



Apprenticeship Guide

Your Complete Handbook for a Successful Apprenticeship

U.S. Department of Labor National Registered Apprenticeship Program
thebecomingproject.org

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Welcome to The Becoming Project

You made it.

Getting here was not easy. You applied, you were selected, and you committed to a journey that will reshape your professional life. That takes courage — and we do not take it lightly.

The Becoming Project is a U.S. Department of Labor National Registered Apprenticeship Program. For sixteen years, we have been building one of the most rigorous and supportive Salesforce career development programs in the country. More than 700 people have walked this path before you, and today they are working as Salesforce Administrators, App Developers, Cloud Consultants, and Solutions Architects at organizations across the country.

That is your destination. This guide is your map.

How to Use This Guide

This handbook covers everything you need to know about how your apprenticeship works — from your daily responsibilities to your monthly OJT requirements, from how to prepare for certifications to how to activate your career tools. Read it once all the way through before your program begins, then keep it as a reference you return to throughout your journey.

If you ever have a question that this guide does not answer, your Program Advisor is your first point of contact. Their information is in your welcome email and in the Participant Portal.

OUR PROMISE TO YOU

TBP will support you every step of the way. But the work is yours to do. Show up, stay consistent, be honest about your challenges, and ask for help when you need it. That is the formula that has worked for 700 people before you.

Understanding Your Apprenticeship

What Is a Registered Apprenticeship?

A registered apprenticeship is a structured, employer-sponsored work-based learning program officially recognized and registered with the U.S. Department of Labor (DOL). It is not an internship. It is not a short course. It is a formal career credential that combines:

Component	What This Means for You
On-the-Job Training (OJT)	Hands-on Salesforce work performed at your employer partner's organization, measured in documented hours toward your program total.
Related Technical Instruction	Your TBP coursework: live classes, self-paced modules, assignments, and certification preparation delivered through the TBP curriculum.
Competency-Based Progression	You advance by demonstrating specific Salesforce skills to your employer supervisor — not just by showing up. Skills are documented through a formal sign-off process.
Industry-Recognized Credential	Upon completion, you receive a DOL Certificate of Completion — a nationally recognized credential that validates your apprenticeship journey alongside your Salesforce certifications.

Your Program Type

TBP offers three registered apprenticeship tracks. Your specific program was confirmed at enrollment. Here is an overview of all three:

Program	OJT Hours Required	Core Certifications	Target Role
Salesforce Specialist	2,000 hours	Salesforce Administrator + Advanced Administrator	Salesforce Admin, Business Analyst, System Analyst
Salesforce App Developer	3,000 hours	Platform App Builder + Platform Developer I	Salesforce Developer, Technical Consultant, Solution Architect

Program	OJT Hours Required	Core Certifications	Target Role
Junior Cloud Engineer	2,000 hours	Salesforce Administrator + AI Associate	Cloud Administrator, Platform Analyst, Junior Cloud Engineer

FIND YOUR TRACK

Your specific program, OJT hour requirement, and target certifications are listed on the Overview tab of your Participant Portal. If anything looks incorrect, contact your Program Advisor immediately.

The Three-Party Agreement

Your apprenticeship is governed by a Three-Party Apprenticeship Agreement — a DOL-required document signed by three parties: you, your employer partner, and TBP. This agreement establishes:

- The program structure, duration, and OJT hour requirement
- Your employer's obligation to provide supervised, Salesforce-relevant work experience
- TBP's obligation to deliver curriculum, manage compliance, and support your career development
- Your obligation to participate in good faith, submit OJT logs on time, and maintain professional standards in the workplace

You will be asked to review and sign this agreement digitally through the Participant Portal. Read it carefully before signing. If you have questions, ask your Program Advisor before you sign — not after.

IMPORTANT

The Three-Party Agreement is a legal document. Once signed, it is a binding commitment. If your circumstances change significantly during the program — job loss at your employer, relocation, major health situation — contact TBP immediately. Do not disappear. We will work with you.

Your Program Team

You are not alone in this. You have a team of people whose job is to help you succeed. Here is who they are and what they do:

Who	Role	When to Reach Out
Program Advisor	Your primary TBP contact. Manages your curriculum, tracks your progress, answers questions, and advocates for you throughout the program.	Anytime — for academic questions, OJT concerns, career guidance, personal challenges affecting your program, or just a check-in.
Staff Coordinator	Manages program operations: employer relationships, compliance documentation, certifications, billing, and DOL reporting.	For administrative questions: OJT log corrections, certification verification, employer assignment issues, or compliance documentation needs.
Employer Supervisor	Your day-to-day manager at your employer partner. Verifies your OJT hours each month and signs off on competencies as you demonstrate them.	For work-related questions, OJT log accuracy, competency demonstrations, and quarterly evaluations. This is your on-site mentor.
TBP Founder/CEO	Leads the organization, sets program direction, and represents TBP to the DOL and the broader Salesforce community.	For escalated concerns or program-level feedback. Your Advisor or Coordinator is almost always the right first call.

Your Program Advisor: Your Most Important Relationship

Of everyone on your team, your Program Advisor is your most consistent point of support. They will monitor your progress in real time, reach out when they notice you falling behind, and celebrate with you when you hit milestones.

Here is how to make this relationship work:

- ✓ Respond to your Advisor's messages within 48 hours. Silence is never the right answer.
- ✓ Be honest about challenges — academic, professional, or personal. They cannot help you if they do not know what is happening.

- ✓ Come to check-ins prepared. Know your current OJT hour count, which assignments are pending, and what you are studying for certification.
- ✓ If you need to miss a session or submit a log late, tell your Advisor proactively. Surprises are harder to fix than requests made in advance.

The Participant Portal

The TBP Participant Portal is your digital home for everything related to your program. You will use it every day — or close to it. Understanding it well from the start will save you time and reduce stress throughout your apprenticeship.

Log in at: portal.thebecomingproject.org using the email and temporary password sent in your welcome email. You will be prompted to set a permanent password on your first login.

What You Can Do in the Portal

Portal Section	What You Will Find There
Dashboard	Your personalized program overview: progress percentage, OJT hours logged, upcoming sessions, action items, and your most recently earned badge.
Progress	Detailed breakdown of your completion across OJT hours, competencies, assignments, and certifications. Your program milestone timeline lives here.
Curriculum	Your full week-by-week training schedule. Access session details, download materials, join Zoom links, and view session recordings when available.
Assignments	All your program assignments organized by status: Upcoming, Due Soon, Submitted, Graded, and Overdue. Submit your work directly in the portal.
OJT Logs	Submit your monthly OJT logs, track verification status, view your running hour total, and resubmit any logs returned for correction.
Competencies	View all work process competencies for your program, track which are signed off vs. still needed, and request sign-offs from your supervisor.
Cert Prep	Your certification roadmap, study resources organized by topic, practice exams, score history, and the voucher request tool.
Career Tools	Resume builder, LinkedIn optimization guide, mock interview practice library, career readiness score, and your job application history.
Job Board	Active job postings from TBP employer partners. Browse, save, and apply directly through the portal.

Portal Section	What You Will Find There
Messages	Communicate directly with your Program Advisor through the portal. Messages are archived permanently so you can always reference past conversations.
Resources	Study guides, career templates, program documents, and materials uploaded by your instructor or advisor.

MOBILE-FRIENDLY

The Participant Portal works on your phone. If desktop access is limited, you can submit OJT logs, check your schedule, read messages, and access resources entirely from your mobile browser.

On-the-Job Training (OJT)

On-the-Job Training is the core of your registered apprenticeship. It is where your classroom learning meets real-world practice. It is also where DOL compliance lives — and getting it right matters more than almost anything else in your program.

What OJT Is

OJT is supervised, paid work that you perform at your employer partner's organization in a Salesforce-related capacity. Not all work counts equally. OJT hours must be:

- ✓ Performed at or on behalf of your employer partner in a Salesforce-related context
- ✓ Supervised by a qualified employer supervisor (not self-directed study)
- ✓ Documented in a monthly log that your supervisor verifies
- ✓ Consistent with the work process competencies defined for your program

WHAT DOES NOT COUNT AS OJT

Personal Trailhead study done independently, attending TBP live classes, self-paced TBP coursework, or any work performed outside of your employer partner arrangement. These activities are important — they just count toward your Related Technical Instruction, not your OJT hours.

How Many Hours You Need

Program	Total OJT Hours Required	Typical Duration
Salesforce Specialist	2,000 hours	Approximately 12–18 months at 20–40 hrs/week
Salesforce App Developer	3,000 hours	Approximately 18–24 months at 20–40 hrs/week
Junior Cloud Engineer	2,000 hours	Approximately 12–18 months at 20–40 hrs/week

Your specific weekly hours are agreed upon in your Three-Party Agreement. The exact number may vary by semester or by arrangement with your employer — but the total must be met to complete the program.

The Monthly OJT Log: Your Most Important Recurring Task

Every month, you must submit an OJT log documenting the hours you worked and the activities you performed. This is a DOL compliance requirement. Missing a log or submitting late affects your program standing and can jeopardize your apprenticeship.

Log Deadline

OJT logs for the prior month are due by the 5th of each calendar month.

Period	Log Due By
January 1–31	February 5
February 1–28/29	March 5
March 1–31	April 5
<i>(And so on for every active month of your apprenticeship)</i>	5th of the following month

What to Include in Your OJT Log

Your OJT log has four required components:

#	Field	What to Write
1	Reporting Period	The calendar month and year covered by this log (pre-filled — confirm it is correct before submitting).
2	Total Hours	The number of OJT hours you worked this month. Enter a whole number (e.g., 160). Maximum: 240 hours per month. Minimum: 1 hour.
3	Work Activities	A written description (minimum 100 characters) of what Salesforce work you actually performed this month. Be specific. "I worked on Salesforce" is not acceptable. "I built and deployed a screen Flow to automate the new customer onboarding process, configured field-level security for the Finance team, and troubleshoot a validation rule issue on the Opportunity object" is exactly right.

#	Field	What to Write
4	Competency Areas	Select all work process competency areas that your activities this month covered. You can select more than one. This connects your work experience to your formal competency framework.

After filling out all four fields, you will be asked to check a DOL certification oath affirming that the information is accurate and complete. Check it carefully – this oath carries legal weight.

What Happens After You Submit

Once you submit your log, it goes to your employer supervisor for verification. Here is the verification timeline:

Timeframe	What Happens
Days 1–2	Your supervisor reviews the log. Expected verification timeline: 2 business days.
Day 5	If not yet verified, TBP sends your supervisor an automated reminder.
Day 10	If still unverified, TBP staff intervenes directly with the employer. This is not your fault — but you should let your Advisor know if verification seems to be stuck.
Returned	If your supervisor finds an error, they return the log with a note explaining what needs to be corrected. You will receive a notification. Edit and resubmit promptly.
Verified	Once your supervisor approves, the hours are officially added to your running total and the log is permanently locked. Green check in your portal.

What Happens If You Miss the Deadline

Missing the OJT log deadline is the most common reason apprentice standing changes to "Hours Overdue." Here is exactly what happens:

1. You receive an in-portal and email reminder 7 days before the deadline (the 29th or 30th of each month).
2. You receive a second reminder 2 days before the deadline (the 3rd of each month).

3. If you miss the 5th, your log status for that period is marked "Missing" — visible on the TBP compliance matrix.
4. Your program standing changes to "Hours Overdue."
5. Your Program Advisor reaches out directly.
6. You can still submit the log late — it will be accepted, marked late, and sent for verification. Verified late logs count toward your total. The standing issue is resolved once the log is verified.

REPEATED LATE LOGS

One late log is a warning. A pattern of late or missing logs can result in your standing being changed to "Probation" and may affect your program completion timeline. If life events are making it hard to stay on top of logs, talk to your Advisor before it becomes a pattern — not after.

OJT Hour Milestones

As you accumulate verified OJT hours, you hit milestones that are formally recognized in the Participant Portal with badges:

Hours Verified	Badge Earned	What It Means
500 hours	500 Hours Strong	You are a quarter of the way through a 2,000-hour program. Momentum is real.
1,000 hours	Halfway Hero	You are halfway. This is where apprentices who are going to finish separate from those who are not.
1,500 hours	1,500 Hour Milestone	Three-quarters done. The finish line is visible.
Program total	Program Completion	All OJT hours verified, all competencies signed off, all program requirements met. You are done.

Work Process Competencies

In addition to accumulating OJT hours, you must demonstrate specific Salesforce skills called Work Process Competencies (WPCs). These are the formal record of what you can actually do — not just how long you have been showing up.

What Competencies Are

Work Process Competencies are defined skill areas specific to your program track. They are organized into categories (A, B, C, etc.) and cover the full range of Salesforce capabilities expected of a professional in your target role.

Examples of competency categories include:

- Data Management (building objects, fields, relationships, data import/export)
- Automation (Process Builder, Flow, approval processes, validation rules)
- Security & Access (profiles, permission sets, field-level security, sharing rules)
- Reporting & Dashboards (report types, filters, formulas, dashboard components)
- Sales & Service Cloud (lead management, case management, service console)
- Application Development (custom apps, Lightning pages, App Builder)

Your full competency list is in the Competencies section of your Participant Portal, organized by category and linked to descriptions of what demonstrating each skill looks like in practice.

How Competencies Are Signed Off

Competencies cannot be self-reported. Each competency must be observed and signed off by one of the following:

- ✓ Your authorized employer supervisor (most common — happens in the flow of your daily work)
- ✓ A TBP Staff Coordinator or Advisor (may occur during site visits or when employer access is limited)

When your supervisor observes you successfully performing a task that demonstrates a competency, they log the sign-off in the Employer Portal. They record: the date they observed it, their assessment level (Partially Demonstrated or Fully Demonstrated), and optional notes about the context.

Partially Demonstrated vs. Fully Demonstrated

Status	What It Means
Not Started	No sign-off recorded yet. Your supervisor has not yet observed you performing tasks related to this competency.
Partially Demonstrated	Your supervisor has observed you beginning to develop this skill but you have not yet shown full proficiency. This is progress, not failure. Continue working toward full demonstration.
Fully Demonstrated	Your supervisor has observed you performing this skill with full competency. This sign-off is permanent and cannot be changed. This competency is complete.

How to Accelerate Your Competency Progress

Waiting for your supervisor to notice what you are doing is the slow path. Here is how the most successful TBP apprentices move through their competency list:

7. Review your full competency list at least once a month. Know which ones are Not Started.
8. Look for work assignments that naturally align with "Not Started" competencies. Ask your supervisor to assign you tasks in these areas.
9. When you believe you have demonstrated a competency, tell your supervisor and request a sign-off directly from the Participant Portal ("Request Sign-Off" button on the competency card).
10. Bring your competency list to your quarterly evaluation and use it as a conversation guide about your development plan.

THE CONNECTION BETWEEN OJT AND COMPETENCIES

Every month when you submit your OJT log, you select which competency areas your work covered. Over time, this builds a picture of which competencies you are getting exposure to. If your OJT descriptions consistently reference the same areas month after month, that is a signal to intentionally pursue work in the gaps.

Your Training Curriculum

Your TBP curriculum is the academic backbone of your apprenticeship — the structured coursework that builds your Salesforce knowledge alongside your practical OJT experience. Think of it as your classroom running in parallel with your job.

Types of Curriculum Sessions

Session Type	Format	What to Expect
Live Class	Zoom, scheduled day/time	Instructor-led session with live Q&A. Attendance expected. Recordings posted afterward.
Self-Paced Module	Trailhead or TBP-assigned materials	Complete on your own schedule by the assigned due date. Trailhead badges are your completion proof.
Assessment	In-portal submission or Trailhead	Knowledge checks and practical skills demonstrations. Scored and returned with feedback.
Coaching Session	Zoom, scheduled with your Advisor	One-on-one time with your Advisor to review progress, work through challenges, and plan next steps.

Attendance and Participation

Live class attendance is expected. Here is why it matters beyond the obvious:

- Your instructor builds each session on prior material. Missing a class means missing context that carries forward.
- Questions you ask in class often reflect questions your peers have too — your participation makes the class better for everyone.
- Your Advisor reviews attendance data. Consistent absences trigger a check-in before they become a pattern.

If you need to miss a live class, inform your Advisor in advance if at all possible. Watch the recording before the next session. Catch up on any discussion that occurred.

Assignments

Assignments are how your instructor measures your understanding of the curriculum material.

They vary by type and length depending on the week and your program track. Here is what you need to know:

- ✓ Assignment details, due dates, and submission instructions are in the Assignments section of your portal.
- ✓ Submit assignments before the due date. Late submissions are accepted but marked "Late."
- ✓ You are never blocked from submitting late — turning in late work is always better than not submitting at all.
- ✓ Grades and instructor feedback are posted in the portal. Check them — feedback is how you improve.
- ✓ If you believe a grade is incorrect, message your Advisor from the assignment detail page.

YOUR TRAILHEAD PROFILE

Many assignments involve completing specific Trailhead modules or trails. When you submit your Trailhead profile URL in the portal, your instructor can verify your badges directly. Keep your Trailhead profile updated and ensure your public profile is visible.

Staying on Track Academically

Your overall score in the program reflects your assignment performance. Here is how it works:

- Each graded assignment contributes to your overall score.
- Your overall score is visible on the Overview tab of your participant profile.
- Assignments graded 95% or above in any calendar month may qualify you for the "Top of Class" badge.

If your academic performance is suffering, do not wait until you feel desperate to reach out. Your Advisor's job is to help you course-correct before a bad week becomes a bad month. The earlier you communicate, the more options you have.

Salesforce Certifications

Certifications are the external validation of your skills — the credentials that employers recognize, that open doors to interviews, and that demonstrate to the world that your knowledge is real and tested. Earning certifications is one of the most important things you will do in this program.

Your Certification Roadmap

Your program track defines which certifications you are expected to earn. TBP supports your certification preparation through the Cert Prep Center in the Participant Portal and covers your exam fees through the voucher program. Here is the standard roadmap:

Program Track	Primary Certification	Additional Certification(s)
Salesforce Specialist	Salesforce Administrator	Advanced Administrator
Salesforce App Developer	Platform App Builder	Platform Developer I
Junior Cloud Engineer	Salesforce Administrator	Salesforce AI Associate

You are encouraged — not just permitted — to pursue additional certifications beyond these minimums. Every certification you earn increases your market value and can appear on your Participant Portal profile.

The Cert Prep Center

The Cert Prep Center in your Participant Portal is your structured study hub. It includes:

- A certification roadmap showing which certs to pursue in which order
- Study resources organized by topic area and linked directly to Trailhead modules, study guides, and community resources
- Practice exams that simulate the format and difficulty of the real Salesforce certification exam
- Your score history across all practice attempts, charted over time so you can see your improvement
- A readiness indicator that tells you when you are consistently scoring 80%+ and may be ready to sit the real exam

The Exam Voucher Program

TBP covers your Salesforce exam fees through the exam voucher program. Here is how it works:

11. Study using the Cert Prep Center resources and take practice exams.
12. When you are consistently scoring 80% or higher on practice exams, you are eligible to request a voucher.
13. Click "Request Voucher" in the Cert Prep Center, select your target exam, and enter your preferred exam date.
14. TBP processes your request and emails your voucher code within 24 hours.
15. Use the voucher code when scheduling your exam at Trailhead Academy or a Pearson VUE testing center.
16. After passing, log your certification in the portal. TBP staff will verify it within 48 hours.

80% PRACTICE SCORE REQUIREMENT

Voucher requests are only processed when your highest practice score for that exam is 80% or above. This is not a bureaucratic rule — it is a protection. The Salesforce certification exam is challenging. Attempting it before you are ready wastes your time and our resources. Use the practice tools seriously.

Logging a Passed Certification

When you pass a Salesforce certification exam, log it in the portal as soon as possible:

17. Navigate to Cert Prep in your portal.
18. Click "Log a Certification."
19. Select the certification name, enter the date you passed, and optionally enter your score and Salesforce credential verification ID.
20. Upload a photo or PDF of your certificate.
21. Submit — TBP staff will verify the record within 48 hours.

Once verified, the certification appears on your profile with a "Verified" badge, updates your program completion metrics, and triggers the "Certified!" badge in your achievements.

Preparing Effectively

Certification exams are not easy. The most successful TBP apprentices approach them with a system:

- ✓ Complete all assigned Trailhead modules for the target certification before taking practice exams.
- ✓ Use the official Salesforce Study Guide alongside Trailhead (downloadable free from Trailhead Academy).
- ✓ Take your first practice exam cold — before heavy studying — to see your baseline.
- ✓ Review every wrong answer in detail. Do not just note the score; understand why each missed question was wrong.
- ✓ Study in focused 45–60 minute blocks rather than long marathon sessions.
- ✓ Schedule your real exam as soon as you consistently hit 80%+ on practice runs. Having a date creates urgency.

Quarterly Evaluations

Four times a year, your employer supervisor completes a formal performance evaluation covering your technical skills, professional development, and overall progress. These evaluations are a critical part of your apprenticeship record and a valuable source of feedback.

What Is Evaluated

Dimension	Score Scale	What Your Supervisor Is Assessing
Technical Skills	1–4	Your Salesforce proficiency — are you growing? Can you handle increasingly complex tasks?
Professional Skills	1–4	Communication, reliability, initiative, and workplace conduct. How do you show up as a professional?
Learning Agility	1–4	How quickly do you absorb new concepts and apply them? Do you ask good questions?
Overall Performance	1–4	Your supervisor's holistic assessment of how you are performing as an apprentice and as a team member.

The four-point scale means: 1 = Needs Improvement, 2 = Meets Expectations, 3 = Exceeds Expectations, 4 = Outstanding.

How to Get the Most from Evaluations

Evaluations are not done to you — they are done with you, at least in spirit. Here is how to make them work in your favor:

- ✓ Before each evaluation period, review your own performance honestly. What are you proud of? Where do you know you have fallen short?
- ✓ Talk to your supervisor in advance. Check in regularly, not just when evaluations are due. Supervisors who know you well write better evaluations.
- ✓ If you receive a score of 1 on any dimension, do not be defensive. Ask your supervisor what "Meets Expectations" looks like in that area and set a concrete plan to get there.
- ✓ Your Program Advisor sees evaluation scores. A "Needs Improvement" score will prompt a conversation with your Advisor — that is a feature, not a punishment.

SELF-ADVOCACY

Before your supervisor's evaluation window opens, send them a brief message highlighting the work you're proudest of from the past quarter. This is not bragging — it is helping a busy professional remember the full scope of your contributions when they sit down to fill out a form.

Your Program Standing

Your program standing is a real-time indicator of where you are in relation to your apprenticeship requirements. It is visible to you and to TBP staff. Understanding what each standing means — and how to maintain or improve yours — is essential.

Standing	What It Means	What to Do
Good Standing	All OJT logs for elapsed months are submitted and verified (or in active verification). You are on track.	Keep doing what you are doing. Stay consistent.
Hours Overdue	One or more OJT logs for elapsed months have not been submitted. Your hour count is falling behind.	Submit the missing log(s) immediately. Contact your Advisor.
Probation	A pattern of non-compliance, a significant performance concern, or a workplace issue has been identified by TBP staff. This is a formal flag.	Meet with your Advisor as soon as possible. A corrective action plan will be developed.
Completed	All OJT hours are verified, all competencies are signed off, and all program requirements are met. Congratulations.	Connect with your Advisor about your DOL Certificate of Completion and career next steps.

Maintaining Good Standing

The formula for maintaining Good Standing is simple in theory and requires discipline in practice:

- ✓ Submit your OJT log every month by the 5th.
- ✓ Keep your employer supervisor informed so they can verify promptly.
- ✓ Stay current on coursework and do not let assignments pile up.
- ✓ Communicate with your Advisor whenever something is off — in work, in life, or in your head.

If You Are Placed on Probation

Probation is not the end. It is a formal signal that something needs to change and that TBP is paying close attention. If you are placed on probation:

- 22.** You will receive a notification in the portal and your Advisor will reach out directly.
- 23.** A meeting will be scheduled to discuss the specific concern and develop a corrective action plan.
- 24.** The plan will include concrete, measurable steps you need to take and a timeline.
- 25.** Your Advisor will check in more frequently during the probation period.
- 26.** Successful completion of the corrective action plan returns you to Good Standing.

Probation is most commonly triggered by persistent OJT log failures or a significant performance concern raised by an employer supervisor. In most cases, it is entirely resolvable with commitment and transparency.

Building Your Career

Completing your apprenticeship is the goal. Landing a great Salesforce career is the mission. TBP builds career development tools directly into your program — not as an afterthought, but as an integral part of your journey from Day 1.

Career Readiness Tools in Your Portal

Resume Builder

The Resume Builder in your portal provides a structured, Salesforce-specific guide to building a strong professional resume. It includes:

- Section-by-section writing guidance tailored to Salesforce career changers
- Examples of strong resume language for Salesforce professionals
- A completion checklist that tracks which sections you have finished
- A "Get Feedback" button that sends your resume directly to your Advisor for review

LinkedIn Profile Guide

Your LinkedIn profile is often the first thing a potential employer sees before they ever meet you. The LinkedIn guide in your portal walks you through:

- How to write a compelling headline that reflects your Salesforce specialization
- How to write an About section that tells your career change story effectively
- How to feature your TBP apprenticeship, certifications, and Trailhead rank
- How to optimize your profile for Salesforce recruiter searches

When your profile is complete, you will be asked to provide consent to share it with TBP employer partners. Sharing consent is how you enter the talent pipeline — which is the primary pathway to employer introductions and job interviews.

Mock Interview Practice

The Mock Interview section gives you a library of common Salesforce interview questions organized by topic. You can:

- Practice answering questions in writing and submit for Advisor review and feedback
- Request a live video mock interview session with your Advisor

- Track which question categories you have practiced and which remain

Completing all categories advances your career readiness score and qualifies you for the "Job Ready" badge.

Career Readiness Score

Your Career Readiness score in the portal tracks nine specific milestones that signal you are ready to enter the job market:

#	Milestone	How to Complete It
1	Resume Complete	Finish all sections of the Resume Builder in the portal.
2	LinkedIn URL Submitted	Enter your LinkedIn profile URL in the Career Tools section.
3	Pipeline Sharing Consented	Check the consent box authorizing TBP to share your profile with employer partners.
4	At Least 1 Certification Earned	Log and verify your first Salesforce certification.
5	All Mock Interview Categories Practiced	Complete at least one written practice response in every topic category.
6	Mock Interview Session Completed	Schedule and complete a live mock interview with your Advisor.
7	75%+ OJT Hours Verified	Reach and maintain 75% or more of your program hour requirement in verified status.
8	Job Application Submitted	Apply to at least one position through the TBP Job Board.
9	Advisor Career Clearance	Your Advisor manually marks you as career-ready based on their overall assessment.

Completing all nine milestones earns the "Job Ready" badge — one of the most meaningful achievements in the program.

The Job Board

The TBP Job Board in your Participant Portal lists active positions posted by TBP employer partners and approved organizations. Here is how to use it effectively:

- ✓ Browse postings regularly — new roles are added as employer partners post them and do not always stay open long.
- ✓ Filter by job type, location, and required skills to surface the most relevant matches.
- ✓ Each posting shows a "Match Score" — a quick indicator of how well your certifications and program align with the role's requirements.
- ✓ Apply directly through the portal with a brief cover note. Your Advisor is notified when you apply.
- ✓ Track the status of all your applications in the Applications tab.

The Talent Pipeline

When you approach the final 25% of your program hours, your Advisor will reach out to discuss adding you to the TBP Talent Pipeline — a curated collection of near-graduate and recent graduate profiles that employer partners browse when hiring.

To enter the pipeline, you must:

- ✓ Give explicit consent to share your profile with employer partners
- ✓ Have your LinkedIn profile URL submitted and complete
- ✓ Have at least one verified Salesforce certification

Your pipeline profile includes your first name, last initial, program track, certifications, availability date, and a professional summary written by you and reviewed by your Advisor. Employer partners see your profile according to their tier: Platinum partners get 30 days of exclusive access, Gold partners get 14 days early, and Silver/Bronze partners see your profile on the public release date.

Achievement Badges

TBP uses a badge system to formally recognize milestones throughout your program. Every badge you earn is permanently recorded on your participant profile and visible in the Milestones section of your portal.

Badge	How to Earn It
First Day Strong	Complete your first-login welcome profile in the Participant Portal.
SF Basics Graduate	TBP staff marks your pre-apprenticeship program (6-Week or 10-Week) as complete.
Apprentice Activated	Your Three-Party Apprenticeship Agreement is signed and your apprenticeship officially begins.
Certified!	Any Salesforce certification record you log is verified by TBP staff.
500 Hours Strong	Your cumulative verified OJT hours reach 500.
Halfway Hero	Your cumulative verified OJT hours reach 1,000.
1,500 Hour Milestone	Your cumulative verified OJT hours reach 1,500.
Flow Master	Your supervisor signs off on the Flow Builder competency as Fully Demonstrated.
Top of Class	Your assignment overall score averages 95% or higher for any complete calendar month.
Advanced Admin Certified	Your Salesforce Advanced Administrator certification is verified by TBP staff.
Job Ready	All nine Career Readiness milestones are complete, including Advisor clearance.

New badges trigger a celebratory notification in your portal. The most recently earned badge is displayed prominently on your Dashboard so that every time you log in, you see your most recent achievement.

Your Rights and Responsibilities

Your apprenticeship involves formal rights and responsibilities defined by the U.S. Department of Labor and TBP's program policies. Understanding both protects you and helps you be the kind of apprentice that employers want to hire and TBP is proud to graduate.

Your Rights as a Registered Apprentice

- ✓ You have the right to a safe, non-discriminatory work environment at your employer partner.
- ✓ You have the right to accurate documentation of your OJT hours and competency sign-offs.
- ✓ You have the right to access your own program records at any time (FERPA). Request a records export from your portal Settings page.
- ✓ You have the right to be heard. If you have a concern about your employer, your supervisor, or TBP's handling of your program, there is a formal grievance process (see Section 14).
- ✓ You have the right to receive your DOL Certificate of Completion upon successfully meeting all program requirements.
- ✓ You have the right to be paid for your work at your employer partner. Apprenticeship labor is compensated employment — you should receive regular wages for all documented OJT hours.

Your Responsibilities as a Registered Apprentice

- ✓ Submit your OJT log every month by the 5th. No exceptions without prior notification to your Advisor.
- ✓ Perform your work at the employer partner in good faith — with effort, honesty, and a learning mindset.
- ✓ Maintain professional standards in the workplace: punctuality, communication, reliability, and respect for your colleagues.
- ✓ Keep your TBP curriculum current: attend sessions, complete assignments, and prepare for certifications.
- ✓ Communicate proactively with your Advisor when challenges arise — before they become crises.
- ✓ Protect the confidentiality of your employer's proprietary information and client data as you would in any professional role.
- ✓ Represent TBP honorably. How you show up at your employer reflects on every apprentice who comes after you.

FERPA: Your Educational Privacy Rights

Because TBP is an educational program, your records are protected under the Family Educational Rights and Privacy Act (FERPA). Practically, this means:

- TBP staff can access your records for program management purposes.

- Your employer partner can see your program-relevant information (OJT logs, competency status, evaluation history, certifications) — but not your personal notes, emergency contacts, or internal staff comments.
- TBP will not share your records with third parties outside the program without your explicit written consent.
- You can request a complete copy of your educational records at any time through the portal Settings page.

Program Policies

Communication Policy

Professional communication is a workplace skill — and TBP holds it to a professional standard throughout your program.

- All formal program communications occur through the Participant Portal messaging system. Keep your contact information current so you receive email notifications.
- Respond to messages from your Advisor within 48 hours. If you cannot respond substantively within 48 hours, acknowledge receipt and give an estimated time.
- In urgent situations (OJT deadline, workplace conflict, health emergency), contact your Advisor immediately rather than waiting for a scheduled check-in.

Attendance Policy

Attendance at live curriculum sessions is expected. If you must miss a session:

27. Notify your Advisor before the session if at all possible.
28. Watch the session recording before the next class.
29. Review any in-session content that you missed.

A pattern of absences without communication will trigger a standing review. Attendance is tracked and reported.

Academic Integrity Policy

Your assignments, OJT logs, and certification submissions must be your own honest work. Submitting fabricated OJT hours, falsifying competency demonstrations, or misrepresenting credentials is a violation of your Three-Party Agreement and may constitute fraud under DOL regulations.

ZERO TOLERANCE

TBP has zero tolerance for fraudulent OJT reporting. If you are having a month where your hours are genuinely lower than expected, log what is real. Talk to your Advisor. We will work with you. Falsification is the one thing we cannot fix.

Workplace Conduct Policy

As an apprentice, you are simultaneously a TBP program participant and an employee of your employer partner. The workplace conduct standards of your employer apply in full. Additionally, TBP expects:

- Professional conduct toward colleagues, supervisors, and TBP staff at all times.
- Timely and accurate communication about any workplace conflicts or concerns.
- Confidentiality of employer proprietary information.
- Compliance with all employer policies, including technology use, data handling, and dress code.

If a conflict arises between you and your employer supervisor or employer organization, contact your TBP Advisor immediately. Do not attempt to resolve significant workplace conflicts without TBP involvement.

Grievance Policy

If you have a concern about discrimination, unfair treatment, program administration, or any other matter related to your apprenticeship that cannot be resolved through normal communication with your Advisor, you have the right to file a formal grievance.

- 30.** Attempt to resolve the concern informally with your Advisor first.
- 31.** If unresolved, submit a written grievance to the TBP Program Director at grievances@thebecomingproject.org. Include: your name, a description of the concern, and the resolution you are seeking.
- 32.** TBP will acknowledge receipt within 2 business days and initiate a review within 5 business days.
- 33.** You will receive a written response within 15 business days of submission.
- 34.** If the concern involves potential DOL violations, TBP will notify the relevant DOL office as required.

Filing a grievance does not affect your standing in the program. Retaliation for exercising your right to file a grievance is prohibited.

Support Resources

TBP knows that life does not pause for apprenticeships. The people who succeed in this program are not those without challenges — they are those who knew how to find and use support when they needed it.

In-Program Support

- Program Advisor — Your primary support for anything program-related. Reach out through the portal messaging system.
- Emergency Support page in the portal — Accessible from every page in the portal. Lists crisis resources, food assistance, housing resources, mental health resources, and a direct "urgent message" button to your Advisor.
- Peer Community — TBP connects current participants through cohort channels. Your instructor or Advisor can connect you with your cohort community.

External Resources

If you are facing challenges outside of the program that are affecting your ability to participate, the following resources may help:

Resource Type	Where to Find Help
Mental Health & Crisis Support	988 Suicide & Crisis Lifeline: call or text 988. Crisis Text Line: text HOME to 741741.
Food Assistance	Feeding America food bank locator: feedingamerica.org/find-your-local-foodbank . SNAP benefits: benefits.gov/benefit/361
Housing Assistance	HUD housing counseling: hud.gov/i_want_to/talk_to_a_housing_counselor . 211 helpline (call or text 211) for local emergency housing resources.
Transportation	Contact your Advisor. TBP maintains relationships with local transportation assistance programs and can often help navigate options.
Technology Access	If laptop or internet access is a barrier, notify your Advisor immediately. TBP has a limited technology lending program and can connect participants with digital equity resources.

When to Reach Out for Help

The most common mistake TBP participants make is waiting too long to ask for help. Reach out as soon as any of the following are true:

- ✓ You are falling behind on OJT logs and know you will miss the deadline.
- ✓ A personal situation (health, family, housing) is affecting your ability to participate.
- ✓ You are struggling with the curriculum material and do not understand the path forward.
- ✓ Your workplace situation has changed or a conflict has arisen with your employer.
- ✓ You are considering withdrawing from the program.
- ✓ You are overwhelmed and not sure what to do next.

TBP has helped participants through job losses, medical emergencies, family crises, and housing instability. We cannot help if we do not know. Tell us early. The earlier we know, the more options we have.

Frequently Asked Questions

Can I submit my OJT log early — before the month ends?

No. Your OJT log covers a full calendar month, so it cannot be submitted until the month is complete. You may submit beginning on the 1st of the following month and must submit by the 5th.

My supervisor is slow to verify. What should I do?

If your log has been in "Submitted" status for more than 2 business days, send your supervisor a friendly reminder. If it reaches 5 business days, TBP sends an automated reminder. If it reaches 10 business days, TBP staff will reach out to the employer directly. You do not need to escalate before 5 business days, but it is always acceptable to reach out to your supervisor directly. If you have reason to believe verification is being withheld intentionally, contact your Advisor.

What happens to my OJT hours if my employer partner relationship ends?

If your employment at your employer partner ends — through layoff, voluntary departure, or other circumstances — contact your TBP Advisor immediately. Do not wait. Any hours you have already logged and had verified remain part of your official record. TBP will work with you to explore a reassignment to another employer partner so your apprenticeship can continue. Gaps in employment do not automatically mean the end of your apprenticeship.

Do I need to pass all certifications before I can complete the program?

Your program has specific certification requirements. You must pass the designated certifications for your track to receive your DOL Certificate of Completion. However, the timing is flexible — you do not need to be certified before completing your OJT hours. Work with your Advisor to sequence your certification preparation in a way that makes sense alongside your OJT timeline.

Can I request a different supervisor if the working relationship is not working?

Yes. If the relationship with your employer supervisor is not working — for any reason — contact your Advisor. TBP will work with the employer to identify an alternative supervisor at the same organization or, if necessary, explore reassignment to a different employer partner. You are not locked into a situation that is genuinely harmful to your development or your wellbeing.

Can I work extra hours and log more than my monthly minimum?

Yes. There is no cap on monthly OJT hours below 240 per month. If you work more hours in a given month, log what you actually worked. Logging more hours when you actually worked them accelerates your progress toward your program total. Do not pad hours — log what is accurate.

What if I fail a certification exam?

Failing a certification exam happens — even to strong performers. A failed attempt does not affect your program standing. Continue studying, retake practice exams, identify your weak areas, and request a new voucher when you are consistently hitting 80%+ again. Your Advisor can connect you with additional study resources if you need them.

How do I know when I am finished with the program?

Program completion requires all of the following: (1) all required OJT hours verified, (2) all work process competencies signed off as Fully Demonstrated, (3) all required certifications earned and verified, and (4) all curriculum and assignment requirements met. Your portal will show your status across all four dimensions. When all are complete, TBP initiates your DOL Certificate of Completion process.

What is the DOL Certificate of Completion?

The DOL Certificate of Completion is a nationally recognized credential issued by the U.S. Department of Labor upon your successful completion of a registered apprenticeship. It documents that you completed a formal, employer-verified training program and earned your qualifications through supervised work experience. It is separate from your Salesforce certifications and is a meaningful credential to include on your resume and LinkedIn profile.

Can I take time off during the program?

Short breaks from the employer work environment (vacation, illness) are normal and do not require formal action unless they are extended. For extended absences (3 or more weeks) due to medical leave, family leave, or other significant life events, contact your Advisor as soon as you know the absence is coming. TBP can pause certain program requirements during approved leave periods so that you are not penalized for circumstances outside your control.

Quick Reference

Key Deadlines at a Glance

Obligation	Deadline	Consequence of Missing
Monthly OJT Log Submission	5th of each month	Standing changes to "Hours Overdue"; Advisor notified
OJT Log Resubmission (if returned)	As soon as possible	Delay in verification affects your hour total
Advisor Message Response	Within 48 hours	Follow-up escalation; impacts advisor relationship
Assignment Submissions	As listed per assignment	Marked "Late"; grades may be impacted per instructor policy
Voucher Request (cert exam)	After reaching 80% practice score	Request not processed until score threshold is met
Log Certification After Passing	As soon as possible after exam	Delay in verification; certification not counted toward completion

Key Contacts

Who	Contact Method	Use For
Your Program Advisor	Participant Portal — Messages	All program questions, support needs, and check-ins
TBP General Support	info@thebecomingproject.org	General program questions not requiring Advisor attention
Grievance Contact	grievances@thebecomingproject.org	Formal concerns, discrimination, or unresolved complaints
Emergency Support	Portal Emergency Support page (always accessible)	Crisis resources, immediate mental health or safety needs

Who	Contact Method	Use For
TBP Website	thebecomingproject.org	Program information, alumni community, events

Glossary of Key Terms

Term	Definition
OJT	On-the-Job Training — the supervised, paid work experience you perform at your employer partner. Measured in documented hours toward your program requirement.
WPC / Competency	Work Process Competency — a specific Salesforce skill you must demonstrate to a qualified supervisor to receive formal credit.
Three-Party Agreement	The DOL-required legal document signed by you, your employer partner, and TBP that governs the terms of your apprenticeship.
Program Advisor	Your primary TBP contact. Manages your curriculum, monitors your progress, and advocates for you throughout the program.
Employer Supervisor	Your qualified on-site manager at the employer partner. Verifies OJT hours and signs off on competencies.
Cohort	The group of participants enrolled in the same program at the same time, sharing the same curriculum schedule.
DOL	U.S. Department of Labor — the federal agency that registers and oversees registered apprenticeship programs.
RAPIDS	Registered Apprenticeship Partners Information Data System — the DOL's official reporting system where your apprenticeship is registered and your completion is documented.
DOL Certificate of Completion	The nationally recognized credential issued by the DOL upon successful completion of your registered apprenticeship program.
FERPA	Family Educational Rights and Privacy Act — federal law that protects the privacy of your educational records and gives you the right to access them.
Good Standing	Program standing status indicating all OJT logs are submitted and verified (or in active verification) and you are on track.

Term	Definition
Talent Pipeline	TBP's curated collection of near-graduate and recent graduate profiles shared with employer partners for hiring purposes.
Trailhead	Salesforce's free online learning platform, used for completing training modules, earning badges, and building the skills covered in your curriculum.
Voucher	An exam fee code provided by TBP that covers the cost of a Salesforce certification exam once you meet the 80% practice score threshold.

This guide is current as of 2026. Program requirements and policies are subject to change. Your Program Advisor will notify you of any updates that affect your apprenticeship.

The Becoming Project | thebecomingproject.org | info@thebecomingproject.org