



**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.**
- 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 and operate this apprenticeship program as required under Title 29, Code of

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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 without appeal rights. An initial probationary period is stated in hours or competency steps

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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:

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

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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
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.	<u>Medical Assistant</u>	<u>Approximate Hours/Competency Level</u>
	1. Patient Interaction	1125
	Rooming and Vital signs	
	Phones and Scheduling	

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

2. Clinical Procedures and Diagnostic Tests350
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

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 (**online coursework as described in RSI plan referred to as “Self-Study”. No distance learning courses.**)

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

IX. 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. Millage 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 with in 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 form 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 event 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

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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

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- 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.

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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:

 - d. The employee representatives shall be:

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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
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