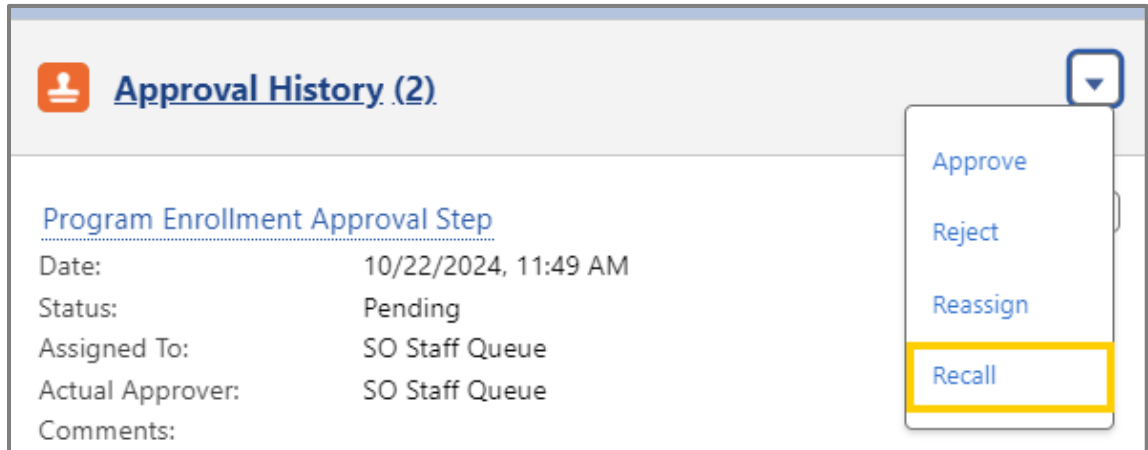
- a. If you visit your participant's **Program Enrollment** page, you will see the progress bar has changed to "Submitted for Approval."



Recalling Participant Forms with Errors

As a consultant, you may have the option to recall a participant form if you realize there are errors in it, or if the sponsor points out a mistake they made.

1. On a participant's Program Enrollment page, view the **Approval History** section.
2. Use the Approval History menu to select **Recall**.



This option allows you to pull a program request that has already been sent out to make corrections to it. After revising the request, you can webmerge it again to create a new participant form for signatures.

However, there are a couple of things to keep in mind when recalling program enrollment requests:

- Please recall documents **as quickly as you are able**. Ideally, we want to avoid the necessary parties signing the form more than once.
- After recalling a form, politely ask the sponsor to review the participant information again to help you avoid *additional* recalls. Insist that the sponsor reviews the information and confirms it is “error-free” before you webmerge a new form for signatures.

Communicating Rejections to the Sponsor

When it comes to approvals, it is not our policy to alert the sponsor when their program enrollment has been approved. The assumption is that most program enrollments will be filled out correctly, so this would be a redundant step.

You can verify if a program enrollment has been accepted by looking at the participant's **Program Enrollment** page. The status bar will indicate if the program enrollment has been approved:

Program Enrollment
Cedric Washington

Sponsored Program	Occupation	Start Date	Expected Completion Date	County Tier
Everett Family Builders	Drywall Applicator Specialist	10/24/2024	10/24/2027	2

Approved

✓ ✓ Approved

There are times when a program enrollment must be rejected. Often this occurs due to:

- A missing parent or guardian's signature for participants that were under the age of 18 when they began their program
- Other missing or false information (ex. randomly generated social security numbers)
- Too much OJL prior credit was granted to the participant

If a program enrollment you helped submit for a sponsor is rejected, you will be notified by an email from an ANC System Office processor. The email will explain the reason the program enrollment was rejected.

You will need to work with the sponsor to make the necessary corrections and resubmit the participant form.

Note: When you resubmit the form, the training start date **will change** to the date you are resubmitting the form. This will help us avoid the appearance of any backdated forms. However, the sponsor still has the option to award prior credit (up to 50% of all OJL hours) for the work the participant has done from the participant's date of hire.

If you have any questions about a program enrollment rejection, please reach out to our System Office processors.

Conclusion

This SOP provides guidance for submitting an Apprenticeship Participant Registration Form on a sponsor's behalf. It also included a list of data you must collect from the sponsor to complete this form.

As a consultant, you will complete the participant forms for sponsors who do not have access to NCRAN (sponsors with less than 5 participants in their program). If a sponsor *has* access to NCRAN, please refer them to **SOP 003 - Submitting a New Participant Registration Form in NCRAN's Community Site**, which will walk them through enrolling a new program participant using that site.