



APPRENTICESHIP PROGRAM STANDARDS
adopted by

HEALTHCARE APPRENTICESHIP CONSORTIUM

(sponsor name)

<u>Occupational Objective(s):</u>	<u>SOC#</u>	<u>Term [WAC 296-05-015]</u>
MEDICAL ASSISTANT	31-9092.00	2000 HOURS
CENTRAL STERILE PROCESSING TECHNICIAN	31-9093.00	2000 HOURS



APPROVED BY
Washington State Apprenticeship and Training Council
REGISTERED WITH
Apprenticeship Section of Fraud Prevention and Labor Standards
Washington State Department Labor and Industries
Post Office Box 44530
Olympia, Washington 98504-4530

APPROVAL:

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Permanent Registration

By: MARK RIKER
Chair of Council

By: CHRIS BOWE
Secretary of Council

HEALTHCARE APPRENTICESHIP CONSORTIUM

INTRODUCTION

This document is an apprenticeship program standard. Apprenticeship program standards govern how an apprenticeship works and have specific requirements. This document will explain the requirements.

The director of the Department of Labor and Industries (L&I) appoints the Washington State Apprenticeship and Training Council (WSATC) to regulate apprenticeship program standards. The director appoints and deputizes an assistant director to be known as the supervisor of apprenticeship who oversees administrative functions through the apprenticeship section at the department.

The WSATC is the sole regulatory body for apprenticeship standards in Washington. It approves, administers, and enforces apprenticeship standards, and recognizes apprentices when either registered with L&I's apprenticeship section, or under the terms and conditions of a reciprocal agreement. WSATC also must approve any changes to apprenticeship program standards.

Apprenticeship programs have sponsors. A sponsor operates an apprenticeship program and declares their purpose and policy herein to establish an organized system of registered apprenticeship education and training. The sponsor recognizes WSATC authority to regulate and will submit a revision request to the WSATC when making changes to an apprenticeship program standard.

Apprenticeships are governed by federal law (29 U.S.C 50), federal regulations (29 CFR Part 29 & 30), state law (49.04 RCW) and administrative rules (WAC 296-05). These standards conform to all of the above and are read together with federal and state laws and rules

Standards are changed with WSATC approval. Changes are binding on apprentices, sponsors, training agents, and anyone else working under an agreement governed by the standards. Sponsors may have to maintain additional information as supplemental to these standards. When a standard is changed, sponsors are required to notify apprentices and training agents. If changes in federal or state law make any part of these standards illegal, the remaining parts are still valid and remain in force. Only the part made illegal by changes in law is invalid. L&I and the WSATC may cooperate to make corrections to the standards if necessary to administer the standards.

Sections of these standards identified as bold “**insert text**” fields are specific to the individual program standards and may be modified by a sponsor submitting a revised standard for approval by the WSATC. All other sections of these standards are boilerplate and may only be modified by the WSATC. See WAC 296-05-003 for the definitions necessary for use with these standards.

Sponsor Introductory Statement (Required):

The Healthcare Apprenticeship Consortium (“Healthcare Apprenticeship Program”) is intended to provide access to all healthcare employers within Washington State who seek

HEALTHCARE APPRENTICESHIP CONSORTIUM

the benefits of skilled apprenticeship training for their workforce and is sponsored by the SEIU Healthcare 1199NW Multi-Employer Training and Education Fund (“Training Fund”)(an IRC 501(c)(3) trust managed by a joint Board of employer and union trustee representatives). The Healthcare Apprenticeship Program was created in collaboration with the Training Fund, OPEIU Local 8, SEIU Healthcare 1199NW, UFCW Local 21 and multiple health care employers including:

- Kaiser Permanente of Washington
- MultiCare Health System
- Swedish Medical Center/Swedish Edmonds
- UW Medicine

The above entities have worked in conjunction with the Healthcare Apprenticeship Consortium Joint Apprenticeship Training Committee (“JATC”) to develop the following standards for the Healthcare Apprenticeship Program. The Healthcare Apprenticeship Program will be available to current Training Fund participating employers and all other healthcare employers in the State.

Moreover, the Healthcare Apprenticeship Program and its participating entities are anticipating eventual growth to address multiple skill categories across the healthcare sector. This kind of collaboration will pave the way for aligning workforce development and career-connected learning across healthcare systems and have a significant impact on the current and future direction of Washington’s healthcare workforce system.

I. GEOGRAPHIC AREA COVERED:

The sponsor must train inside the area covered by these standards. If the sponsor wants to train outside the area covered by these standards, the sponsor must enter a portability agreement with a sponsor outside the area, and provide evidence of such an agreement for compliance purposes. Portability agreements permit training agents to use apprentices outside the area covered by the standards. Portability agreements are governed by WAC 296-05-009.

The State of Washington

II. MINIMUM QUALIFICATIONS:

Minimum qualifications must be clearly stated and applied in a nondiscriminatory manner [WAC 296-05-015(17)].

Medical Assistant:

Age: **At least 18 years old**

Education: **High School Diploma or equivalent**

HEALTHCARE APPRENTICESHIP CONSORTIUM

- Physical: **Must be able to perform the duties of the position with or without reasonable accommodations**
- Testing: **All applicants must complete an assessment or course and have a minimum placement result or course completion as follows: college math 087/091 and English 098**
- Other: **None**

Central Sterile Processing Technician:

- Age: **At least 18 years old**
- Education: **High School Diploma or equivalent**
- Physical: **Must be able to perform the duties of the position with or without reasonable accommodations**
- Testing: **All applicants must complete an assessment or course and have a minimum placement result or course completion as follows: college math 087/091 and English 098**
- Other: **None**

III. CONDUCT OF PROGRAM UNDER WASHINGTON EQUAL EMPLOYMENT OPPORTUNITY PLAN:

Sponsors with five (5) or more apprentices must adopt an Equal Employment Opportunity (EEO) Plan and Selection Procedure (chapter 296-05 WAC and 29 CFR Part 30).

The recruitment, selection, employment and training of apprentices during their apprenticeship shall be without discrimination because of race, sex (including pregnancy and gender identity), sexual orientation, color, religion, national origin, age, genetic information, disability or as otherwise specified by law. The sponsor shall take positive action to provide equal opportunity in apprenticeship and will operate the apprenticeship program as required by the rules of the Washington State Apprenticeship and Training Council and Title 29, Part 30 of the Code of Federal Regulations.

A. Selection Procedures:

- 1. Persons desiring to become a registered apprentice must first be employed by an employer that is a Registered Training Agent in the Healthcare Apprenticeship Program. The applicants are to be selected by the individual employers in accordance with customary and established policies.**

HEALTHCARE APPRENTICESHIP CONSORTIUM

2. **Persons desiring to become a registered apprentice must provide verification of the minimum qualifications, and be employed by a registered Training Agent.**
3. **The Training Fund does not serve as a referral agency, or training agent, for apprenticeship applicants, but may assist employers in finding potential apprentices for their pool of candidates.**

B. Equal Employment Opportunity Plan:

All participating employer are committed to equal opportunities for all employees and applicants. Employees and applicants to the apprentice program will not be discriminated against by managers, supervisors, coworkers or third parties on the basis of race, color, religion, sex (including pregnancy, childbirth, or related medical conditions), gender identity, transgender, national origin, age, physical or mental disability, veteran status, sexual orientation, genetic information or other status protected by applicable federal, state or local laws or by corporate policy.

The Healthcare Apprenticeship Program will:

1. **Promote the Healthcare Apprenticeship Program through the distribution of program literature and on apprenticeship websites.**
2. **Deliver presentations designed to familiarize youth and other interested persons with apprenticeship opportunities.**
3. **Encourage women, minorities, veterans and persons with disabilities to meet apprenticeship minimum qualifications by connecting them with external training opportunities, classes, employers and agencies that provide support services.**

C. Discrimination Complaints:

Any apprentice or applicant for apprenticeship who believes they have been discriminated against may file a complaint with the supervisor of apprenticeship (WAC 296-05-443).

IV. TERM OF APPRENTICESHIP:

The term of apprenticeship for an individual apprentice may be measured through the completion of the industry standard for on-the-job learning (at least two thousand hours) (time-based approach), the attainment of competency (competency-based approach), or a blend of the time-based and competency-based approaches (hybrid approach) [WAC 296-05-015].

The Medical Assistant program will consist of a minimum of 2000 hours of employment and be completed in 12-24 months.

HEALTHCARE APPRENTICESHIP CONSORTIUM

The Central Sterile Processing Technician program will consist of a minimum of 2000 hours of employment and be completed in 12-24 months.

V. INITIAL PROBATIONARY PERIOD:

An initial probationary period applies to all apprentices, unless the apprentice has transferred from another program. During an initial probationary period, an apprentice can be discharged without appeal rights. An initial probationary period is stated in hours or competency steps of employment. The initial probationary period is not reduced by advanced credit or standing. During an initial probationary period, apprentices receive full credit for hours and competency steps toward completion of their apprenticeship. Transferred apprentices are not subject to additional initial probationary periods [WAC 296-05-003].

The initial probationary period is [WAC 296-05-015(22)]:

- A. the period following the apprentice's registration into the program. An initial probationary period must not be longer than twenty percent of the term of the entire apprenticeship, or longer than a year from the date the apprenticeship is registered. The WSATC can grant exemptions for longer initial probationary periods if required by law.
- B. the period in which the WSATC or the supervisor of apprenticeship may terminate an apprenticeship agreement at the written request by any affected party. The sponsor or the apprentice may terminate the agreement without a hearing or stated cause. An appeal process is not available to apprentices in their initial probationary period.

All apprentices employed in accordance with these standards shall be subject to an Initial Probationary Period of the first 400 hours of employment as an apprentice.

VI. RATIO OF APPRENTICES TO JOURNEY LEVEL WORKERS

Supervision is the necessary education, assistance, and control provided by a journey-level employee on the same job site at least seventy-five percent of each working day, unless otherwise approved by the WSATC. Sponsors ensure apprentices are supervised by competent, qualified journey-level employees. Journey level-employees are responsible for the work apprentices perform, in order to promote the safety, health, and education of the apprentice.

- A. The journey-level employee must be of the same apprenticeable occupation as the apprentice they are supervising unless otherwise allowed by the Revised Code of

HEALTHCARE APPRENTICESHIP CONSORTIUM

Washington (RCW) or the Washington Administrative Code (WAC) and approved by the WSATC.

- B. The numeric ratio of apprentices to journey-level employees may not exceed one apprentice per journey-level worker [WAC 296-05-015(5)].
- C. Apprentices will work the same hours as journey-level workers, except when such hours may interfere with related/supplemental instruction.
- D. Any variance to the rules and/or policies stated in this section must be approved by the WSATC.
- E. The ratio must be described in a specific and clear manner, as to the application in terms of job site, work group, department or plant:

There shall be no more than (1) apprentice to every (1) journey-level worker per job site/work unit.

VII. APPRENTICE WAGES AND WAGE PROGRESSION:

- A. Apprentices must be paid at least Washington's minimum wage, unless a local ordinance or a collective bargaining agreement require a higher wage. Apprentices must be paid according to a progressively increasing wage scale. The wage scale for apprentices is based on the specified journey-level wage for their occupation. Wage increases are based on hours worked or competencies attained. The sponsor determines wage increases. Sponsors must submit the journey-level wage at least annually or whenever changed to the department as an addendum to these standards. Journey-level wage reports may be submitted on a form provided by the department. Apprentices and others should contact the sponsor or the Department for the most recent Journey-level wage rate.
- B. Sponsors can grant advanced standing, and grant a wage increase, when apprentices demonstrate abilities and mastery of their occupation. When advanced standing is granted, the sponsor notifies the employer/training agent of the wage increase the apprenticeship program standard requires.
- C. Wage Progression Schedules

Medical Assistant

Step	Hour Range or competency step	Percentage of journey-level wage rate*
1	0000-1000	87%
2	1001-2000	92%

HEALTHCARE APPRENTICESHIP CONSORTIUM

Central Sterile Processing Technician

Step	Hour Range or competency step	Percentage of journey-level wage rate*
1	0000-1000	88%
2	1001-2000	95%

No apprentice shall be paid less than minimum wage.

VIII. WORK PROCESSES:

The apprentice shall receive on the job instruction and work experience as is necessary to become a qualified journey-level worker versed in the theory and practice of the occupation covered by these standards. The following is a condensed schedule of work experience, which every apprentice shall follow as closely as conditions will permit. The following work process descriptions pertain to the occupation being defined.

A Medical Assistant (MA) Apprentice is a regular full-time employee while enrolled and participating in the Medical Assistant program. The MA apprentice will complete a program consisting of both didactic and on-the-job learning. The MA Apprentice will be assigned to a MA Journey level Mentor(s) for the term of the on-the-job training.

A. Medical Assistant Approximate Hours/Competency Level

- 1. Communicate and Interact Effectively to Provide Quality Patient Car...400 hours**
 - a. Communicate with patient by phone/online**
 - b. Prepare patient for examination (including vital signs)**
 - c. Collect patient health history and medication reconciliation**
 - d. Provide chronic disease management, preventive care and screenings, patient self-management, and health coaching**
 - e. Provide referral coordination**
 - f. Health benefit enrollment if required**
 - g. Manage and respond to patient communications**

- 2. Office Management and Administrative Tasks100 hours**
 - a. Maintain medical records**
 - b. Evaluating Daily Patient List for necessary health maintenance updates**
 - c. Coordinate patient/office communication**
 - d. Provide/coordinate office maintenance**
 - e. Provide or support other office and administrative procedures as directed**
 - f. Run charts/pull reports**
 - g. Evaluate Patient List for health maintenance updates**
 - h. Prepare and organize charts including documentation and use of EHR Systems and other medical records**

HEALTHCARE APPRENTICESHIP CONSORTIUM

- i. Obtain referrals/authorization for treatment
 - j. Provide administrative support as needed
3. Coordinate and Schedule Appointments75 hours
- a. Coordinate provider schedules
 - b. Prioritize patients using an established protocol
 - c. Schedule patient appointments
4. Assist with and Perform Authorized Medical, Laboratory, and Clinical Procedures.....1,100 hours
- a. Exam room preparation
 - b. Assist with physician or provider's orders
 - c. Prepare and assist with minor office procedures
 - d. May include assessment, exam procedures, laboratory procedures, phlebotomy, administration of approved medications and vaccines, and other duties, determined by local need and scope of practice
5. Maintain Clinical Safety and Environmental Standards25 hours
- a. Inventory, stocking & reordering supplies
 - b. Provide and maintain aseptic environment including instrument sterilization
 - c. Calibrate and standardize equipment
 - d. Dispose of hazardous waste
 - e. Maintaining hygienic equipment and environment
 - f. Maintain standards of worker and patient health and safety including hand washing, use of gloves as appropriate
6. Participate in Ongoing Quality Improvement Processes50 hours
- a. Rapid-cycle change and problem solving
 - b. Monitoring quality measures
 - c. Workflow assessment and redesign
 - d. Business principles and information management
7. Communicates Effectively with Clinical Care Team.....175 hours
- a. Participate in care coordination activities
 - b. Population and panel management to identify and address gaps in care
 - c. Teamwork in a variety of environments
 - d. Coordinate/support/work with team and patient population on provider scheduling
8. Uphold Standards of Professional Conduct75 hours
- a. Observe and adhere to employer policies and standards
 - b. Observe and adhere to professional code of conduct for Medical Assistants

HEALTHCARE APPRENTICESHIP CONSORTIUM

- c. **Maintain timely communication with instructors, coaches, and apprenticeship managements**
- d. **Maintain required certificates**
- e. **Participate in community health activities**
- f. **Perform within legal and ethical boundaries**
- g. **Communicate with others to collect, share, record and report information properly**

Total Hours/# of Competency Levels: 2000 hours

B. Central Sterile Processing Technician Approximate Hours/Competency Level

- 1. Orientation to Sterile Processing120 hours**
 - a. **Understanding and orientation to the work environment**
 - b. **Proper use of personal protective equipment**
 - c. **Medical and equipment terminology and documentation**

- 2. Cleans, disinfects and inspects surgical instruments and equipment760 hours**
 - a. **Maintain the work environment in a safe, clean and orderly fashion**
 - b. **Prepare working area for decontamination**
 - c. **Prepare quality tests to ensure proper equipment operation; repair, service or obtain professional vendor services as needed**
 - d. **Separate disposable from non-disposable items and dispose of expendable supplies properly**
 - e. **Prepare items for decontamination and conduct decontamination procedures**
 - f. **Identify equipment used in decontamination and how it's used**
 - g. **Transport contaminated items from point of use**
 - h. **Demonstrate use of various cleaning techniques based on instrumentation.**
 - i. **Introduction to flexible scope procedures**

- 3. Preparation, assembly, and packaging of surgical equipment, supplies,...760 hours and instrumentation for sterilization. Sterilize instruments and equipment properly, fully and in accordance with standard operating procedures and/or manufacturer recommendations (IFUs)**
 - a. **Inspect items for cleanliness, functionality and integrity**
 - b. **Select appropriate sterilizer equipment, packaging and methods based on equipment, instruments and standard operating procedures**
 - c. **Assemble items for packaging and sterilization**
 - d. **Transfer items safely and accurately**
 - e. **Prepare work area and test sterilizer function**
 - f. **Load sterilizer properly, use correct cycle settings**
 - g. **Ensure integrity and effectiveness of sterilization process**
 - h. **Store sterilized instruments and equipment properly**

HEALTHCARE APPRENTICESHIP CONSORTIUM

- i. Maintain personal health and safety as well as team/environment health and safety
 - j. correctly utilize an instrument tracking system
 - k. follow the count sheet to assemble sets
 - l. identify basic instrumentation (names and uses)
 - m. correctly package items in appropriate packaging (wrapper-correct fold, container-filters & locks, peel-pack- correct size, proper seal)
 - n. introduction to flexible scope procedures
4. Performs biological, chemical, and mechanical equipment and instrument...180hours testing for Sterile Processing and the Surgical needs properly, fully and in accordance with standard operating procedures and/or manufacturer recommendations (IFUs). Accurately documents test results.
- a. Perform biological testing
 - b. Perform chemical testing
 - c. Perform mechanical testing
 - d. Generate and maintain proper documentation of testing and followup
5. Properly manages and cleans sterilizer, washer/decontaminators,.....180 hours work environment, and other department equipment and supplies. Within authority, manage inventory, restocking, and distribution of equipment and supplies.
- a. Maintain safe, clean and orderly storage environment
 - b. Stock, rotate, inspect, confirm, distribute and monitor usage of items
 - c. Demonstrate strong customer relations skills
 - d. Participate in department organization and functions
 - e. Ordering, processing and receiving rental equipment
 - f. Assemble equipment for distribution
 - g. Deliver equipment per policies and protocols
 - h. Maintain and inspect equipment, send for repair as necessary

Total Hours/# of Competency Levels: 2000 hours

IX. RELATED/SUPPLEMENTAL INSTRUCTION:

The apprentice must attend related/supplemental instruction (RSI). Time spent in RSI shall not be considered as hours of work and the apprentice is not required to be paid.

RSI must be provided in safe and healthy conditions as required by the Washington Industrial Safety and Health Act and applicable federal and state regulations.

Hours spent in RSI are reported to L&I each quarter. Reports must show which hours are unpaid and supervised by a competent instructor versus all other hours (paid and/or unsupervised) for industrial insurance purposes.

HEALTHCARE APPRENTICESHIP CONSORTIUM

For purposes of coverage under the Industrial Insurance Act, the WSATC is an employer and the apprentice is an employee when an unpaid, supervised apprentice is injured while under the direction of a competent instructor and participating in RSI activities.

If apprentices do not attend required RSI, they may be subject to disciplinary action by the sponsor.

A. The methods of related/supplemental training must be indicated below (check those that apply):

Supervised field trips

Sponsor approved training seminars (specify) **Various JATC approved seminars including, but not limited to, First Aid/CPR, blood borne pathogens, etc.**

Sponsor approved online or distance learning courses (specify) **Various JATC approved online course**

State Community/Technical college

Private Technical/Vocational college

Sponsor Provided (lab/classroom)

Other (specify):

B. **(See Below)** Minimum RSI hours per year defined per the following [see WAC 296-05-015(6)]:

Medical Assistant: 288 hours

Central Sterile Processing Technician: 354 hours

Twelve-month period from date of registration.*

Defined twelve-month school year: (insert month) through (insert month).

Two-thousand hours of on the job training.

**If no selection is indicated above, the WSATC will define RSI hours per twelve-month period from date of registration.*

C. Additional Information:

1. Apprentices will be provided with a minimum of the above referenced hours of RSI unless otherwise directed by the JATC.

2. Apprentices that are granted credit for prior learning or experience may be excused from attending specific portions of RSI training at the discretion of the

HEALTHCARE APPRENTICESHIP CONSORTIUM

- JATC. Apprentices seeking credit for prior learning must demonstrate the same knowledge, skill and abilities as apprentices who have completed the portion(s) of RSI for which credit is requested.**
- 3. In the event an apprentice has completed all of their required RSI, but has less than the required OJT, the apprentice will not be required to attend further classes unless directed by the JATC.**
 - 4. Apprenticeship completion may require passing a professional skills/competency or certification exam for the occupation, as determined or designated by the JATC.**

X. ADMINISTRATIVE/DISCIPLINARY PROCEDURES:

A. Administrative Procedures:

The sponsor may include in this section a summary and explanation of administrative actions performed at the request or on the behalf of the apprentice. Such actions may include but are not limited to:

- 1. Voluntary Suspension:** A temporary interruption in progress of an individual's apprenticeship agreement at the request of the apprentice and granted by the sponsor. The program sponsor shall review apprentices in suspended status at least once each year to determine if the suspension is still appropriate.
- 2. Advanced Standing or Credit:** The sponsor may provide for advanced standing or credit for demonstrated competency, acquired experience, training or education in or related to the occupation. All sponsors need to ensure a fair and equitable process is applied to all apprentices seeking advanced standing or credit per WAC 296-05-015(11).
- 3. Sponsor Procedures:**
 - a. Persons accepted into the apprenticeship program must meet the HIV training and vaccination requirements of their employer within the first month of beginning the apprenticeship program.**
 - b. The Training Coordinator oversees the day-to-day operations of the program under the auspices of the JATC.**
 - c. Successful completion of the relevant competency assessment(s) and RSI are required for the apprenticeship to receive step increases and graduate from the apprenticeship program.**
 - d. All apprentices must be released from “on-the-job” commitments to attend scheduled supplemental related instruction (RSI).**

HEALTHCARE APPRENTICESHIP CONSORTIUM

- e. **Apprentices may request administrative suspension (voluntary leave) with the approval of their training agent and the Healthcare Apprenticeship Program.**
- f. **If a registered training agent terminates the employment of an apprentice due to acquisition, ceasing operations, layoff or other circumstance through no fault of the apprentice, the Healthcare Apprenticeship Program will make every effort to place the apprentice with another registered Training Agent, for the remainder of their apprenticeship. In the event there are no available placement opportunities, the Healthcare Apprenticeship Program will provide two options. Exercising any one option does not negate the ability of the apprentice to pursue an alternate course of action if the action is taken within 180 days. The options are:**
 - i. **Allow the apprentice to wait for a placement opportunity, or**
 - ii. **Allow the apprentice to challenge completion of their apprenticeship by completing the required competency assessment(s) at the discretion of the JATC.**
- g. **The JATC will review all apprentices in suspended status on at least a semi-annual basis. Apprentices who have been in a suspended status for at least 6 months, and have not requested a return to active status, or been in communication with Training Coordinator or apprenticeship staff, will be called before the JATC, which may result in an extension of the suspension or cancellation of the apprenticeship agreement.**
- h. **Apprentices who have been cancelled in the past by the JATC are eligible to re-apply after a period of at least 12 months.**
- i. **Apprentices are expected to average 40 hours per week, excluding holidays, personal time off, and unpaid leave. RSI may be held during work hours but will not count as OJT hours.**
- j. **It is the apprentice's responsibility to keep his or her current address and contact information on file with the Healthcare Apprenticeship Program.**
- k. **Credit for Previous Experience of Early Completion (OJT Only): The intent of granting credit is to align the apprentice's status with the level at which they are performing:**
 - i. **An apprentice who has previous industry-related work experience may request credit for previous experience. The apprentice must provide documentation to verify their industry-related experience.**
 - ii. **At the request of a registered Training Agent, the JATC may grant credit for successful completion of the skills requirements of OJT hours. Requests for credit form Training Agent shall state that the apprentice's performance exceed their experience level and the Training Agent agrees to pay the apprentice at the corresponding step and wage progression.**

HEALTHCARE APPRENTICESHIP CONSORTIUM

- iii. The decision of whether to grant the apprentice Credit for Previous Experience – and at what step – or credit for early completion, will be made in a fair and equitable manner by the JATC.
- l. Credit for Previous Education/Challenge of Curriculum (RSI Only):
 - i. An apprentice who has previous industry-related education may request credit for previous education and/or challenge RSI curriculum.
 - ii. Apprentices are responsible for any associated fees for credit granted for previous education to include tuition fees for credit. Apprentices are responsible for any associated fees for challenging RSI curriculum to include but not limited to cost to proctor exam and associated tuition fees.
 - iii. To be considered for credit for previous education, apprentices must have successfully completed post-secondary level class(es) in the related subject within the previous five (5) years and have a passing grade of 80% or higher.
 - iv. Only scores 85% or higher on the challenge RSI exam will be considered for program credit.
 - v. The decision of whether to grant the apprentice credit for previous education will be made in a fair and equitable manner by the JATC.
- m. Related/Supplemental Instruction:
 - i. Apprentices who violate any Healthcare Apprenticeship Program or school safety and health policies, engage in behavior that disrupts related instruction, or use of alcohol or drugs during RSI, may be removed from class and will be reported as soon as possible to the Training Coordinator or designee. The Training Coordinator or designee will attempt to either resolve the issue immediately or refer the issue to the JATC.
 - ii. Apprentices may request an excused absence by contacting both the Training Coordinator and their instructor in advance. Excused absence require the approval of the Training Coordinator.
 - iii. Excused absences require class time to be made up at a rate of one (1) hour for every one (1) hour missed plus one of the following:
 - 1) A note from the apprentice's physician indicating that an illness/injury is preventing them from attending school.
 - 2) Proof of death of immediate family member.
 - 3) Special circumstances will be reviewed by the Training Coordinator and referred to the JATC at the discretion of the Training Coordinator.
 - iv. Unexcused absences, Tardiness and Failure of classes covered in Section X.B.3 Disciplinary Procedures.
- n. Hours Reporting:
 - i. The apprentice must track and keep record of on the job work progress hours as outlined in these Standards of Apprenticeship. Access to work

HEALTHCARE APPRENTICESHIP CONSORTIUM

- progress reports will be made available to each apprentice by the Healthcare Apprenticeship Program at the start of their apprenticeship.
- ii. **The apprentice is responsible for ensuring their assigned journey level mentor, or direct supervisor signs the monthly evaluation of progress and verifies the work progress report.**
 - iii. **The apprentice shall submit the monthly work progress record to the Healthcare Apprenticeship Program prior to the tenth (10th) day of the following month by:**
 - 1) **An online hours tracking system,**
 - 2) **Emailing a copy of the signed work progress record, or**
 - 3) **Delivering by mail or in person a copy directly to the training office**
 - iv. **Vacation hours do not count toward hours required to complete the program.**
 - v. **Apprentice must maintain employment with an Approved Training Agent to remain active in the Healthcare Apprenticeship Program.**
 - vi. **Apprentices, who have been separated from their employer, may complete the RSI quarter they are currently enrolled in and receive credit towards completion of that portion of the RSI, provided they pass the class.**
 - vii. **An Apprentice must pay for and obtain and provide the Healthcare Apprenticeship Program a copy of the Department of Health license or certification before he/she will be issued the Washington State Journey level Certification of Completion.**

B. Disciplinary Procedures

1. The obligations of the sponsor when taking disciplinary action are as follows:
 - a. The sponsor shall be responsible for enacting reasonable policies and procedures and applying them consistently. The sponsor will inform all apprentices of their rights and responsibilities per these standards.
 - b. The sponsor shall notify the apprentice of intent to take disciplinary action and reasons therefore 20 calendar days prior to taking such action. The reason(s) supporting the sponsor's proposed action(s) must be sent in writing to the apprentice.
 - c. The sponsor must clearly identify the potential outcomes of disciplinary action, which may include but are not limited to discipline, suspension or cancellation of the apprenticeship agreement.
 - d. The decision/action of the sponsor will become effective immediately.
2. The sponsor may include in this section requirements and expectations of the apprentices and an explanation of disciplinary actions imposed for noncompliance. The sponsor has the following disciplinary procedures to adopt:

HEALTHCARE APPRENTICESHIP CONSORTIUM

- a. Disciplinary Probation: A time assessed when the apprentice's progress is not satisfactory. During this time the sponsor may withhold periodic wage advancements, suspend or cancel the apprenticeship agreement, or take further disciplinary action. A disciplinary probation may only be assessed after the initial probation is complete.
 - b. Disciplinary Suspension: A temporary interruption in the progress of an individual's apprenticeship agreement. Conditions will include not being allowed to participate in On-the-Job Training (OJT), go to Related Supplemental Instruction (RSI) classes or take part in any activity related to the Apprenticeship Program until such time as the sponsor takes further action. The program sponsor shall review apprentices in such status at least once each year.
 - c. Cancellation: Refers to the termination of an apprenticeship agreement at the request of the apprentice, supervisor, or sponsor. [WAC 296-05-003].
3. Sponsor Disciplinary Procedures:
- a. **Disciplinary problems may first be handled by the Training Coordinator. If the Training Coordinator deems appropriate, the matter may be referred to the JATC for action.**
 - b. **Satisfactory progress must be maintained in related training classes. An apprentice may be disciplined, suspended, or cancelation for the following:**
 - i. **Not maintaining an 80% grade.**
 - ii. **Missing more than 8 hours of class per quarter (excused, if time is not made up, or unexcused).**
 - iii. **Being more than 1 month tardy in turning in work progress records.**
 - c. **Unexcused Absences:**
 - i. **The apprentice must notify the Coordinator about all absences.**
 - ii. **Absences require class time to be made up at the rate of (1) hour for every one (1) hour missed.**
 - iii. **An apprentice may have no more than 3% unexcused absences of total RSI hours in an academic year. The Apprentice must make up those 3% of unexcused absences per academic year.**
 - iv. **Failure to adhere to the above standards (items X.B.3.C.i – X.B.3.C.iii) will result in the forfeiture of the privilege to participate in the make-up class(es) for the remainder of the apprenticeship and their next wage advancement will be extended by one month.**
 - d. **For tardiness, or leaving early, a grace period of up to one (1) hour per course will be allowed with a maximum accumulation of three (3) hours per academic year, to be made up hour for hour. Time missed beyond the three (3) hours per academic year will treated as an unexcused absence.**
 - e. **Failure of Classes:**
 - i. **Apprentices must pass each class with a grade equivalent to at least 80%.**

HEALTHCARE APPRENTICESHIP CONSORTIUM

- ii. **Apprentice who fail to receive the minimum score in any quarter must arrange, within one (1) week of receiving the failing grade, to meet with the Training Coordinator or designee to plan for a makeup class. The plan will establish the conditions whereby the apprentice will make up the failed classes within a predetermined period of time, not to exceed one year.**
- iii. **The employer of an apprentice who fails to pass a class may receive written notice of apprentice's unsatisfactory progress.**
- f. **Behavior problems while at school will be dealt with in a three-step process. First a documented verbal warning, then a written warning, and finally a mandatory appearance before the JATC. An apprentice may be called before the JATC to be disciplined, suspended, or canceled for inappropriate behavior or refusing to correct behavior problem in class. This may include, but is not limited to, being suspended from school until the apprentice, instructors, or staff.**
- g. **The apprentice must follow the behavioral standards of the educational institution where they are registered to take RSI classes. The apprentice may be subject to the disciplinary procedures of the educational institution for violating that institutions behavior rules and standards.**
- h. **The JATC has a zero tolerance drug policy. If an apprentice is found to be using, distributing or possessing controlled substances of alcohol on campus, they will be immediately removed from class and will be required to appear before the JATC for possible disciplinary action which may include suspension or cancelation of the apprenticeship agreement. Apprentices shall comply with applicable Federal, State, and Local regulations with respect to drugs, alcohol and intoxicants during their work and training. Violations of applicable regulations or the Drug Policy will be required to appear before the JATC for possible disciplinary action which may include suspension or cancelation of the apprenticeship agreement.**
- i. **Apprentice notification to appear before the JATC will be sent at least twenty (20) days prior to the hearing and will contain the alleged charges and Standards section(s) violated, and a range of penalties, which may be imposed.**
 - i. **If an apprentice fails to appear before the committee when notified, the committee may discipline the apprentice in their absence, which may include suspension or cancellation of the apprenticeship agreement.**
 - ii. **During disciplinary probation or suspension, the following sanctions may include but are not limited to:**
 - 1) **Hours worked may not apply towards the term of apprenticeship, and/or**
 - 2) **Step advancement may be withheld until the period of disciplinary probation or suspension is complete.**

HEALTHCARE APPRENTICESHIP CONSORTIUM

C. Apprentice Complaint Procedures:

1. The apprentice must complete his/her initial probationary period in order to be eligible to file a complaint (WAC 296-05-105).
2. Complaints involving matters covered by a collective bargaining agreement are not subject to the complaint procedures in this section.
3. Complaints regarding non-disciplinary matters must be filed with the program sponsor within 30 calendar days from the date of the last occurrence. Complaints must be in writing.
4. If the apprentice disagrees with the resolution of the complaint or wishes to contest the outcome of a disciplinary action by the program sponsor, the apprentice must file a written request for reconsideration with the program sponsor within 30 calendar days from the date the apprentice received written notice of action by the program sponsor.
5. The program sponsor must reply, in writing, to the request for reconsideration within 30 calendar days from the date the program sponsor receives the request. The program sponsor must send a copy of the written reply to the apprentice within the 30 calendar days.
6. If the apprentice disagrees with the program sponsor's decision, the apprentice may file an appeal with the Apprenticeship Program, (WAC 296-05-105). If the apprentice does not timely file an appeal, the decision of the program sponsor is final after 30 calendar days from the date the program sponsor mails the decision to the apprentice. See section "D" below.

D. Apprentice Complaint Review/Appeals Procedures:

1. If the apprentice disagrees with the program sponsor's decision, the apprentice must submit a written appeal to L&I's apprenticeship section within 30 calendar days from the date the decision is mailed by the program sponsor. Appeals must describe the subject matter in detail and include a copy of the program sponsor's decision.
2. The L&I apprenticeship section will complete its investigation within 30 business days from the date the appeal is received and attempt to resolve the matter.
3. If the Apprenticeship section is unable to resolve the matter within 30 business days, the Apprenticeship section issues a written decision resolving the appeal.
4. If the apprentice or sponsor is dissatisfied with L&I's decision, either party may request the WSATC review the decision. Requests for review to the WSATC must be in writing. Requests for review must be filed within 30 calendar days from the date the decision is mailed to the parties.

HEALTHCARE APPRENTICESHIP CONSORTIUM

5. The WSATC will conduct an informal hearing to consider the request for review.
6. The WSATC will issue a written decision resolving the request for review. All parties will receive a copy of the WSATC's written decision.

XI. SPONSOR – RESPONSIBILITIES AND GOVERNING STRUCTURE

The following is an overview of the requirements associated with administering an apprenticeship program. These provisions are to be used with the corresponding RCW and/or WAC. The sponsor is the policymaking and administrative body responsible for the operation and success of this apprenticeship program. The sponsor may assign an administrator or a committee to be responsible for day-to-day operations of the apprenticeship program. Administrators and/or committee members must be knowledgeable in the process of apprenticeship and/or the application of chapter 49.04 RCW and chapter 296-05 WAC and these standards. If applicable, sponsors must develop procedures for:

A. Committee Operations (WAC 296-05-009): (Not applicable for Plant Programs)

Apprenticeship committees must be composed of an equal number of management and non-management representatives from a minimum of four to a maximum of twelve members. Committees must convene meetings at least three times per year attended by a quorum of committee members as defined in these approved standards.

B. Program Operations

The sponsor will record and maintain records pertaining to the administration of the apprenticeship program and make them available to the WSATC or Department upon request. Records required by WAC 296-05-100 will be maintained for five (5) years; all other records will be maintained for three (3) years. Apprenticeship sponsors will submit required forms/reports to the Department of Labor and Industries through one of the two prescribed methods below:

Sponsors shall submit required forms/reports through assigned state apprenticeship consultant. Forms may be obtained through the programs assigned apprenticeship consultant.

Sponsors shall submit required reports through the Apprentice Registration and Tracking System (ARTS).

1. The following is a listing of forms/reports for the administration of apprenticeship programs and the time-frames in which they must be submitted:
 - a. Apprenticeship Agreements – within first 30 days of employment
 - b. Authorization of Signature forms - as necessary
 - c. Approved Training Agent Agreements– within 30 days of sponsor action

HEALTHCARE APPRENTICESHIP CONSORTIUM

- d. Minutes of Apprenticeship Committee Meetings – within 30 days of sponsor approval (not required for Plant program)
 - e. Request for Change of Status - Apprenticeship/Training Agreement and Training Agents forms – within 30 days of action by sponsor.
 - f. Journey Level Wage Rate – annually, or whenever changed as an addendum to section VII. Apprentice Wages and Wage Progression.
 - g. Related Supplemental Instruction (RSI) Hours Reports (Quarterly):
 - 1st quarter: January through March, due by April 10
 - 2nd quarter: April through June, due by July 10
 - 3rd quarter: July through September, due by October 10
 - 4th quarter: October through December, due by January 10
 - h. On-the-Job Work Hours Reports (bi-annual)
 - 1st half: January through June, by July 30
 - 2nd half: July through December, by January 31
2. The program sponsor will adopt, as necessary, local program rules or policies to administer the apprenticeship program in compliance with these standards. Requests for revision to these standards of apprenticeship must be submitted 45 calendar days prior to a quarterly WSATC meeting. The Department of Labor and Industries, Apprenticeship Section's manager may administratively approve requests for revisions in the following areas of the standards:
- a. Program name
 - b. Sponsor's introductory statement
 - c. Section III: Conduct of Program Under Washington Equal Employment Opportunity Plan
 - d. Section VII: Apprentice Wages and Wage Progression
 - e. Section IX: Related/Supplemental Instruction
 - f. Section XI: Sponsor – Responsibilities and Governing Structure
 - g. Section XII: Subcommittees
 - h. Section XIII: Training Director/Coordinator
3. The sponsor will utilize competent instructors as defined in WAC 296-05-003 for RSI. Furthermore, the sponsor will ensure each instructor has training in teaching techniques and adult learning styles, which may occur before or within one year after the apprenticeship instructor has started to provide instruction.

C. Management of Apprentices:

1. Each apprentice (and, if under 18 years of age, the parent or guardian) will sign an apprenticeship agreement with the sponsor, who will then register the agreement with the Department before the apprentice attends RSI classes, or within the first 30 days of employment as an apprentice. For the purposes of industrial insurance coverage and prevailing wage exemption under RCW 39.12.021, the effective date of registration will be the date the agreement is received by the Department.

HEALTHCARE APPRENTICESHIP CONSORTIUM

2. The sponsor must notify the Department within 30 days of all requests for disposition or modification to apprentice agreements, which may include:
 - a) Certificate of completion
 - b) Additional credit
 - c) Suspension (i.e. military service or other)
 - d) Reinstatement
 - e) Cancellation
 - f) Corrections
 - g) Step Upgrades
 - h) Probation Completion date
 - i) Other (i.e., name changes, address)
 - j) Training Agent Cancellation
3. The sponsor commits to rotate apprentices in the various processes of the skilled occupation to ensure the apprentice is trained to be a competent journey-level worker.
4. The sponsor shall periodically review and evaluate apprentices before advancement to the apprentice's next wage progression period. The evidence of such advancement will be the record of the apprentice's progress on the job and during related/supplemental instruction.
5. The sponsor has the obligation and responsibility to provide, insofar as possible, reasonably continuous employment for all apprentices in the program. The sponsor may arrange to transfer an apprentice from one training agent to another or to another program when the sponsor is unable to provide reasonably continuous employment, or they are unable to provide apprentices the diversity of experience necessary for training and experience in the various work processes as stated in these standards. The new training agent will assume all the terms and conditions of these standards. If, for any reason, a layoff of an apprentice occurs, the apprenticeship agreement will remain in effect unless canceled by the sponsor.
6. An apprentice who is unable to perform the on-the-job portion of apprenticeship training may, if the apprentice so requests and the sponsor approves, participate in related/supplemental instruction, subject to the apprentice obtaining and providing to the sponsor written requested document/s for such participation. However, time spent will not be applied toward the on-the-job portion of apprenticeship training.
7. The sponsor shall hear and decide all complaints of violations of apprenticeship agreements.
8. Upon successful completion of apprenticeship, as provided in these standards, and passing the examination that the sponsor may require, the sponsor will recommend the WSATC award a Certificate of Completion of Apprenticeship. The sponsor will make an official presentation to the apprentice who has successfully completed his/her term of apprenticeship.

HEALTHCARE APPRENTICESHIP CONSORTIUM

D. Training Agent Management:

1. The sponsor shall offer training opportunities for apprentices by ensuring reasonable and equal working and training conditions are applied uniformly to all apprentices. The sponsor shall provide training at an equivalent cost to that paid by other employers and apprentices participating in the program. The sponsor shall not require an employer to sign a collective bargaining agreement as a condition of participation.
2. The sponsor must determine whether an employer can adequately furnish proper on the job training to an apprentice in accordance with these standards. The sponsor must also require any employer requesting approved training status to complete an approved training agent agreement and to comply with all federal and state apprenticeship laws, and these standards.
3. The sponsor will submit training agent agreements to the Department with a copy of the agreement and/or the list of approved training agents within thirty calendar days from the effective date. Additionally, the sponsor must submit rescinded training agent agreements to the Department within thirty calendar days of said action.

E. Committee governance (if applicable): (see WAC 296-05-009)

1. Apprenticeship committees shall elect a chairperson and a secretary who shall be from opposite interest groups, i.e., chairperson-employers; secretary-employees, or vice versa. If the committee does not indicate its definition of quorum, the interpretation will be “50% plus 1” of the approved committee members. The sponsor must also provide the following information:
 - a. **Quorum: Four (4) members of the JATC, two (2) from labor and two (2) from employer shall be a quorum for the transaction of business. Each party shall have the right to cast the full vote of its membership and it shall be conducted as though all were present and voting.**
 - b. Program type administered by the committee: **Group Joint**
 - c. The employer representatives shall be:

Jiquanda Nelson, Chair
Kaiser-WA
2715 Naches Ave SW
Renton, WA 98057

Curtis Colvin
UW Medicine
1959 N.E. Pacific St.
Seattle, WA 98195

Kim Anderson
Swedish
747 Broadway
Seattle, WA 98122

Jolita Perez-Student
Multicare
315 M.L.K Jr. Way
Tacoma, WA 98405

HEALTHCARE APPRENTICESHIP CONSORTIUM

**Steve Marty, Alternate
UW Medicine
1959 N.E. Pacific St.
Seattle, WA 98195**

**Amy Tuliao, Alternate
Kaiser-WA
2715 Naches Ave SW
Renton, WA 98057**

**Darci Gibson, Alternate
Multicare
315 M.L.K. Jr. Way
Tacoma, WA 98405**

d. The employee representatives shall be:

**Ligaya Domingo, Secretary
SEIU 1199NW
15 S. Grady Way, #321
Seattle, WA 98405**

**Suzanne Mode
OPEIU Local 8
2800 1st Ave, #304
Seattle, WA 98121**

**Kendra Valdez
UFCW 21
5030 1st Ave S., #200
Seattle, WA 98134**

**Carmen Diaz
SEIU 1199NW
15 S. Grady Way, #321
Renton, WA 98057**

**Tara Powell, Alternate
OPEIU Local 8
2800 1st Ave, #304
Seattle, WA 98121**

**Grace Land, Alternate
SEIU 1199 NW
15 S. Grady Way, #321
Renton, WA 98057**

F. Plant programs

For plant programs the WSATC or the Department designee will act as the apprentice representative. Plant programs shall designate an administrator(s) knowledgeable in the process of apprenticeship and/or the application of chapter 49.04 RCW and chapter 296-05 WAC and these standards.

The designated administrator(s) for this program is/are as follows:

N/A

HEALTHCARE APPRENTICESHIP CONSORTIUM

XII. SUBCOMMITTEE:

Subcommittee(s) approved by the Department, represented equally from management and non-management, may also be established under these standards, and are subject to the main committee. All actions of the subcommittee(s) must be reviewed by the main committee. Subcommittees authorized to upgrade apprentices and/or conduct disciplinary actions must be structured according to the same requirements for main committees.

None

XIII. TRAINING DIRECTOR/COORDINATOR:

The sponsor may employ a person(s) as a full or part-time training coordinator(s)/ training director(s). This person(s) will assume responsibilities and authority for the operation of the program as are delegated by the sponsor.

**Laura Hopkins
Executive Director
SEIU Healthcare 1199NW
Multi-Employer Training Fund
15 S. Grady Way, #321
Renton, WA 98057**

**Mark Beaufait
Director of Apprenticeship
SEIU Healthcare 1199NW
Multi-Employer Training Fund
15 S. Grady Way, #321
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