



**APPRENTICESHIP PROGRAM STANDARDS  
adopted by**

**WOODCREEK PROVIDER SERVICES**

(sponsor name)

Occupational Objective(s):

SOC#

Term [WAC 296-05-015]

**MEDICAL ASSISTANT**

**31-9092.00**

**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:**

APRIL 20, 2023

Provisional Registration

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\_\_\_\_\_  
Permanent Registration

By: MARK RIKER

Chair of Council

By: CELESTE MONAHAN

Secretary of Council

# WOODCREEK PROVIDER SERVICE

## 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):

**Woodcreek Provider Services, LLC (Woodcreek) operates Woodcreek Pediatrics in three Western Washington locations: Puyallup, Bonney Lake, and Sunrise. Woodcreek hires**

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Medical Assistants to support its practice and finds value in sponsoring a registered apprenticeship as a training model to enable Woodcreek to build a needed skilled Medical Assistant workforce, to enable MA-Certified Licensure for its apprentices, and to enable access to training for apprentices living proximate to its facilities. To support its apprenticeship endeavor, Woodcreek will utilize the services of Charter Apprenticeships to help manage and support its apprenticeship offering.

Charter Apprenticeships is a division of Charter College LLC. Charter College operates as a career training institution in multiple occupations, with a primary focus on occupations within the healthcare industry. Charter College is licensed in Washington to offer degree and non-degree programs, including Medical Assistant, and it has campuses in multiple locations across Washington.

Charter Apprenticeships focuses on competency based, healthcare occupations that not only lead to apprenticeship certificate of completion, but also, where available, to industry recognized certification. Charter Apprenticeships is a National Registered Apprenticeship Standards holder for multiple occupations including Medical Assistant.

### **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.

**Pierce County**

### **II. MINIMUM QUALIFICATIONS:**

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

- Age: **Must be at least 18 years of age.**
- Education: **Must have a High School Diploma or Equivalent.**
- Physical: **Must be able to perform the duties of the position with or without reasonable accommodation.**
- Testing: **None**
- Other: **None**

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### **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:

**Exempt per WAC 296-05-405(1)(a).**

#### B. Equal Employment Opportunity Plan:

**Exempt per WAC 296-05-405(1)(a).**

#### 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 term of apprenticeship shall be 2000 hours of reasonably continuous employment and demonstrated competency in the occupational objective.**

### **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

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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.

**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 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 (1) journey level worker per job site/work unit.**

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**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
<b>1</b>	<b>0000 - 1000 Hours</b>	<b>85%</b>
<b>2</b>	<b>1001 – 2000 Hours</b>	<b>92%</b>

**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 Approximate Hours/Competency Level**

- 1. Patient Interaction, Communication, and Care .....500 Hours**
  - a. Telephone and in-person screening – limited to intake and gathering of information**
  - b. Greet and seat patients**
  - c. Coordinate and schedule appointments**
  - d. Communicate with patients in-person, on phone, or online**
  - e. Prepare patients for and assist with routine and specialty examinations, procedures, and minor office surgeries**

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- f. Room patients and obtain/document history
  - g. Provide Referral Coordination
  - h. Prepare and organize charts
  - i. Screening and following up on test results as directed by the health care practitioner
2. Office and Administration Tasks .....450 Hours
- a. Maintain medical records including medication and immunization records
  - b. Prepare and organize charts
  - c. Evaluates daily patient list for necessary health maintenance updates
  - d. Pends orders for immunizations, labs and/or medical refills
  - e. Enters reason for visit, reviews/updates allergies and medication list
  - f. Enters vital signs and accesses & completes appropriate questionnaires
  - g. Preps notes and/or scribes for provider
  - h. Provide administrative support as needed
  - i. Process medication refill requests
3. Visit Preparation .....100 Hours
- a. Performs room disinfection and maintain aseptic environment
  - b. Inventory, stock and reorder supplies
  - c. Don/doff appropriate PPE
4. Fundamental Procedures .....100 Hours
- a. Wrapping items for autoclaving
  - b. Perform procedures for sterilizing equipment and instruments
  - c. Dispose of biohazardous materials
  - d. Practice standard precautions
5. Clinical Procedures .....400 Hours
- a. Perform aseptic procedures
  - b. Prepare for and assist in sterile procedures
  - c. Take vital signs
  - d. Prepare patients for examination
  - e. Perform capillary blood withdrawal, venipuncture, and intradermal, subcutaneous, and intramuscular injections
  - f. Observe and report patients' signs or symptoms
  - g. Administer medications through oral, topical, rectal, otic, ophthalmic, or inhaled routes
  - h. May include additional authorized office and laboratory procedures as appropriate to local need and scope of practice

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**6. Specimen Collection .....250 Hours**

- a. Capillary puncture and venipuncture
- b. Obtain specimens for microbiological testing
- c. Instruct patients in proper technique to collect urine and fecal specimens

**7. Diagnostic Testing .....200 Hours**

- a. Electrocardiography
- b. Respiratory testing using spirometer and peak flow meter
- c. Audio testing
- d. May include additional authorized diagnostic testing as appropriate to local need and scope of practice

**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.

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)

**(X) Sponsor approved online or distance learning courses (specify): Courses will be provided through Charter Apprenticeships' online Medical Assisting curriculum.**



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- State Community/Technical college
- Private Technical/Vocational college
- Sponsor Provided (lab/classroom): **24 hours of in-person lab time with a Competent Instructor as defined by WAC 296-05-003**
- Other (specify):

B. **(580)** Minimum RSI hours per year defined per the following [see WAC 296-05-015(6)]:

- 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:

**RSI will be provided by Charter Apprenticeships. Courses will be primarily online with an MA-Certified instructor available to answer questions. A Washington-based Competent Instructor as defined by WAC 296-05-003 will instruct the in-person lab course, MA 106, as described in the RSI plan. At the 1000 hour mark and 2000 hour mark of the apprenticeship, the instructor and mentor will perform an in-person skills check utilizing the Medical Assistant Apprentice Skills Check-Off. The two will collaborate in the assessment.**

### **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

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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. **Each apprentice will be governed by Woodcreek's internal policies and procedures, the Washington State Apprenticeship and Training Council rules, and these Standards.**
- b. **Upon request by the apprentice, the Apprenticeship Committee will assess the apprentice's previous work or classroom experience that may count towards completion of the apprenticeship program. Apprentices seeking credit for previous experience gained outside the apprenticeship program must furnish such transcripts, records, affidavits, etc. that may be appropriate to substantiate the request.**
- c. **Formal skill assessment will be conducted for each apprentice at the 1,000 and 2,000-hour marks. The assessment will utilize the Medical Assistant Apprentice Skills Check-Off form and be performed by the instructor and mentor together. Woodcreek's assigned journey-level mentor, together with a Competent Instructor, will observe and collectively assess the apprentice's skill level on each item of the Form and provide the apprentice appropriate guidance, feedback, and direction. The completed Skills Check-Off Form will be provided to the Apprenticeship Committee for consideration prior to each scheduled step increase. The Committee may recommend or require remedial action (i.e., additional lab practice) if significant concerns are identified. Apprentices must demonstrate proficiency in all assessed skills before achieving journey-worker status and completing the apprenticeship.**
- d. **Should an Apprentice so request, Apprentices have access to the Medical Assistant labs at the Charter College Campuses during Lab and Campus Open Hours to schedule additional lab experiences beyond that provided in the RSI plan.**
- e. **Apprentices are expected to take and pass a medical assistant certification examination as required by WAC 246-827-0200, in order to complete the apprenticeship program. Successful completion of the RSI and Work Processes of this apprenticeship will result in eligibility to take the National Healthcareer Association's CCMA examination.**
- f. **In administering this apprenticeship:**
  - 1) **Woodcreek will:**
    - a) **Ensure that a qualified Journey Level worker provides meaningful and harassment free on-the-job learning in all aspects of the occupation.**

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- b) **Explain to their apprentice(s) the requirements and expectations of these Standards of Apprenticeship.**
  - c) **Ensure that apprentices gain experience in each of the work process categories and are trained to perform to the top of their scope of work.**
  - d) **Provide the apprentice with appropriate forms to document and record Work Process hours listed in Section VIII of these standards.**
  - e) **Review the apprentice's reported OJT hours and forward them to Charter Apprenticeships within a mutually agreed time frame.**
  - f) **Provide both management and employee representatives an opportunity to serve on the Apprenticeship Committee, and facilitate a process for employee representatives to be selected by their peers.**
- 2) **Charter Apprenticeships will:**
- a) **Support Woodcreek in the administration of these standards.**
  - b) **Coordinate and get signatures on all required documents, including the Apprenticeship Agreement, and submit these documents to the Dept. of Labor & Industries Apprenticeship Section.**
  - c) **Support Woodcreek in tracking apprentice progress and reporting OJT/RSI hours and Committee-approved status changes as required by the WSATC.**
  - d) **Facilitate meetings of the Apprenticeship Committee and implement the decisions of that Committee.**
  - e) **Coordinate NHA CCMA certification testing at the end of the apprenticeship program.**
  - f) **Provide Related Supplemental Instruction.**
- 3) **The Apprentice will:**
- a) **Timely and satisfactorily complete the RSI courses according to deadlines and grading criteria established by the training provider.**
  - b) **Diligently work to attain the technical competencies described in the work processes.**
  - c) **Document OJT work hours using the forms provided and submit forms timely as instructed by employer.**

### 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.

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- 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:
- 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. **Failure to abide by the requirements set forth in these standards may result in disciplinary action up to and including cancellation of the Apprenticeship Agreement.**
  - b. **Apprentices will be provided with Woodcreek's policies and procedures as part of the apprenticeship onboarding process and will be subject to them. Violations will be addressed according to those procedures and will be reported to the Apprenticeship Committee. The Committee may then consider separate disciplinary action.**
  - c. **If an apprentice fails to appear before the Committee when notified, the Committee may discipline the apprentice in their absence.**
  - d. **Following the hearing, the Committee will make its decision based solely upon the most credible evidence submitted at the hearing. The decision shall be documented in the meeting minutes and communicated to the apprentice in writing.**

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- e. **Failure to maintain employment with Woodcreek will result in cancellation of the apprenticeship agreement.**

### 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.

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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.
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).

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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
  - 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.

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### 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.
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.



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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.

### 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: **At least one employer and one employee representative.**
  - b. Program type administered by the committee: **Individual non-joint**

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- c. The employer representatives shall be:

**Krystal Jonas, Secretary  
Clinical Manager  
Woodcreek Provider Services  
11102 Sunrise Blvd. E., Suite 103  
Puyallup, WA 98374**

**Alison Rainwater  
Operations Director  
Woodcreek Provider Services  
11102 Sunrise Blvd. E., Suite 103  
Puyallup, WA 98374**

- d. The employee representatives shall be:

**Terri LaRock, Chair  
Medical Assistant Certified  
Woodcreek Provider Services  
11102 Sunrise Blvd. E., Suite 103  
Puyallup, WA 98374**

**April Rollins  
Medical Assistant Certified  
Woodcreek Provider Services  
11102 Sunrise Blvd. E., Suite 103  
Puyallup, WA 98374**

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

**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.

N/A

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### **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.

**Terri LaRock**  
**Medical Assistant Certified**  
**Woodcreek Provider Services**  
**11102 Sunrise Blvd. E., Suite 103**  
**Puyallup, WA 98374**