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| OFFICE OF APPRENTICESHIPBULLETIN | **NO.**2023-86 |
| **DATE**June 30, 2023 |

**TO:** NATIONAL APPRENTICESHIP SYSTEM STAKEHOLDERS

 OFFICE OF APPRENTICESHIP STAFF

 STATE APPRENTICESHIP AGENCIES

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

 Administrator, Office of Apprenticeship

**SUBJECT:** Revision to Appendix A National Standards of Apprenticeship for Apprenti.

1. **Purpose.** To inform the staff of OA, State Apprenticeship Agencies (SAA), Registered Apprenticeship program sponsors and other Registered Apprenticeship partners of a revision to Appendix A to include the occupation listed below to Apprenti.
2. **Action Requested.** This bulletin is being provided to OA staff for informational purposes only. The Region VI, Regional Office will be responsible for maintenance and technical assistance regarding this program.
3. **Summary and Background.**
	1. Summary – This revision to Appendix A, to the National Standards of Apprenticeship, was submitted by Ms. Andrea Anderson, Senior Director, Program Development, on behalf of the Apprenti, were processed by Kirk A. Jefferson and approved by the OA Administrator on May 30, 2023.
	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. **Revision to Appendix A.** This revision to Appendix A, to the National Standards of Apprenticeship for Apprenti for the following occupation will be serviced by the Region VI, Regional Office of Apprenticeship:

Customer Success Manager

(Existing Title: Customer Service Tech Support)

O\*NET-SOC CODE: 15-1232.00

RAPIDS CODE: 3031CB

1. **Inquiries.** If you have any questions, please contact Douglas Howell, California State Director, at Howell.douglas@dol.gov.
2. **Attachments.** None.