

CC 11/25/2024

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Teri Gardner 11-25-24

Teri Gardner 11-15-24

**APPRENTICESHIP PROGRAM STANDARDS
adopted by**

GREATER SPOKANE APPRENTICESHIP TRAINING – MEDICAL ASSISTANT

(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:

Provisional Registration

Standards Last Amended

Permanent Registration

By: _____
Chair of Council

By: _____
Secretary of Council

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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):

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The Greater Spokane Apprenticeship Training (GSAT) is a 501c3 Non-Profit Corporation, employer select apprenticeship sponsor. GSAT recognizes the need for quality apprenticeship programs in the healthcare field to train apprentices in the high demand industry. GSAT has set forth to establish the necessary training through Related Supplemental Instruction (RSI) and On-The-Job Training (OJT) which then leads the Medical Assistant Apprentice being qualified to successfully obtain licensure as a MA-C in the State of Washington.

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 areas cover by this program shall be the following counties in the State of Washington: Spokane, Pend Oreille, Whitman, Asotin, Garfield, Columbia, Franklin, Walla Walla, Adams, Lincoln, Stevens, and Ferry. In the State of Idaho, the following counties are included: Benewah, Bonner, Boundary, Clearwater, Idaho, Kootenai, Latah, Lewis, Nez Perce, and Shoshone.

Applicants and apprentices please note that while the State of Washington has no responsibility or authority in the State of Idaho, GSAT will apply the same standards and guidelines to apprentices registered in the program while working in the State of Idaho.

II. MINIMUM QUALIFICATIONS:

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

- Age: **18**
- Education: **High School Diploma or Equivalent**
- Physical: **Must be able to perform job duties with or without reasonable accommodation**
- Testing: **NONE**
- Other: **Must be able to provide proof of 7.0 hours HIV/AIDS training from Washington State Department of Health-approved training provider per RCW 70.24.270 and proof of up-to-date CPR training.**

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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:

- 1. Applicants must be employed or receive an offer of employment by an employer who is a Registered Training Agent for GSAT.**
- 2. All GSAT Training Agents will use the same application process to maintain a fair and equitable hiring process. GSAT Training Agents will verify that all applicants meet the minimum qualifications for the apprenticeship program. Applications can obtained at office.gsat@gmail.com.**
- 2. Upon an offer of employment by a GSAT Training Agent, the required application and supporting material will be sent to GSAT (office.gsat@gmail.com) and be reviewed by the MA-C GSAT Committee for verification that the applicant meets minimum qualifications.**
- 3. Training Agents, upon verification by GSAT, may hire the applicant.**
- 4. Along with an offer for employment, the applicant will be informed of their rights and responsibilities under the Standards of Apprenticeship established for the occupation and sign an apprenticeship agreement.**
- 5. Applicants who want to be considered for Advance Standing must submit documentation of all RSI and OJT along with a written request to the Training Director before accepting and signing an apprenticeship agreement.**

B. Equal Employment Opportunity Plan:

The recruitment, selection, employment, and training of apprentices during their apprenticeship shall be without discrimination because of race, color, religion, national origin, or sex. The applicant must meet the minimum age requirement. GSAT will take affirmative action to provide equal opportunity in apprenticeship

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and operate this apprenticeship program as required under Title 29, Code of Federal Regulations, Part 30, as amended and other applicable law and lawful regulations.

All Training Agents will be made aware of the Apprenticeship EEO plan and will help and/or participate in the recruitment and outreach items listed below.

GSAT has set forth the following EEO plan:

- 1. Participation in annual workshops, if available, that are designed to familiarize all concerned with the apprenticeship system and current opportunities.**
- 2. Network and cooperate with school boards, community colleges, and vocational schools to develop programs, which prepare the students for entrance into apprenticeship.**
- 3. GSAT will disseminate information, within shops or concerns, concerning equal opportunity policies of the program sponsor.**
- 4. GSAT will collaborate with programs designed to recruit, pre-qualify, and place minorities and women in apprenticeship.**
- 5. GSAT will collaborate with recognized Pre-Apprenticeship programs to make completers aware of apprenticeship opportunities available with this sponsor.**

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].

2000 Hours of Employment

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

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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.

400 Hours of Employment

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 apprentice able 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:

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There shall be no more than one (1) apprentice to one (1) journey-level worker per jobsite.

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	0-1000	87%
2	1001-2000	89%

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 Interaction1125**
 - Rooming and Vital signs**
 - Phones and Scheduling**
 - Care Coordination**

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**Chronic Disease Management
Preventative Care and Screening
Patient Self-Management and Health Coaching
Health Benefit Enrollment**

2. Clinical Procedures and Diagnostic Tests.....350
Including but not limited to: Peak flow, URI prep, STI/GU prep, nebulizer, spirometry, urinalysis, pregnancy testing, HgA1C, Instrument cleaning, EKG, oxygen, venipuncture and capillary collection, injections including vaccines, aseptic technique, sterile field preparation.

3. Data Entry190
**Run/Pull Charts
Interacting with EHR
Medical Records
Chart Prep and organization**

4. MISC Processes and Cleaning160
**Supply Management- stocking and ordering
Cleaning**

5. Quality Improvement50
**Rapid-Cycle Changing/PDSA and Problem Solving
Improved Care Processes
Increasing Access
Workflow
Revenue
Rooming and Vital Signs
QI Implementation**

6. Care Team Interaction125
**Population and Patient Panel management
Team Huddles
Total Hours/# of Competency Levels:.....2000**

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.

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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)
- Sponsor approved online or distance learning courses (specify)
- State Community/Technical college
- Private Technical/Vocational college
- Sponsor Provided (lab/classroom)
- Other (specify):

B. (532) 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:

NONE

X. ADMINISTRATIVE/DISCIPLINARY PROCEDURES:

A. Administrative Procedures:

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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. Duties of the Training Director:

- 1.) **The Training Director will act for and under the direction of the GSAT Committee in carrying out the terms and condition as established in the Standards of the GSAT Apprenticeship.**
 - 2.) **The Training Director will report all administrative and disciplinary issues to the GSAT Committee.**
 - 3.) **The Training Director oversees the day to day operations of the program under the auspices of the GSAT Apprenticeship Committee.**
 - 4.) **The Training Director will investigate all Training Agent and Apprentice related issues and report of the GSAT Committee. This will be done in a fair and equitable way to ensure apprentices are receiving quality education and employment.**
 - 5.) **The training Director will track employment of the apprentice and assist with continuous employment through the apprentice's time in the apprenticeship program.**

- b. Duties of the GSAT Committee:

- 1.) **The Committee will review and approve all policies and procedures related to the GSAT administration and governance.**
 - 2.) **The Committee will review the application of potential apprentices applying for GSAT Registered Apprenticeship.**

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- 3.) The Committee will review and rule on all requests for Advance Standing.**
- 4.) The Committee will consider all disciplinary actions and make decisions based on program standards.**
- 5.) Committee members who are current employers of registered apprentices appearing before the committee to face possible disciplinary action shall recuse themselves from voting. An Alternate committee member who is not the apprentice's current employer will vote on any proposed committee action.**
- 6.) The Committee will review and approve the advancement of and the completion of each apprentice from the apprenticeship program.**

c. Duties of GSAT Training Agents:

- 1.) Training Agents will sign the Authorized Training Agent form, Understanding of EEO Requirements form, and Application forms for GSAT Training Agents. GSAT Training Agents will comply with the procedures described in these Standards.**
- 2.) Training Agents will interview and hire applicants according to state and federal employment laws and rules.**
- 3.) Training Agents will refer applicants and supply the necessary documentation of employment and apprenticeship acceptance to GSAT at office.gsat@gmail.com.**
- 4.) Training Agents will release apprentices from OJT commitments to attend 100% of schedule RSI.**
- 5.) Training Agents will be included in the evaluation process through jobsite observations. Observations will be sent to the Training Director upon request and reviewed by the GSAT Committee.**
- 6.) Training Agents will notify GSAT of apprentices being fired, laid off, and/or refusal to rehire apprentices within 5 days of the action.**
- 7.) Training Agents shall use only registered apprentices to perform work processes in accordance with approved program standards.**
- 8.) Training Agents will check to see if there are any current registered apprentices laid off waiting for employment opportunities. Those apprentices will be offered interviews first, prior to bringing in new applicants.**

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9.) Training Agents will ensure apprentices are being fully trained in the scope of work for the apprenticeship. If an apprentice is lacking hours in a work process, Training Agents will allow rotation of apprentices to ensure they acquire the necessary hours and experience.

10.) Training Agents will be responsible to provide mileage to apprentices who travel more than 50 miles for RSI or a Committee Meeting Appearance. Mileage will be reimbursed at the current Federal allowed rate.

d. Duties of GSAT apprentices:

- 1.) Apprentices will fill out and sign the Apprenticeship Agreement form, and provide all necessary information outlined in these Standards and GSAT policies and procedures.
- 2.) Apprentices will comply with the GSAT standards and Policies and procedures.
- 3.) Apprentices will attend 100% of scheduled RSI (see attendance policy in Section X.e.6); pass with a grade of 70% or better; and receive satisfactory reports from the Training Agent. Not meeting this requirement will result in disciplinary action as outlined in these Standards.
- 4.) Apprentices are responsible for the timely payment of tuition.
- 5.) Apprentices will be responsible for reporting their monthly OJT hours to the GSAT Training Director by the 5th of the following month.
- 6.) Apprentices will know their rights to make a complaint to the GSAT Committee for issues pertaining to either RSI and/or OJT. The apprentice must submit the complaint in writing the Training Director within 30 days of the occurrence. The apprentice shall have the right to appear in person before the GSAT Committee.
- 7.) Apprentices must be able to get to and from work at job sites anywhere within the geographical area covered by these standards.

e. GSAT Policy and Procedures:

- 1.) GSAT Apprentice Code of Conduct does not allow for drug/alcohol use, violence, and /or abusive language on the jobsite or in the classroom. Any of these behaviors could result in probation or cancellation from the apprenticeship program.

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2.) Physical/verbal abuse, harassment, or insubordination of any type towards GSAT staff, instructors, journeyman, and/or fellow apprentices may result in probation or cancellation from the apprenticeship program.

3.) Safety First. The apprentice will comply with industry safety standards. All apprentices must wear required provided protective equipment when working with tools and/or materials in the lab. All tools and materials will be put back in their proper place and lab areas will be swept clean after each class use. Apprentices will be required to wear protective equipment during OJT per Training Agent's policies and procedures.

4.) All tools in the lab shall be maintained in a safe condition and used only for their intended purpose.

5.) Apprentices shall be in the classroom with the proper educational materials (books, calculator, pencil, paper, etc.), homework completed and prepared to learn. Cell phones and electronics will be turned off in the classroom and lab.

6.) Attendance Policy: 100% attendance of scheduled classroom instruction is required by the apprentice. If the apprentice's absence is excused (may include by is not limited to: illness documented with a doctor's or hospital note, death in the immediate family, birth of the apprentice's child, or military obligation) make up hours will be arranged for the apprentice. If instruction is not made up by the apprentice within 30 days of the absence, he/she may be removed from the program or forced to repeat the program year due to hour deficiency. If the absence is unexcused the apprentice will be allowed to make up the hours. A second unexcused absence could result in removal from the program or repeating the program year due to RSI hour deficiency.

7.) In the case an apprentice is laid off due to lack of work, assistance will be provided to obtain employment with another GSAT Training Agent. The apprentice will remain in the RSI portion of the apprenticeship. If employment is not secured at the end of the academic year, the apprentice will be suspended until the OJT portion of the apprenticeship can be satisfied.

8.) Advancement of the apprentice will be based on satisfactory completion of RSI with a 70% or better. OJT will be evaluated by the Training Agent and reported to GSAT. Satisfactory performance in PJT and RSI will result in wage advancement per the guidelines set out in this Standard. Any performance deemed unsatisfactory must come before the GSAT Committee to be considered and decided upon.

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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:
 - 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:

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a. The GSAT Committee may cancel the Apprenticeship Registration and remove the apprentice from the apprenticeship program for cause. Cause includes but is not limited to:

- 1.) Missed OJT and/or RSI resulting in hour deficiencies.**
- 2.) Poor performance in OJT and/or RSI as defined by this Standard.**
- 3.) Illegal behavior.**
- 4.) Substance abuse.**
- 5.) Behavior dangerous to self or others.**
- 6.) Refusal to comply with these Standards.**

b. GSAT Apprenticeship disciplinary actions may include but are not limited to:

- 1.) A verbal warning**
- 2.) A written warning**
- 3.) A request to appear before the GSAT Committee to answer for warnings.**
- 4.) Removal from Class.**
- 5.) Disciplinary Probation or suspension.**
- 6.) Holds in RSI advancement of the program year.**
- 7.) Withhold of step and periodic wage advancement.**
- 8.) Cancellation of apprenticeship agreement for cause.**

c. Disciplinary issues may initially be addressed by the Training Director. If the Training Director deems appropriate, the matter may be referred to the GSAT Committee for action. Matters after the initial probationary period as defined in these Standards, can also be referred to the GSAT Committee per the written request of the apprentice. The apprentice will request in writing to appear before the Committee within 30 days of the disciplinary action.

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.

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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.
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:

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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
 - 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

GREATER SPOKANE APPRENTICESHIP TRAINING – MEDICAL ASSISTANT

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.
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

GREATER SPOKANE APPRENTICESHIP TRAINING – MEDICAL ASSISTANT

- 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.

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.

GREATER SPOKANE APPRENTICESHIP TRAINING – MEDICAL ASSISTANT

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: **50% plus one. A quorum must be present to carry on the regular business of the GSAT Apprenticeship Committee.**
 - b. Program type administered by the committee: **Group Non-Joint**
 - c. The employer representatives shall be:

Emily Padgett, Chair
24021 E. Mission Ave
Meadowwood Bldg. Suite 105
Liberty Lake WA 99019

Jody Landt
24021 E. Mission Ave
Meadowwood Bldg. Suite 105
Liberty Lake, WA 99019

GREATER SPOKANE APPRENTICESHIP TRAINING – MEDICAL ASSISTANT

d. The employee representatives shall be:

**Tyler Underwood, Secretary
24021 E. Mission Ave
Meadowwood Bldg. Suite 105
Liberty Lake, WA 99019**

**Martin Matney
525 S. Clearwater Loop
Post Falls ID 83854**

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.

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.

**Brenda Hamilton
Training Director/Coordinator**

GREATER SPOKANE APPRENTICESHIP TRAINING – MEDICAL ASSISTANT

**Greater Spokane Apprenticeship
Training
Office.gsat@gmail.com**

For L&I Staff e Only	
<i>Christina Chance</i> 10/31/2024	<i>Teri Gardner</i> 11-15-24
L&I Apprenticeship Consultant	L&I Admin

Department of Labor and Industries
 Apprenticeship Section
 PO Box 44530
 Olympia WA 98504-4530



Journey Level Wage Rate

From which apprentices' wage rates are computed

TO: Washington State Apprenticeship & Training Council

FROM: Greater Spokane Apprenticeship Training - Medical Assisnat

Occupation;	County(les):	Journey Level Wage Rate:	Effective Date:
MA-C 31-9092.00	Spokane, Pend Orielle, Whitman, Asotin, Garfield, Columbia, Franklin, Walla Walla, Adams, Lincoln, Stevens, Ferry, Benewah, Bonner, Boundary, Clearwater, Idaho, Kootenai, Latah, Lewis, Nez Perce, and Shoshone.	\$22.49	5/20/2024
		\$	
		\$	
		\$	

Sponsors must submit the journey-level wage at least annually or whenever changed to the Department.

Form must be signed by Committee Chair and Secretary or Program's Authorized Signer

<input checked="" type="checkbox"/> Chair	Date <u>7/24/24</u>	<input type="checkbox"/> Secretary	Date <u>7/24/24</u>
<input checked="" type="checkbox"/> Authorized Signer			
Print Name: Brenda Hamilton		Print Name: Emily Padgett	
Signature: <i>Brenda Hamilton</i>		Signature: <i>Emily Padgett</i>	

For L&I Staff Use Only

Christina Chance 11/12/2024
L&I Apprenticeship Consultant

Teri Gardner 11-15-24
L&I Admin

Department of Labor and Industries
Apprenticeship Section
PO Box 44530
Olympia WA 98504-4530



Apprenticeship Related/Supplemental Instruction (RSI) Plan Review


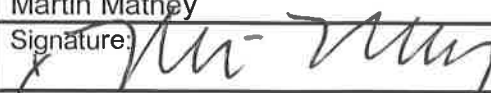
Program Name Greater Spokane Apprenticeship Training	
Occupation Medical Assistant- Certified	
Term/OJT Hours 2000	Total RSI Hours 532
Training Provider NIC Workforce Training	

By the signature placed below, the **program sponsor** agrees to provide the prescribed RSI for each registered apprentice and assures that:


1. The RSI content and delivery method is and remains reasonably consistent with the latest occupational practices, improvements, and technical advances.
2. The RSI is coordinated with the on-the-job work experience.
3. The RSI is provided in safe and healthful work practices in compliances with WISHA and applicable federal and state regulations.
4. The RSI Plan is maintained, updated and submitted to the Department a minimum of once every 5 years (WSATC Policy 2015-01; rev, 10-21-21).
5. The RSI will be conducted by instructors who meet the qualification of the “competent instructor” as described in WAC 296-05-003:
 - a. Has demonstrated a satisfactory employment performance in her/her occupation for a minimum of three years beyond the customary learning period for that occupation; and
 - b. Meets the State Board for Community and Technical Colleges requirements for a professional technical instructor (see WAC 131-16-080 through -094), or be a subject matter expert, which is an individual, such as a journey worker, who is recognized within the industry as having expertise in a specific occupation; and
 - c. 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 the related technical instruction.
6. If using alternative forms of instruction, such as correspondence, electronic media, or other self-study, instruction shall be clearly defined.

Signatures on next page

Form must be signed by Committee Chair and Secretary or Program's Authorized Signer

<input type="checkbox"/> Chair	Date	<input checked="" type="checkbox"/> Secretary	Date
<input checked="" type="checkbox"/> Authorized Signer	11/12/2024		11/12/2024
Print Name: Brenda Hamilton		Print Name: Martin Matney	
Signature: 		Signature: 	

Training Provider Signature

Approved By (Print Name): Brenda Hamilton	Title: Apprenticeship Manager
Signature of the Training Provider: 	
Date: 11/12/2024	

If additional training providers are needed, go to page 4.

SBCTC

Print Name:	Title:
Signature of the Program Administrator:	
Date:	
<input type="checkbox"/> SBCTC recommends approval	<input type="checkbox"/> SBCTC recommends return to sponsor

Program Name Greater Spokane Apprenticeship Training	Occupational Objective Medical Assistant, Certified
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Note: The description of each element must be in sufficient detail to provide adequate information for review by the SBCTC and Review Committee. To add more elements, click on the plus sign that appears below the "Description of Element/Course" field.

Describe minimum hours of study per year in terms of (check one):

- 12-month period from date of registration.
- Defined 12-month school year.
- 2,000 hours of on-the-job training.

Element/Course: MA Course Introduction	Planned Hours: 6
Mode of Instruction (check all that apply) <input checked="" type="checkbox"/> Classroom <input type="checkbox"/> Lab <input type="checkbox"/> Online <input type="checkbox"/> Self-Study Provided by: NIC Workforce Training	
Description of element/course: Introduction to Medical Assistant course that includes course requirements, computer log on and assignments, grading structure, online assignments, working with your preceptor, responsibilities and expectations. Included is an online assignment and self-study introducing the apprentice to the medical assistant profession.	

Element/Course: Corporate Compliance	Planned Hours: 20
Mode of Instruction (check all that apply) <input checked="" type="checkbox"/> Classroom <input type="checkbox"/> Lab <input type="checkbox"/> Online <input type="checkbox"/> Self-Study Provided by: Training Agent	
Description of element/course: The MA apprentice will complete the corporate compliance trainings required by their Training Agent including but not limited to HIPAA, Harassment in the Workplace, Blood Borne Pathogens, Patient Rights and Responsibilities, OSHA Hazard Communication, Emergency Response Training, IT Security, and Release of Information.	

Element/Course: The Medical Assistant	Planned Hours: 12
Mode of Instruction (check all that apply) <input checked="" type="checkbox"/> Classroom <input type="checkbox"/> Lab <input type="checkbox"/> Online <input type="checkbox"/> Self-Study Provided by: NIC Workforce Training	
Description: Introduction to the Medical Assistant profession. Overview of the scope of work and the responsibilities for a Medical Assistant.	

Element/Course: Introduction to Medical Terminology	Planned Hours: 10
Mode of Instruction (check all that apply) <input checked="" type="checkbox"/> Classroom <input type="checkbox"/> Lab <input type="checkbox"/> Online <input type="checkbox"/> Self-Study Provided by: NIC Workforce Training	
Description of element/course: Introduction to Medical Terminology including the basic elements of medical terminology, word construction and documentation utilizing medical terminology.	

Element/Course: Medical Terminology – Body Structure and Function and Vital Signs	Planned Hours: 10
Mode of Instruction (check all that apply) <input checked="" type="checkbox"/> Classroom <input checked="" type="checkbox"/> Lab <input type="checkbox"/> Online <input type="checkbox"/> Self-Study Provided by: NIC Workforce Training	
Description of element/course:	

Overview of body systems, basic human anatomy, interrelationship between body systems and introduction to vital signs. Includes online terminology assignments. 8 hours in the classroom with 2 hours lab experience for practical application.

Includes lab on assessing and recording vital signs. In addition to an introduction to vital signs, the apprentice will be required to perform and track a minimum number of vital sign assessments on actual patients. This will be tracked and turned in approximately half-way through the course.

Element/Course: Medical Terminology and Physical Therapy	Planned Hours: 12
Mode of Instruction (check all that apply) <input checked="" type="checkbox"/> Classroom <input checked="" type="checkbox"/> Lab <input type="checkbox"/> Online <input type="checkbox"/> Self-Study Provided by: NIC Workforce Training	
Description of element/course: Anatomy and terminology regarding the integumentary system, the skeletal system. Includes online terminology assignments. Introduction to physical therapy (PT) with relationship between the MA and the PT and common musculoskeletal rehabilitation conducted by the physical therapist and the role of the MA in helping patients with musculoskeletal conditions. Classroom 10 hours. 2 hours Lab to practice vital signs.	

Element/Course: Medical Terminology and the Cardiovascular System	Planned Hours: 12
Mode of Instruction (check all that apply) <input checked="" type="checkbox"/> Classroom <input checked="" type="checkbox"/> Lab <input type="checkbox"/> Online <input type="checkbox"/> Self-Study Provided by: NIC Workforce Training	
Description of element/course: Anatomy, physiology and terminology of the cardiovascular system, including online anatomy and terminology assignments. Classroom instruction and lab regarding Electrocardiography including cardiac monitor demonstration and practice- 10 hours classroom and 2 hours lab.	

Element/Course: Medical Terminology and the Central Nervous System	Planned Hours: 12
Mode of Instruction (check all that apply) <input checked="" type="checkbox"/> Classroom <input checked="" type="checkbox"/> Lab <input type="checkbox"/> Online <input type="checkbox"/> Self-Study Provided by: NI Workforce Training	
Description of element/course: Anatomy and terminology of the nervous system to include the special senses (Eye, Ear, Taste, Smell). Includes online self-study. Includes lab (2 Hours) on special senses tests including eye exams, hearing tests, taste and smell patient tests.	

Element/Course: The Muscular System	Planned Hours: 12
Mode of Instruction (check all that apply) <input checked="" type="checkbox"/> Classroom <input type="checkbox"/> Lab <input type="checkbox"/> Online <input checked="" type="checkbox"/> Self-Study Provided by: NIC Workforce Training	
Description of element/course: Anatomy, physiology and terminology of the muscular system. Includes online self-study assignments. Includes an online and self-study module on the anatomy of the muscular system. 11 hours of classroom. Self-study is 1 hour.	

Element/Course: The Immune System, Respiratory System, and Pulmonary Function	Planned Hours: 20
Mode of Instruction (check all that apply) <input checked="" type="checkbox"/> Classroom <input checked="" type="checkbox"/> Lab <input type="checkbox"/> Online <input checked="" type="checkbox"/> Self-Study	

Provided by: NIC Workforce Training
Description of element/course: Anatomy and terminology of the immune system and respiratory system, including online self-study assignments. Includes recognition of immune dysfunction and infection. Lab assignments in assessing pulmonary function (3 hours). Self-study is 1 hour.

Element/Course: The Digestive and Urinary Systems including Urinalysis	Planned Hours: 20
Mode of Instruction (check all that apply) <input checked="" type="checkbox"/> Classroom <input checked="" type="checkbox"/> Lab <input type="checkbox"/> Online <input checked="" type="checkbox"/> Self-Study	
Provided by: NIC Workforce Training	
Description of element/course: Anatomy and Terminology of the digestive system and urinary system including abnormalities of each and common disease states and the role of the MA in supporting the physician in providing care. Includes online self-study assignments (1 hour) Lab assignments conducting urinalysis (3 hours)	

Element/Course: The Endocrine System and Reproductive System and Special Problems	Planned Hours: 16
Mode of Instruction (check all that apply) <input checked="" type="checkbox"/> Classroom <input type="checkbox"/> Lab <input type="checkbox"/> Online <input checked="" type="checkbox"/> Self-Study	
Provided by: NIC Workforce Training	
Description of element/course: Anatomy, Physiology and Terminology of the Endocrine system and Reproductive system. Includes classroom and online self-study (1 hour) on reproductive disorders and the role of the medical assistant in supporting health care staff and patients in the care and treatment of conditions associated with the endocrine and reproductive systems.	

Element/Course: Medical Law and Ethics, Communication, Verbal and Non-Verbal Professionalism	Planned Hours: 10
Mode of Instruction (check all that apply) <input checked="" type="checkbox"/> Classroom <input checked="" type="checkbox"/> Lab <input type="checkbox"/> Online <input type="checkbox"/> Self-Study	
Provided by: NIC Workforce Training	
Description of element/course: The apprentice will understand Medical Law and Medical-Legal Ethics and the role of the medical assistant. This includes performing compliance reporting based on public health principles, reporting illegal activities in the healthcare setting and professional ethics. The apprentice will participate in lab (1 hour) activities that involve verbal and non-verbal communication and professionalism.	

Element/Course: Mental Health and Self Care	Planned Hours: 12
Mode of Instruction (check all that apply) <input checked="" type="checkbox"/> Classroom <input type="checkbox"/> Lab <input type="checkbox"/> Online <input checked="" type="checkbox"/> Self-Study	
Provided by: NIC Workforce Training	
Description of element/course: The apprentice will participate in classroom study and discussion on self-care issues surrounding mental health as well as mental health issues in the healthcare field affecting patients as well as healthcare providers. There is an online self-study (1 hour) segment that looks deeper into mental health conditions for the healthcare worker and self-care strategies.	

Element/Course: Nutrition and Patient Education	Planned Hours: 12
Mode of Instruction (check all that apply) <input checked="" type="checkbox"/> Classroom <input type="checkbox"/> Lab <input type="checkbox"/> Online <input checked="" type="checkbox"/> Self-Study	
Provided by: NIC Workforce Training	

Description of element/course:
 The apprentice will learn the latest information on nutrition, especially how this contributes toward disease states and how proper nutrition can affect overall health. There are online self-study assignments (1 hour) that accompany this module.

Element/Course: Mental Health First Aid	Planned Hours: 10
Mode of Instruction (check all that apply) <input checked="" type="checkbox"/> Classroom <input type="checkbox"/> Lab <input type="checkbox"/> Online <input type="checkbox"/> Self-Study Provided by: NIC Workforce Training	

Description of element/course:
 This program designed to improve the apprentice's knowledge and modify their attitudes and perceptions about mental health and related issues. This includes how to respond to individuals who are experiencing one or more acute mental health crises (i.e., suicidal thoughts and/or behavior, acute stress reaction, panic attacks, and/or acute psychotic behavior) or those in the early stages of one or more chronic mental health problems such as depressive, anxiety, and/or psychotic disorders, or issues related with substance abuse. Completion leads to a certificate from the National Council for Mental Wellbeing.

Element/Course: Physical Examinations and Medical Specialties	Planned Hours: 16
Mode of Instruction (check all that apply) <input checked="" type="checkbox"/> Classroom <input checked="" type="checkbox"/> Lab <input type="checkbox"/> Online <input checked="" type="checkbox"/> Self-Study Provided by: NIC Workforce Training	

Description of element/course:
 The apprentice will learn physical examinations that medical assistants perform for different medical conditions. These physical examinations often differ dependent on the medical specialty where the exam is taking place. This will be presented in this module and there is a lab experience (2 hours) that introduces common physical exams for different healthcare settings. There is an online self-study (1 hour) component with this module.

Element/Course: Pediatrics	Planned Hours: 20
Mode of Instruction (check all that apply) <input checked="" type="checkbox"/> Classroom <input checked="" type="checkbox"/> Lab <input type="checkbox"/> Online <input checked="" type="checkbox"/> Self-Study Provided by: NIC Workforce Training	

Description of element/course:
 The apprentice will be introduced to pediatric conditions commonly found in the pediatric and urgent care setting. Included in this module, the apprentice will participate in physical exam and special tests labs (2-3 hours) involving pediatric manikins. This includes an online self-study (1 hour) component in addition to the classroom instruction.

Element/Course: Geriatrics	Planned Hours: 20
Mode of Instruction (check all that apply) <input checked="" type="checkbox"/> Classroom <input checked="" type="checkbox"/> Lab <input type="checkbox"/> Online <input checked="" type="checkbox"/> Self-Study Provided by: NIC workforce Training	

Description of element/course:
 In this module, the apprentice will learn common medical conditions associated with the geriatric patient. This includes common physical examination procedures instruction and lab practice (2-3 hours) on manikins and humans. This module includes an online self-study (1 hour) segment to augment learning opportunities found in the classroom and lab. There is an open discussion highlighting the role of the medical assistant in the care of the elderly.

Element/Course: Assisting with Minor Surgery and Addressing Medical Emergencies.	Planned Hours: 16
Mode of Instruction (check all that apply) <input checked="" type="checkbox"/> Classroom <input checked="" type="checkbox"/> Lab <input type="checkbox"/> Online <input checked="" type="checkbox"/> Self-Study Provided by: NIC Workforce Training	

Description of element/course:

This module includes classroom instruction and a lab where the apprentice will be introduced to instruments commonly found in minor surgical settings and the apprentice will participate in hands on lab performing retraction and other techniques utilized by the MA when assisting in minor surgery.

In addition, the apprentice will participate in an online self-Study (1 hour) is in addition to planned hours of classroom instruction (11 hours). Study program discussing and addressing medical emergencies. This will be followed by a discussion in class.

Element/Course: The Clinical Laboratory	Planned Hours: 16
Mode of Instruction (check all that apply) <input checked="" type="checkbox"/> Classroom <input checked="" type="checkbox"/> Lab <input type="checkbox"/> Online <input checked="" type="checkbox"/> Self-Study Provided by: NIC Workforce Training	
Description of element/course: The apprentice will be introduced to modalities commonly found in the clinical laboratory. These include Microscopes, Hematology analyzers, Blood gas analyzers, Autoclaves, Hotplates, Chemistry analyzers, Differential counters, Histology and cytology equipment, Urinalysis analyzers, DNA analyzers, Gamma counters, Microplate readers/washers, Incubators and Point of care analyzers. Some of these items will be shown and practiced with in lab (2-3 hours), others will be presented in the classroom and online in a self-study format (1 hour).	

Element/Course: Phlebotomy and Blood Collection	Planned Hours: 18
Mode of Instruction (check all that apply) <input checked="" type="checkbox"/> Classroom <input checked="" type="checkbox"/> Lab <input type="checkbox"/> Online <input checked="" type="checkbox"/> Self-Study Provided by: NIC Workforce Training	
Description of element/course: The introduction to phlebotomy and blood collection where the apprentice will be introduced to collecting patient blood through phlebotomy techniques. In lab, the apprentice will practice phlebotomy techniques on a manikin, progressing to a human arm and hand (2-3 hours). There is an online self-study (1 hour) component that augments apprentice learning through video and online assignments.	

Element/Course: Hematology	Planned Hours: 16
Mode of Instruction (check all that apply) <input checked="" type="checkbox"/> Classroom <input checked="" type="checkbox"/> Lab <input type="checkbox"/> Online <input type="checkbox"/> Self-Study Provided by: NIC Workforce Training	
Description of element/course: The apprentice will be introduced and practice in lab techniques (2 Hours) in treating blood for laboratory analysis. This includes practicing sterile techniques, preparing blood for analysis, pre and post centrifuge, the use of the centrifuge, preparation for microscopic analysis and physical and chemical testing.	

Element/Course: Microbiology	Planned Hours: 18
Mode of Instruction (check all that apply) <input checked="" type="checkbox"/> Classroom <input checked="" type="checkbox"/> Lab <input type="checkbox"/> Online <input checked="" type="checkbox"/> Self-Study Provided by: NIC Workforce Training	
Description of element/course: Through classroom introduction and lab experience, the apprentice will be introduced to blood and tissue sample analysis. This includes microscopic and chemical analysis instructed in class and lab (2 hours). This module includes an extensive online self-study component (1 hour) covering various techniques and tools used in microbiology.	

Element/Course: Radiology and Diagnostic Testing	Planned Hours: 12
Mode of Instruction (check all that apply) <input checked="" type="checkbox"/> Classroom <input checked="" type="checkbox"/> Lab <input type="checkbox"/> Online <input checked="" type="checkbox"/> Self-Study Provided by: NIC Workforce Training	
Description of element/course: The apprentice will learn different forms of diagnostic testing to include diagnostic ultrasound, MRI and CT scans, and various forms of x-rays. In lab, (2 hours) the apprentice will learn aspects of x-rays, practice	

patient positioning and will participate in diagnostic ultrasound examination. The online and self-study (1hour) component covers advanced diagnostic modalities and techniques.

Element/Course: Mathematics for Pharmacology	Planned Hours: 20
Mode of Instruction (check all that apply) <input checked="" type="checkbox"/> Classroom <input type="checkbox"/> Lab <input type="checkbox"/> Online <input checked="" type="checkbox"/> Self-Study Provided by: NIC Workforce Training	
Description of element/course: Introduction to mathematics used in pharmacology. Here the apprentice will learn milliliters, grams, ounces, and other common units of measurement and will learn conversion formulas, dosage formulas, moles calculations, dilutions and other pharmacy calculations commonly found where the medical assistant works. There is an extensive online and self-study (1 hour) segment that accompanies this module.	

Element/Course: Pharmacology	Planned Hours: 20
Mode of Instruction (check all that apply) <input checked="" type="checkbox"/> Classroom <input type="checkbox"/> Lab <input type="checkbox"/> Online <input checked="" type="checkbox"/> Self-Study Provided by: NIC Workforce Training	
Description of element/course: The apprentice will learn common medications provided to patient conditions including the 3 drug classes, how they are administered, their mechanism of action, and physiological effects. The apprentice will learn proper storage of medications and medication security. Included is online self-study (1 hour) medical-legal implications, physician prescription, and documentation.	

Element/Course: Administering Medications	Planned Hours: 12
Mode of Instruction (check all that apply) <input checked="" type="checkbox"/> Classroom <input checked="" type="checkbox"/> Lab <input type="checkbox"/> Online <input type="checkbox"/> Self-Study Provided by: NIC Workforce Training	
Description of element/course: Classroom instruction where the apprentice learns the methods of administering medications, the reason for the different methods of administration, indications and contraindications and expected effects and adverse effects. A lab (2 hours) includes demonstration and practice with drug administration including oral, nasal, sublingual, suppository, subcutaneous, intermuscular and intravenous.	

Element/Course: The Office Environment and Telephone Techniques	Planned Hours: 12
Mode of Instruction (check all that apply) <input checked="" type="checkbox"/> Classroom <input type="checkbox"/> Lab <input type="checkbox"/> Online <input checked="" type="checkbox"/> Self-Study Provided by: NIC Workforce Training	
Description of element/course: This module introduces the apprentice to front-office environment and the role of the medical assistant in front desk administration, communication techniques and professionalism. Included in this is an online self-study module (1 hour) on Medical Law and Ethics.	

Element/Course: Patient Reception and Appointment Scheduling	Planned Hours: 12
Mode of Instruction (check all that apply) <input checked="" type="checkbox"/> Classroom <input type="checkbox"/> Lab <input type="checkbox"/> Online <input checked="" type="checkbox"/> Self-Study Provided by: NIC Workforce Training	
Description of element/course: In this module, the apprentice will learn patient check-in, patient scheduling, patient discharge. In addition, there is a discussion on handling different patients and meeting their needs in a professional manner. This module includes an online (1 hour) segment covering Communication and Customer Service.	

Element/Course: Office Facilities, Equipment and Supplies and Computers in the Medical Office	Planned Hours: 10
Mode of Instruction (check all that apply) <input checked="" type="checkbox"/> Classroom <input type="checkbox"/> Lab <input type="checkbox"/> Online <input checked="" type="checkbox"/> Self-Study Provided by: NIC Workforce Training	
Description of element/course:	

Through classroom discussion, and online module and self-study (1 hour), the apprentice will learn about clinic equipment including computers, communication equipment and medical office facilities. .

Element/Course: Written Communication and the Medical Record	Planned Hours: 12
Mode of Instruction (check all that apply) <input checked="" type="checkbox"/> Classroom <input type="checkbox"/> Lab <input type="checkbox"/> Online <input checked="" type="checkbox"/> Self-Study Provided by: NIC Workforce Training	
Description of element/course: In this medical documentation module apprentice will learn the importance of proper documentation and the maintenance of medical records. Included is information on legal considerations related to documentation. There is an online self-study (1 hour) review of HIPAA and Personally Identifiable Information (PII).	

Element/Course: Medical Insurance	Planned Hours: 12
Mode of Instruction (check all that apply) <input checked="" type="checkbox"/> Classroom <input type="checkbox"/> Lab <input type="checkbox"/> Online <input checked="" type="checkbox"/> Self-Study Provided by: NIC Workforce Training	
Description of element/course: The apprentice will learn the benefits of medical insurance and its effect on the medical clinic. Included is information on different types of medical insurance, including private and public pay, and the different types of medical insurance plans including PPO, HMO, EPO or POS. There is an online (1 hour) module that reviews governmental insurance including Public Health plans and Medicare/Medicaid.	

Element/Course: Patient Coding and Procedure Coding	Planned Hours: 16
Mode of Instruction (check all that apply) <input checked="" type="checkbox"/> Classroom <input type="checkbox"/> Lab <input type="checkbox"/> Online <input checked="" type="checkbox"/> Self-Study Provided by: NIC Workforce Training	
Description of element/course: In this module the apprentice will learn the Current Procedural Terminology (CPT) coding system that describes the procedures performed in the medical office and they will learn the International Classification of Diseases (ICD-10) coding system that provides codes for diseases, signs and symptoms, abnormal findings, complaints, social circumstances, and external causes of injury or diseases. There is an online and self-study (1 hour) segment that augments material presented in the classroom.	

Element/Course: Patient Billing and Collections and Banking and Medical Office Finances	Planned Hours: 8
Mode of Instruction (check all that apply) <input checked="" type="checkbox"/> Classroom <input type="checkbox"/> Lab <input type="checkbox"/> Online <input type="checkbox"/> Self-Study Provided by: NIC Workforce Training	
Description of element/course: In this module, the apprentice will learn the role the medical assistant plays in patient billing and collections, medical office finances and office billing practices. This is especially useful for small medical clinics and the medical assistant often times performs these tasks.	

Element/Course: Medical Office Management	Planned Hours: 8
Mode of Instruction (check all that apply) <input checked="" type="checkbox"/> Classroom <input type="checkbox"/> Lab <input type="checkbox"/> Online <input type="checkbox"/> Self-Study Provided by: NIC Workforce Training	
Description of element/course: The apprentice will conclude the segment of medical office by putting together all front-office and back-office activities that allow a medical clinic to run smoothly. There is open discussion and scenarios and role-playing where the apprentice will see the involvement of the medical assistant in the proper operation and functions of the medical practice. Self-study is in addition to planned hours of classroom instruction.	

Element/Course: Lab 1	Planned Hours: 16
Mode of Instruction (check all that apply) <input type="checkbox"/> Classroom <input checked="" type="checkbox"/> Lab <input type="checkbox"/> Online <input checked="" type="checkbox"/> Self-Study Provided by: NIC Workforce Training	

Description of element/course:

Lab review of phlebotomy, hematology, microbiology. Included is an online self-study (1 hour) module on certification examination preparation.

Element/Course: Lab 2

Planned Hours: 16

Mode of Instruction (check all that apply)

Classroom Lab Online Self-Study

Provided by: NIC workforce Training

Description of element/course:

Lab review of radiology and diagnostic testing and pharmacology. Included is an online self-study module (1 hour) on certification preparation.

Additional Training Providers (if necessary)

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Print Name Training Provider

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Title of Training Provider

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CC 11/12/2024

Greater Spokane Apprenticeship Training
1312 N Monroe Street Suite #121, *Teri Gardner 11-25-24*
Spokane, WA 99201
www.SpokaneApprenticeship.org *Teri Gardner 11-15-24*
509-285-1767

Procedure Title: Committee Election (CM01)

Issue/Revision Date: 10/1/2023

The purpose this document provides is procedural guidance on the election procedure for the apprenticeship governing committee.

References:

- GSAT Standards

Process:

1. The governing committee of an apprenticeship will be made up of equal number of employer and employee representatives.
2. Employee representatives will be defined as a representative of the apprentices who do not have the ability to hire or fire an employee, do not make decisions about wages, and do not authorize the work schedule.
3. Employer representatives will be defined as having the ability to hire, fire, set wages and final authorization of the employee work schedule.
4. When a position on the committee becomes available, representatives from the apprenticeship's training agents will be contacted by email for nominations.
5. Nominations for positions on the committee will stay open for a 7-day period.
6. Elections will be done via email for the position available, elections will stay open for a 7-day period.
7. Voting for employer representative will be done by the employer/owners only.
8. Voting for the employee representative will be done by the employees only.
9. Election results will be announced to all parties within 24 hours of the completion of voting.
10. Training Agents will be asked to update employee and employer list with email addresses a minimum of one time per year.
11. Only one representative per Training Agent per category will be allowed to participate on the governing committee at the same time. This will protect an apprentice's rights.

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L&I Apprenticeship Consultant	L&I Admin

Department of Labor and Industries
 Apprenticeship Section
 PO Box 44530
 Olympia WA 98504-4530



Apprenticeship Committee Representative Qualifications

The Apprenticeship Committee is responsible for the day-to-day operations of the apprenticeship and training program and operating the program consistent with the standards of apprenticeship. Pursuant to WAC 296-05-009, the Representative listed below shall be familiar with the applicable apprenticeship standards.

Name of Program Greater Spokane Apprenticeship Training - Medical Assistant
--

Committee Representative Name Jodie Landt	Committee Representative Signature
<input checked="" type="checkbox"/> Employer Representative <input type="checkbox"/> Employee Representative (Does not have the authority to hire or fire)	

Work Experience

Position (most recent first)	Employer / Organization	From (mm/yy)	To (mm/yy)
Lead MA	Providence Medical Group CM 60508487	06/13/14	Present

Education History

Name of Training and/or School (most recent first)	Completed Date (mm/yy)	Program of Study	Degree or Certification
Charter College, Pasco Washington	10/13	Medical Assistant Certification	MA-C/NCCT

Other Technical Certifications or Licenses Held

--

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L&I Apprenticeship Consultant	L&I Admin

Department of Labor and Industries
 Apprenticeship Section
 PO Box 44530
 Olympia WA 98504-4530



Apprenticeship Committee Representative Qualifications

The Apprenticeship Committee is responsible for the day-to-day operations of the apprenticeship and training program and operating the program consistent with the standards of apprenticeship. Pursuant to WAC 296-05-009, the Representative listed below shall be familiar with the applicable apprenticeship standards.

Name of Program Greater Spokane Apprenticeship Training - Medical Assistant
--

Committee Representative Name Martin Matney	Committee Representative Signature
<input type="checkbox"/> Employer Representative <input checked="" type="checkbox"/> Employee Representative <i>(Does not have the authority to hire or fire)</i>	

Work Experience

Position (most recent first)	Employer/ Organization	From (mm/yy)	To (mm/yy)
Manager	North Idaho College Workforce Training	02/20	present
Manager	Work-Fit	08/09	02/20
Owner	Whitesel ProTherapy, Inc.	06/99	08/09
Sales Rep	Generation II USA, Ossur	05/98	04/99
Staff	Bellevue Sports Medicine Clinic	05/94	05/98
Staff	Seattle ProSports Medicine Clinic	06/89	05/94

Education History

Name of Training and/or School (most recent first)	Completed Date (mm/yy)	Program of Study	Degree or Certification
CLS by BARBRI	02/24	Paralegal	Paralegal
OSHA	08/20	30 Hour General Industry Safety	OSHA30
The Back School	09/00	Ergonomics Assessment	CEAS
City University	06/99	Business Administration	MBA
Washington State University	09/81	Biology/Sports Medicine	B.S.

Other Technical Certifications or Licenses Held

Certified Program Planner, Past Washington State License for Athletic Trainer, Physical Therapist Assistant, US Army Basic Medical Specialist, Physical Therapy Specialist, Faculty Development, NFPA 70E 2012 Standard for Electrical Safety, OSHA 300 Record keeping and Recording
--

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 Apprenticeship Section
 PO Box 44530
 Olympia WA 98504-4530



Apprenticeship Committee Representative Qualifications

The Apprenticeship Committee is responsible for the day-to-day operations of the apprenticeship and training program and operating the program consistent with the standards of apprenticeship. Pursuant to WAC 296-05-009, the Representative listed below shall be familiar with the applicable apprenticeship standards.

Name of Program Greater Spokane Apprenticeship Training - Medical Assistant
--

Committee Representative Name Emily Padgett	Committee Representative Signature <i>Emily Padgett</i>
--	--

Employer Representative Employee Representative (Does not have the authority to hire or fire)

Work Experience

Position (most recent first)	Employer / Organization	From (mm/yy)	To (mm/yy)
Manager	Providence Medical Group Training and Development	12/13	Present
	Asante Ashland Community Hospital	07/04	12/13
	Rogue Community College Allied Health	01/15	12/21

Education History

Name of Training and/or School (most recent first)	Completed Date (mm/yy)	Program of Study	Degree or Certification
Mithcell Community College	06/04	Certified Nursing Assistant	CNA
Rouge Community College	12/19	Pre Reqs for Nursing	AS
North Idaho College	6/23	Medical Assisting	NHA
NHA	2016	Medical Assisting	NHA

Other Technical Certifications or Licenses Held

BLS, Mental Health Aide Certificate, Phlebotomy, EKG, CNA, CNAII, and NHA

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Christina Chance 11/4/2024
L&I Apprenticeship Consultant

Teri Gardner 11-15-24
L&I Admin

Department of Labor and Industries
Apprenticeship Section
PO Box 44530
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**Apprenticeship Committee
Representative Qualifications**

The Apprenticeship Committee is responsible for the day-to-day operations of the apprenticeship and training program and operating the program consistent with the standards of apprenticeship. Pursuant to WAC 296-05-009, the Representative listed below shall be familiar with the applicable apprenticeship standards.

Name of Program
Greater Spokane Apprenticeship Training (GSAT) *Medical Assistant*

Committee Representative Name
Tyler Underwood

Committee Representative Signature
Tyler Underwood

Employer Representative Employee Representative (Does not have the authority to hire or fire)

Work Experience

Position (most recent first)	Employer / Organization	From (mm/yy)	To (mm/yy)
CMA	Providence Medical Group - Spokane, WA	07/2024	Current
CMA	Providence Medical Group - Olympia, WA	02/2020	07/2024

Education History

Name of Training and/or School (most recent first)	Completed Date (mm/yy)	Program of Study	Degree or Certification
Western Govenors University	Current	Business (Healthcare Admin)	Bachelors
WA Association for Community Health	06/2021	Medical Assistant Apprentice	CMA
South Puget Sound Community College	06/2019	Science (Pre-Nursing)	Associates

Other Technical Certifications or Licenses Held

BLS - American Heart Association

Greater Spokane Apprenticeship Training

www.SpokaneApprenticeship.org

Office.gsat@gmail.com

1312 N Monroe Street, Suite 121,

Spokane, WA 9920

509-285-1767

Teri Gardner 11-15-24

Greater Spokane Apprenticeship Training Sustainability Plan

Greater Spokane Apprenticeship Training (GSAT) is a 501c3 employer-select apprenticeship sponsor.

GSAT's apprenticeship focus is on traditional and non-traditional apprenticeships in industries that are experiencing labor shortages. GSAT focuses on industries that provide apprentices with a living wage, job security, and a pathway for advancement. GSAT specializes in construction trades and health care apprenticeships.

As an employer-select apprenticeship sponsor, GSAT Training Agents pay a fee per apprentice for the apprenticeship. GSAT is supported 100% by the Training Agents. GSAT does not utilize public funding in order to sustain the sponsorship.

GSAT partners through MOUs with local community colleges to provide the RSI required for each apprenticeship. This provides the apprentice with a quality classroom experience. Training Agents are encouraged to support apprentices by paying for tuition and books. Apprentices are also able to utilize funding, scholarships, and other resource. The utilization of community colleges for RSI helps to negate issues relate to maintaining the capacity to deliver RSI over time.